



# **OSIsoft Field Service Adding Value to your PI System**

Presented by  
Kunal Desai  
Field Service – US  
OSIsoft, LLC



# OSIsoft Field Service

- 120 Engineers across 16 countries
  - Allows for faster scheduling of services
- 400 Field Service jobs per month
  - A combination of on-site and remote work
- Experience ranges back to 20 years with the company

# Complete Solution/Complete Support





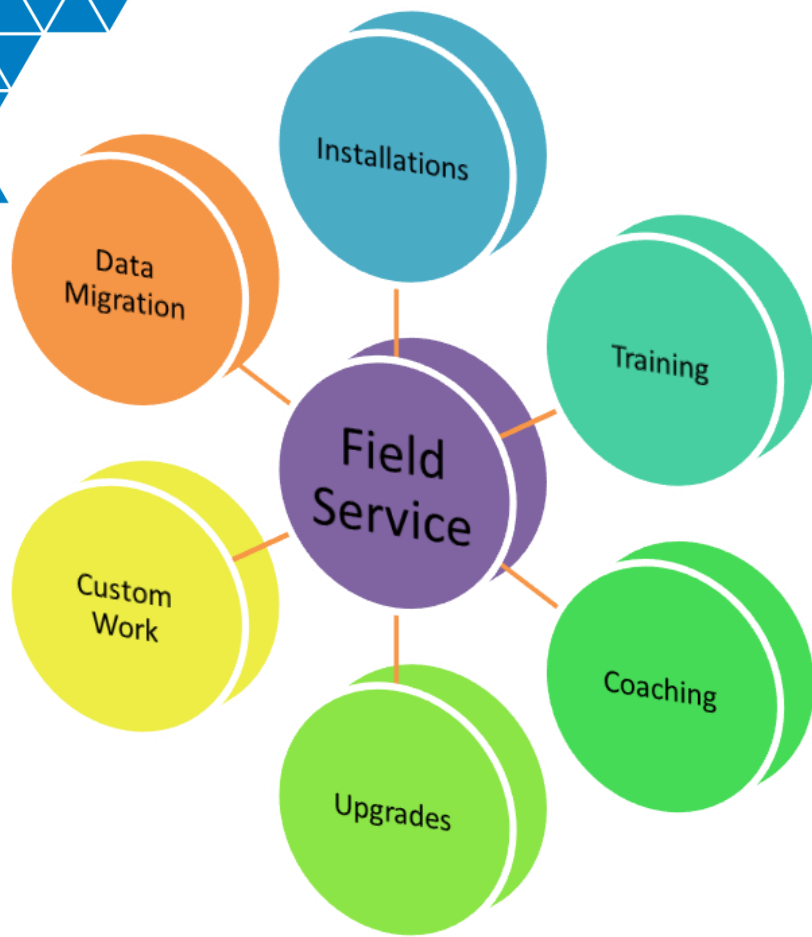
# Why OSIsoft Field Service?

- Graduates of top engineering programs
  - Understand the importance of a production environment
  - New Field Service Engineers (FSEs) get 6-9 months of 'boot-camp' training before their first jobs
  - Supervised work in 11 Skill Areas
- FSEs follow OSIsoft FS Technical Standards
  - Standards set by experienced FSEs with guidance from other departments at OSIsoft



# Why OSIsoft Field Service?

- FSEs provide Tips and Tricks
  - Enable efficient use of PI System
- OSIsoft FSEs have access to latest product information
  - Get the makers of the PI System to maintain your PI System
- Enable you to get the most *VALUE* from your PI System



- Standard Services
- Custom Services
- Standard Training
- Custom Training

# Installations



- Software Installation
- Tag Configuration
- PI System Management Coaching

# Upgrades

- Keep up with Technology
- Upgrade to:
  - New Hardware
  - Latest Software
  - New Architecture





# Training

- Look at your own data
- Create your own reports
- Discover the unknown
- At your site or our Public Training Centers



