

Alarm and Event Management

Solution Overview

Alarm and Event Management (A&E) is focused on using “software” alarms to provide early warning of anomalies in machine behavior. These alarms will trigger email notifications via the customer’s SMTP server (that must be able to send emails over the internet), which will be received into the web portal¹ and the attending engineer will review, investigate, and resolve as shown on the process flows (see back page).

Options for assessment support level.

- Five days per week (Mon – Fri), 8 hours a day, not including public holidays
- Seven days per week (Sun – Sat), 8 hours a day, including weekends and public holidays
- 24/7/365

How it works

The email notification opens a workflow in the SSA web portal. These workflows will trigger documented action and provide visibility over the period of the agreement. They will be used to document root cause problem solving. In many cases, the remote monitoring personnel will begin an investigation of the problem before the customer needs to be notified, or is even aware an issue may be occurring.

The process has been developed to focus on identifying problems early, assessing and communicating in order to jointly develop an Action Plan, and to track the status of reported alarms.

A process map will be developed to clearly define how each alarm will be managed and reported. This will be automated as a workflow within the Web Portal. System 1[®] will continue to send email notifications until the alarms have been cleared.

As part of this process, software alarm settings will be changed as required, and documented per the Change Management communication process.

Exception reports will be produced as part of the alarm assessment process, and are provided to the customer within a specified period of alarm assessment. All Exception Reports are stored in the web portal and are machine specific. All reports (Exception, Baseline, and Optimization reports) can be found quickly for each machine in the site’s web portal, which hosts a complete machine health history.

Quarterly summary reports documenting the number and type of alarms for each machine, together with a status of identified problems, will be provided. This information will also be easily accessible on a continuous basis via the web portal in the form of dashboards and filtered dataforms.

Assumptions/Contract Requirement

- Part or all of the contract will be carried out from a location remote to the site. Therefore, a reliable remote connectivity solution for efficient monitoring must be available. The operation and maintenance of the remote connectivity is the responsibility of the CUSTOMER, and must be agreed upon by the contract manager prior to contract start.

Value

Engineers on Standby – Should an alarm occur (hardware/software), the plant has the GE Bently Nevada team of skilled, experienced performance/diagnostic engineers ready to connect to the system and lend their support to the site 24/7.

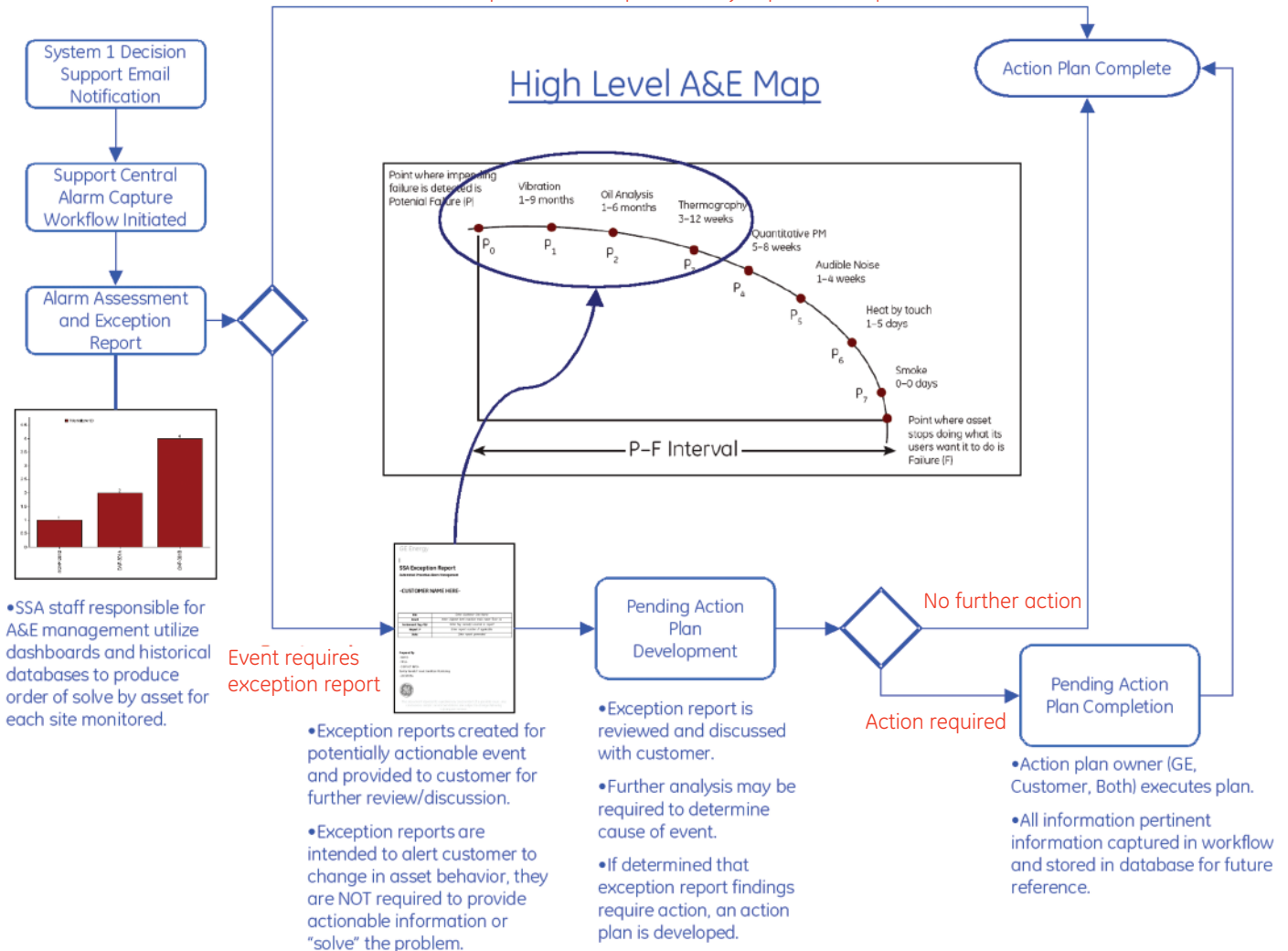
Improved Availability/Reduces Downtime – By proactive alarm activation, any subsequent change will trigger an alarm that is used to drive the GE Bently Nevada’s machinery performance/diagnostic engineers to review the site data and make recommendations to site. In most cases, this is done without the site operations/maintenance being aware that a change in condition has occurred.

Audit Trail – Should any of the above actions occur, a GE Bently Nevada’s auditable workflow will be triggered, to document all actions and recommendations. These are stored on the SSA Web Portal and provide a historical reference of all actions and recommendations to assist with future decision making.



¹ The Web Portal is provided for each supporting service customer.

Event is repeat or action plan already in process, request closed



•SSA staff responsible for A&E management utilize dashboards and historical databases to produce order of solve by asset for each site monitored.

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