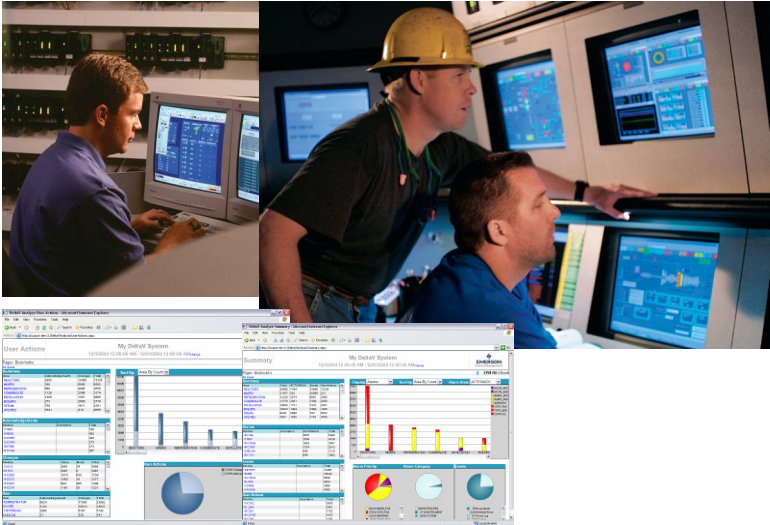


Alarm Management Services



Emerson's Alarm Management Services will help to ensure that your alarm systems do their jobs when they are needed most – during abnormal situations.

- Improved Operational Excellence
- Improved Safety
- Improved Plant Maintenance
- Improved Regulatory Compliance

Introduction

Can you say that your alarm system will provide process control system operators with the correct alarms in the correct sequence to be able to respond effectively to problems before they have a negative impact on the process or the plant?

Wouldn't you like to know that your plant alarm system is a critical line of defense against potentially costly and/or destructive abnormal situations, providing clear notification and guidance as to the root cause of a problem and minimizing unnecessary nuisance alarms?

Our study of plant and mill control systems has determined that many alarm systems routinely perform sub-optimally without any plant awareness. Plant operators are bogged down with nuisance alarms.

When it comes to your alarm system, operational excellence isn't a goal - it's a necessity. By actively addressing ineffective alarms, operator performance will improve and attention can be focused specifically on delivering safe, effective plant operation.

SureService® Alarm Management Services is your solution.

Benefits

Improved Operational Excellence. By developing an alarm system philosophy, performing alarm rationalization, and implementing alarm system changes the health of the control system improves resulting in more effective plant operation.

Improved Safety. By actively addressing ineffective alarms, operator performance will improve and their attention can be focused specifically on delivering safe, effective plant operation.

Improved Plant Maintenance. Alarm Management Services enable plant/mill maintenance personnel to effectively track all system events such as bad PV events. Personnel will be better informed of issues and problems. As a result, maintenance

departments are better able to take action before disruptive events occur.

Improved Regulatory Compliance. Alarm Management Services enable engineers, operators and plant/mill managers to better document their alarm system issues, and prioritize maintenance and upgrades that help them comply with health, safety, and environmental requirements.

Alarm Management Services include:

Alarm System Management Assessment - An Emerson Alarm System Specialist will be assigned responsibility for examining all aspects of your existing alarm management systems. The assessment will begin with retrieval of alarm logs for evaluation and statistical analysis using DeltaV Analyze. The assessment will evaluate exposure to risk as a result of poor alarm management by examining the following key areas:

- Alarm performance during normal operation and upsets, frequency of nuisance alarms, alarm frequency, and susceptibility to alarm floods using performance targets based on EEMUA (Engineering Equipment and Materials User Association) Report 191 best practices.
- The procedures used to define and configure alarms, alarm settings, and priorities.
- Plant operating methods and practices relating to management of alarm settings, change management requirements used.
- Operator training and readiness to respond to alarms.

Alarm System Performance Improvement - Based on the results of the Alarm System Management Assessment there are two alternative approaches. The first alternative for plants with an acceptable alarm performance is a continuous improvement program to ensure performance is maintained and is improved over time. The second alternative for plants where there is a significant organizational need to improve plant alarms is a systematic development of an alarm philosophy, an alarm rationalization process, and implementation of alarm system changes.