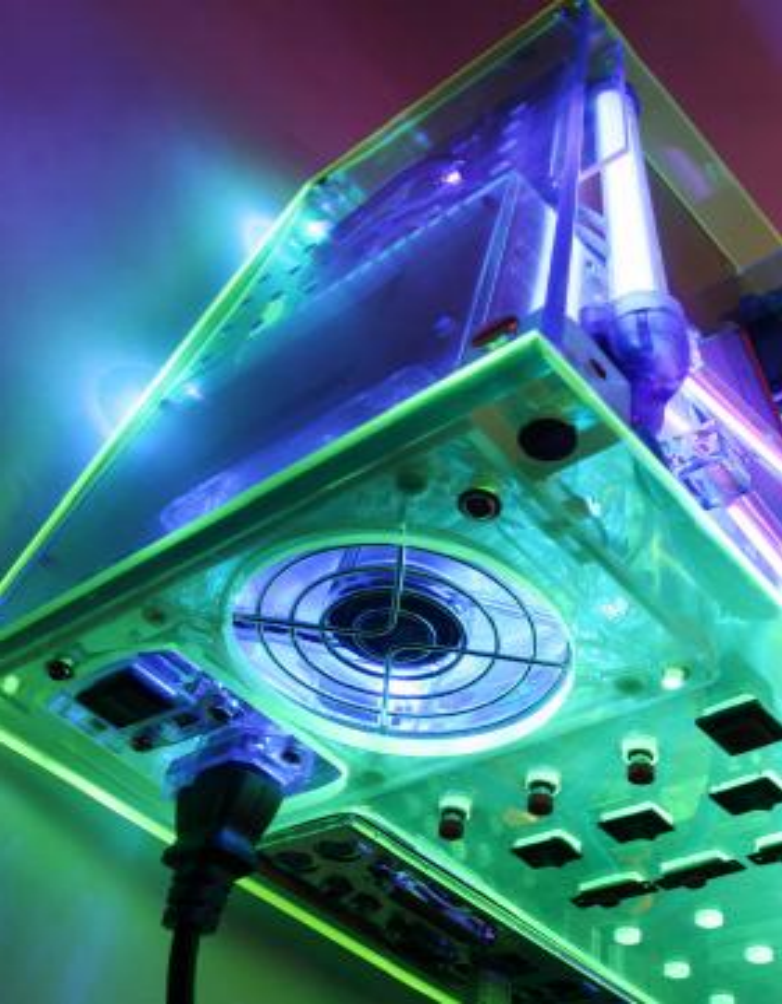
# Coaching

- PI ACE Coaching
- PI AF Coaching
- Batch Coaching
- Custom Coaching



# Data Migration

- Legacy Historian to PI System
- From older versions to newer versions of the PI System



# Custom/Special Services

- PI System Audit/Tune Up
- Consulting and Analysis
- PI System Troubleshooting
- Advanced Coaching





# Remote Services

- More than 50% of FS work is done remotely
- Save \$\$\$ - No Travel Expenses
- Quick scheduling and execution of services
- Easy access to worldwide resources



# To Get More Information

- Contact your OSIsoft Account Manager
- [FieldService@osisoft.com](mailto:FieldService@osisoft.com)
- Bill Fabens – [BFabens@osisoft.com](mailto:BFabens@osisoft.com)
- Kunal Desai – [KDesai@osisoft.com](mailto:KDesai@osisoft.com)

A decorative graphic on the left side of the slide, consisting of a large, irregular shape made of many small blue triangles. The triangles are arranged in a way that creates a sense of depth and movement, with some triangles pointing towards the center and others pointing outwards. The overall shape is roughly triangular, with the base on the left and the apex pointing towards the top right.

