

Scheduled Alarm Management Services

Features

- Enhances alarm system performance through periodic, scheduled reviews
- Improves operator awareness of priority alarms
- Augments plant staff so they can focus on other responsibilities
- Increases plant efficiency by customizing alarm management tasks to help determine event priorities
- Provides immediate access to alarm management specialists for:
 - Assessing alarm configurations
 - Implementing configuration changes
 - Answering general alarm system questions
 - Providing training to staff



Introduction

Power generation, as well as water and wastewater treatment facilities, are experiencing an increase in the number of alarms generated by plant control systems. Priority alarms may be hidden within the numerous nuisance alarms presented on an HMI; making it difficult for operators to detect and appropriately react to a potential problem.

Plant process control systems are frequently implemented without attention to how operators will respond to alarm events. Additionally, managing alarms is complicated by the fact that they are generated by a wide variety of sources such as software application behavior, control processes and hardware operation. The increase in alarm floods and nuisance events can pose a risk with adverse effects on product quality, process efficiency, equipment protection, environmental incidents, and personnel safety. Therefore, an effective alarm management program is essential for safe and effective plant operations.

Routine alarm system monitoring helps to alleviate these deficiencies. Periodically assessing and implementing alarm configuration changes enables continuous improvement of control system and plant reliability.

Industry's best practices suggest the following actions for efficient alarm management:

- Routine reporting of alarm frequency
- Identifying alarm deficiencies
- Implementing changes to eliminate or reduce unnecessary alarms
- Maintaining documentation of changes

The effort required to implement these strategies can add to the workload of the current staff, hence the advantage of implementing alarm management services.

Scheduled Services

Emerson's scheduled alarm management services focus on three key areas:

- Alarm system metrics service
- Solutions engineering service
- Alarm specialists service

Services can be performed on Ovation™ systems, with or without Ovation's alarm health advisor software package. This service can be customized to include other alarm management tasks that require regular attention or resolution by alarm management specialists.

Enrolling in scheduled alarm management services provides access to Emerson's specialized alarm management group. This dedicated group can help remotely complete activities utilizing electronic data transfer of alarm configuration files and alarm history. Or a group representative can make regularly scheduled onsite visits to complete the defined objectives. Implementing remote or onsite assistance from an Emerson alarm specialist keeps essential plant manpower focused on other important assignments.

Emerson's alarm management specialists are experienced in all aspects of plant operations including alarm systems. They recognize the importance of a well-functioning alarm system to ensure plant reliability.

Deliverables

The alarm system metrics service includes the following key objectives and deliverables:

- Uses Ovation alarm health advisor software to generate metrics on alarm system
- Provides suggested configuration changes when bad actors have been identified
- Prepares necessary configuration files for implementation if changes are approved
- Implements changes remotely through customer-granted access to the control system for importing files and saving the updated information for scheduled onsite visits
- Provides documentation of changes once implemented

The solutions engineering service provides direct access to an Emerson alarm specialist who can identify additional alarm improvement strategies outside of what is recommended during the alarm metrics service. Immediate contact with expert alarm support enables expedited completion of corporate or plant initiatives by a resource familiar with your facilities without taking the time to create and process a new purchase order.

The alarm management specialist service focuses on general alarm system and solution topics and includes the following:

- Answers to alarm system related questions
- Identifying alarm setting changes based on past and current database configuration changes
- Assistance restoring alarm configurations to a previous state
- Educating plant staff on existing and new features of Ovation's alarm system that may be underutilized in the current configuration

Summary

Scheduled alarm management services provide expert manpower that assists the plant's workforce in keeping the alarm system and processes operating at optimum levels; allowing them to focus on other tasks.

Periodic alarm system assessments reveal alarm configuration changes that can improve the control system and plant reliability.

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