

CRM IMPLEMENTATION WORKSHOP

ADEQUATE INFORMATION

- ✕ Nov. 17, 2010
- ✕ Houston, TX

ADEQUATE INFORMATION

- ✗ This is really the hard part of CRM
 - + More information isn't better
 - + Well presented, better information is more!
- ✗ Recommend system analysis approach
 - + What does the Controller really need to know?
 - + Primary focus on transmission mainline
 - ✗ Keep most of the station equipment status on other displays
 - ★ Available if Controller wants, but should not get in the way

ADEQUATE INFORMATION

- ✘ How information is presented can reduce information overload
 - + Screen too complex (watch out for page bouncing)
 - + Just how many screens are in front of the controller?
 - + Simplify, Simplify, Simplify = Hard Work in SCADA
- ✘ Computer should work for the controller not the controller working for the computer
 - + Start with simple process flow screen

ADEQUATE INFORMATION

- ✗ Regulations should
 - + Permit audit trail by regulators
 - + Retain records for some fixed period
 - + Shift change transfer process is a no brainer
- ✗ Another Major Contributor to Fatigue
 - + Poor SCADA Design/Presentation
 - + System creep causing overload on Controller
 - ✗ Too many pipeline systems in front of controller
 - ✗ Watch out for the “do more with less” syndrome

ADEQUATE INFORMATION

- ✖ SCADA should start with pipeline system basics
 - + Work in appropriate complexity
 - + It's a pipeline!
 - + One of the first areas investigators will check
 - ✖ Highly auditable after event
 - ✖ Good luck with “taking the fifth” defense
 - + Major issues simple to address
- ✖ Lastly, Controller should never be able to place pipeline in an overpressure event!