# **OSIsoft On-Demand Learning Channel**

Presented by  
Kumar Bangalore

# Progression of OSIssoft Learning methods

CBT \$\$\$ (Computer Based Training – CDs, DVDs)



Online Streaming delivery \$\$\$ (proprietary)



YouTube Learning Channel - Free





# Features and Benefits – YouTube Learning Channel

- Streaming – access with just a browser – [www.youtube.com](http://www.youtube.com)
- Just-in-time learning – On-demand learning
  - Learn what you want, when you want it
  - Can zero in on a specific topic using Search
- Learn at your own pace
  - Pause; Repeat; Practice; Apply; Resume.
- 800 videos of the latest versions of our products
- Social media – n-way interaction
  - Can comment and ask questions easily
  - Can see comments of other viewers
- Transcription and Translation available

## Search results for **osisoft**

About 1,130 results

[Filter](#) ▼



### Episode 18 - Chill Off 2: OSISOFT

In this episode, Brian Day interviews Prajesh Bhattacharya from OSISOFT. OSISOFT is the collection and analytics engine used to capture over 5000 ...

by [datacenterpulse](#) | 11 months ago | **517 views**

[HD](#)



### Description of the System [old version]

by subscription at [learning.osisoft.com](#) Video content is copyright of OSISOFT, LLC - © OSISOFT, LLC 2011. All rights reserved. Any ...

by [OSISOFTLearning](#) | 5 months ago | **1,778 views**

[HD](#) [CC](#)

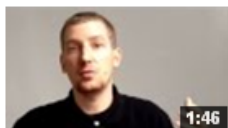


### The Product Roadmap, OSISOFT vCampus Live! 2011

At [www.osisoft.com](#) you can see the agenda and register for vCampus Live! 2011. An important part of vCampus Live 2011 is explanation and ...

by [OSISOFTLearning](#) | 3 days ago | **39 views**

[NEW](#) [HD](#)



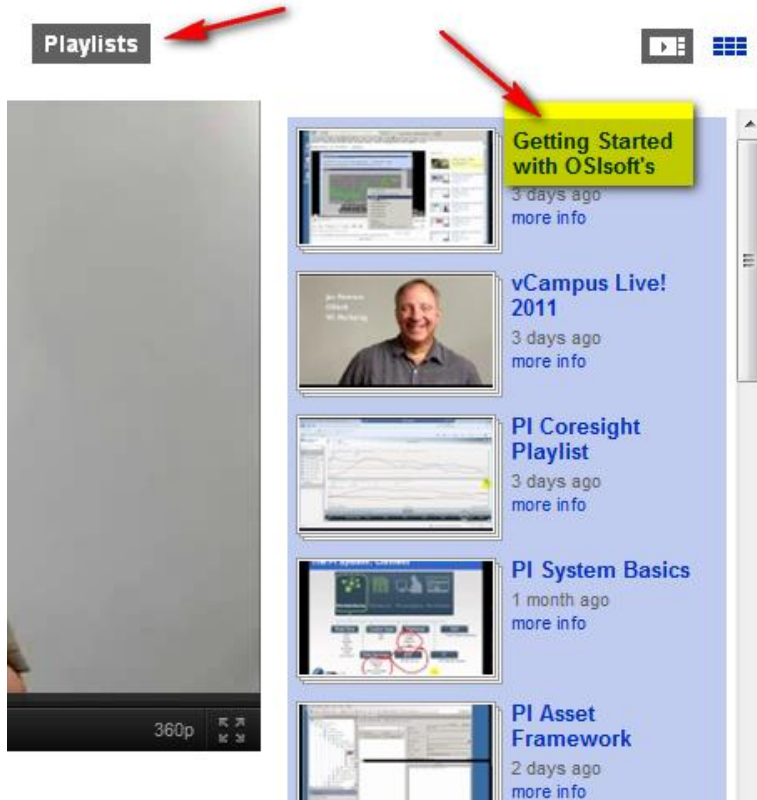
### PI Server 2012 Video Abstract, OSISOFT vCampus Live! 2011

At [www.osisoft.com](#) you can see the agenda and register for vCampus Live! 2011. Video content is copyright of OSISOFT, LLC - © OSISOFT, LLC 2011 ...