Alarm System Maintenance Program - The SureService Alarm System Maintenance Program is a service offering that provides periodic collection of alarm and event data from the customer site for analysis and reporting. Our Alarm Management Specialists will consult with you on the findings of these reports and work out an action plan to address any issues in accordance with your established management of change processes. The Alarm System Maintenance Program will keep your alarm system functioning optimally over the long run, ensuring continued benefits.

DeltaV Analyze™ and Alarm Reporting Services - An effective alarm management program requires the right tools to simplify the task of uncovering the “bad actors” and anomalies among the thousands of alarm and event records stored on your DeltaV system. This requires analysis tools as well as periodic alarm system status reports to help locate the areas of the alarm systems requiring attention.

DeltaV Analyze is a product that can be installed directly on your DeltaV system providing a comprehensive view of the alarms, events and user actions recorded in the event database. It helps you to quickly assess the performance of your alarm system and diagnose common alarm issues such as frequently recurring alarms, long-standing alarms, and other nuisance alarms. DeltaV Analyze can be installed on DeltaV systems v7.3 or the Plant-Wide Event Historian v3.0, and later.

As an option to installing DeltaV Analyze directly on your DeltaV system, Emerson offers subscription services that will provide on-line access to DeltaV Analyze via our secure Guardian website.

Alarm Management



Expires: 18 Dec 07
Last Upload: 28 Mar 07
Last Report: 15 Mar 07
Published Reports: 2
Requests Available: 10

The Alarm Management Services Tile on the Guardian Dashboard

Dashboard **Configure** Resources MY PROFILE LOGOUT HELP

Alarm Management Services
[Dashboard](#) >> [Alarm Management Services](#)

Upload Event Chronicle File
 Uploading an Event Chronicle file will add data to any chronicle data previously uploaded. The data will be processed and integrated into the existing data on file. Once processing is complete it will be available for viewing using the DeltaV Analyze utility and optional inclusion in an Alarm Management Summary report.

An Upload File page will be displayed after you submit this request. Start Upload

View/Print Alarm Summary Reports
 To View an archived report, select from the list below then click "View Report." The Report will be opened in a new window.

Report Date : View Report

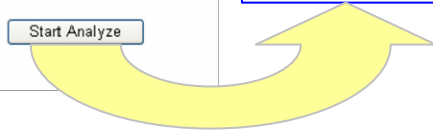
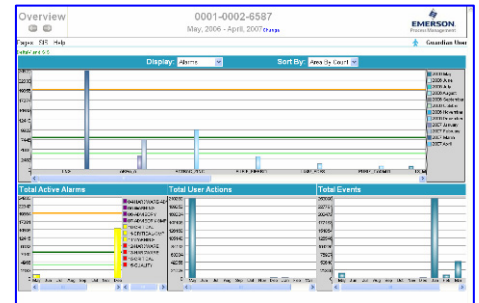
Request a New Alarm Summary Report
 Click "New Report" to request a report for a 31-day (maximum) time period you specify.

New Report

Launch DeltaV Analyze
 Running DeltaV Analyze will allow you to view an analysis of all previously uploaded Event Chronicle data (up to 12 month data) for this system in a separate window.

Start Analyze

Clicking on the Alarm Management Tile on the Guardian Dashboard Opens the Alarm Management Services Screen. The user controls provide easy access to uploading data, ordering and viewing reports, and running DeltaV Analyze.



The Alarm Management Services subscription can also be used to analyze Event Chronicle databases from earlier DeltaV versions (prior to v7.3). DeltaV customers simply upload Event Chronicle files on our Alarm Management Services website for processing. Once the files are processed, you can utilize the full analysis functionality of DeltaV Analyze via our secure website. Multiple users that you specify may access the data simultaneously. All website activity is performed under password security.

Whether you are using DeltaV Analyze installed on your DeltaV system or via our subscription service, we highly recommend our Alarm Management Reporting services. DeltaV Event Chronicle files are uploaded on our Alarm Management Services website for processing. We then process the files using DeltaV Analyze and generate an Alarm Management Summary Report that is further evaluated our SureService Alarm Management Specialists. The specialists will provide additional insight and recommendations in the report relative to possible causes for some alarm anomalies, critical

issues that should be addressed, and other useful information.

The final report will be posted on our secure Guardian website for future retrieval via the Guardian dashboard. You will receive an email notification that the report is ready for review, and you can elect to have a copy of the report (in PDF format) attached to the email.