by [OSISOFTLearning](#) | 3 days ago | **69 views**

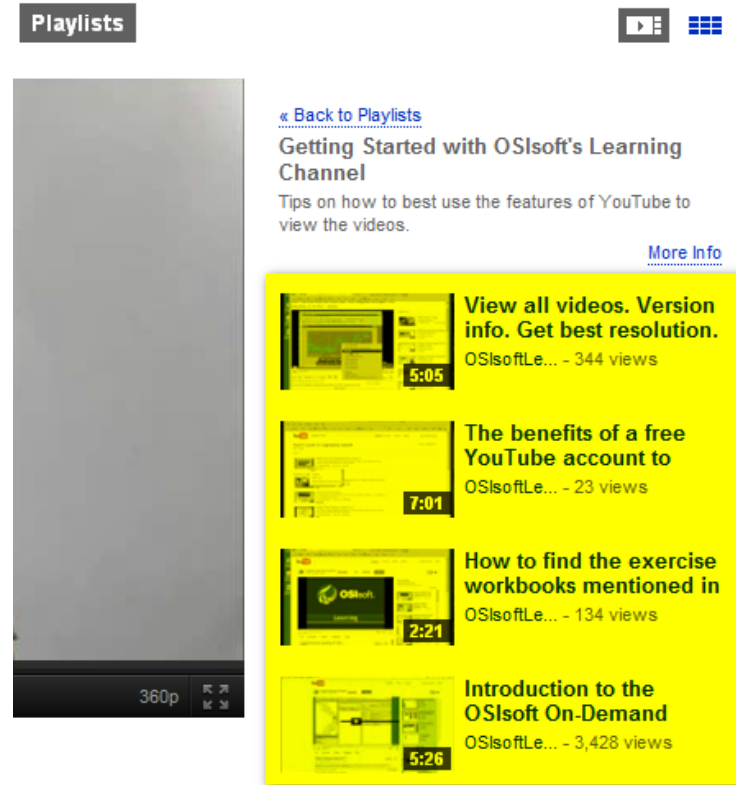
[NEW](#) [HD](#)

# Start with ...



**Playlists**

- Getting Started with OSIssoft's**  
3 days ago  
[more info](#)
- vCampus Live! 2011**  
3 days ago  
[more info](#)
- PI Coresight Playlist**  
3 days ago  
[more info](#)
- PI System Basics**  
1 month ago  
[more info](#)
- PI Asset Framework**  
2 days ago  
[more info](#)



**Playlists**

[« Back to Playlists](#)

**Getting Started with OSIssoft's Learning Channel**

Tips on how to best use the features of YouTube to view the videos.

[More Info](#)

- View all videos. Version info. Get best resolution.**  
OSIssoftLe... - 344 views  
5:05
- The benefits of a free YouTube account to OSIssoftLe...**  
OSIssoftLe... - 23 views  
7:01
- How to find the exercise workbooks mentioned in OSIssoftLe...**  
OSIssoftLe... - 134 views  
2:21
- Introduction to the OSIssoft On-Demand**  
OSIssoftLe... - 3,428 views  
5:26