The SureService Alarm Management Summary report service helps you initiate a fundamental operational excellence improvement cycle for your alarm system. Each report summarizes the analysis performed on your Event Chronicle data and can form the basis to begin an evaluation of your current alarm system design and configuration. The report contains highlights of some of the most active areas and modules in your system with regard to alarm activity, and other statistical information that will help you quickly focus your alarm system evaluation efforts for maximum benefit.

A number of KPIs are presented in the reports and your alarm system's performance is compared to

best practices and benchmarks established by the Engineering Equipment and Materials Users Association (EEMUA) publication number 191, *Alarm Systems - Guide to Design, Management and Procurement*. EEMUA-191 is an established, industry accepted guideline for the design and operation of process control alarm systems.

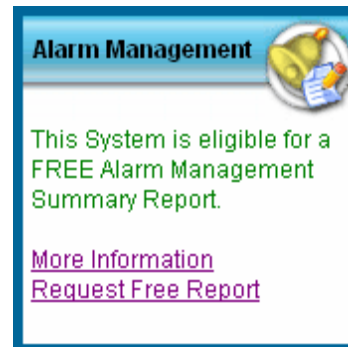
Apply Now for a Free Alarm Summary Report

As a way of introducing our customers to the SureService portfolio of Alarm Management Services, Emerson is offering a free Alarm Management Summary Report for all DeltaV systems. The report will contain a subset of the information presented in the Alarm Management Overview Report that is provided with our subscription services. This 5-page report provides basic information about alarm system performance:

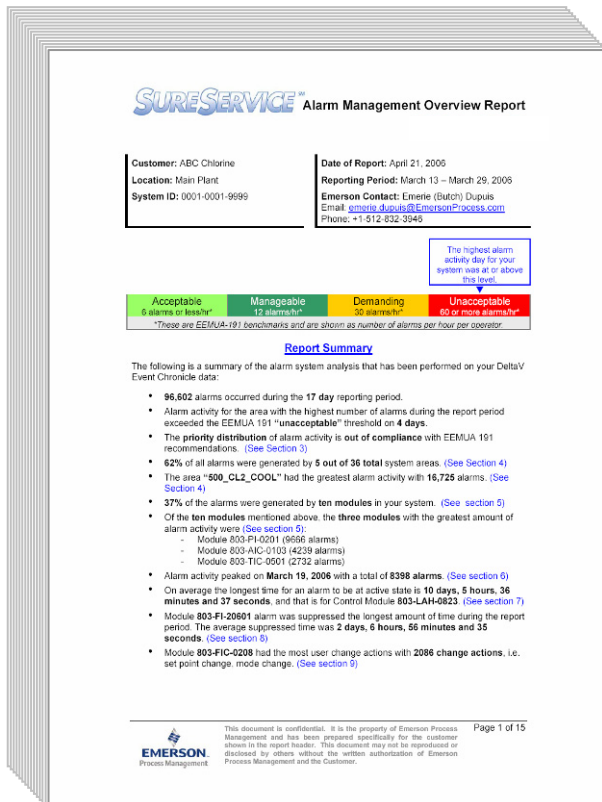
- Total alarm activity and how it compares to the EEMUA 191 benchmarks.
- Alarm activity priority distribution with comparison to the EEMUA 191 benchmarks.

- Plant area with highest alarm activity.
- Ten modules causing the most alarm activity and percentage of alarm activity these modules cause.
- Please consult your local Emerson Process Management office for details.

All factory Alarm Management Services including the free report are delivered via the Guardian Dashboard. Guardian Customers can order a free report by clicking on the appropriate link on the Alarm Management tile shown below:



The Alarm Management Free Report Tile on the Guardian Dashboard.



The SureService Alarm Management Overview Report presents valuable information on your alarm system's performance, including:

- KPIs per EEMUA
- Alarm system summary
- Alarm distribution
- The five Areas with the Most Alarm Activity
- The Ten Modules with the Most Active Alarms
- SureService Alarm Specialist comments
- A Detailed analysis of each of the ten modules with the most active alarms
- Analysis of the day with the highest alarm activity
- The ten modules with the highest alarm activation times
- The ten modules with the most suppression time
- Summary of user actions
- Summary of system alarms

To learn how comprehensive SureService solutions address your process management needs, contact Control Southern Inc. today or visit our web page at www.controlsouthern.com



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