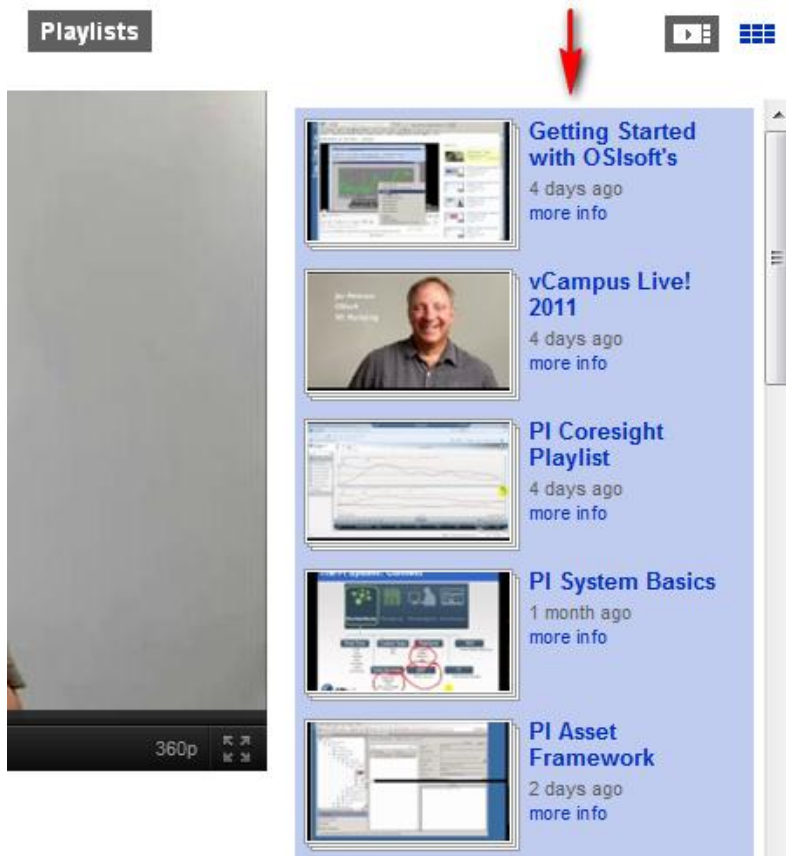


# Tips in the **Getting Started** videos

- Playlists
- Product versions
- Watching videos with maximum resolution
- Corrected Transcription, Machine Transcription, Machine Translation
- Searchable Interactive Transcript
- Benefits of signing in with a YouTube account
  - Messages and Comments
  - “Watch Later” Playlist, create Custom Playlists
- How to find the Exercise Workbooks referred to in the videos

# Playlists and Video Collections

**Playlists**



A screenshot of a YouTube playlist page. The header shows the word 'Playlists' in a dark box. Below it is a large video player area. To the right of the player is a list of five video thumbnails with their titles and upload times. A red arrow points to the first video, 'Getting Started with OSIs's', which was uploaded 4 days ago. The video player at the bottom shows a 360p resolution.

- Getting Started with OSIs's**  
4 days ago  
[more info](#)
- vCampus Live! 2011**  
4 days ago  
[more info](#)
- PI Coresight Playlist**  
4 days ago  
[more info](#)
- PI System Basics**  
1 month ago  
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**Playlists**



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[« Back to Playlists](#)

**PI Asset Framework**  
Videos on PI Asset Framework (AF)

[More Info](#)

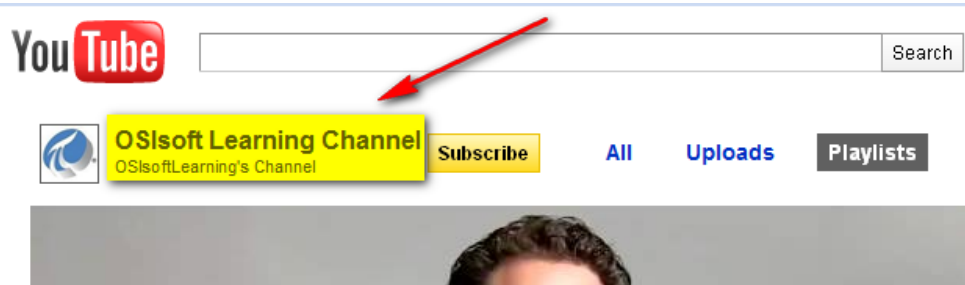
- OSIssoft: Define the components of a PI**  
OSIssoftLe... - 449 views
- OSIssoft: Draw a diagram of the**  
OSIssoftLe... - 314 views
- OSIssoft: Describe the purpose of the AF**  
OSIssoftLe... - 1,239 views
- OSIssoft: Describe the purpose of the AF**  
OSIssoftLe... - 417 views
- OSIssoft: Describe components of an AF**  
OSIssoftLe... - 312 views

# Custom Playlists

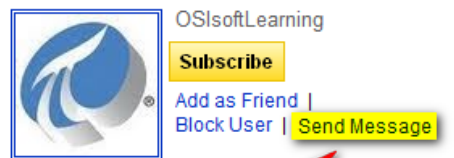
**need a YouTube account**

The screenshot displays the YouTube interface for a user named 'knbangalore'. The top navigation bar includes the YouTube logo, a search bar, and links for 'Search', 'Browse', 'Movies', 'Upload', and the user's name 'knbangalore'. The 'My Playlists' section is visible, showing five playlists: 'Favorites (0)', 'Watch Later (2)', 'Liked (0)', 'History (2)', and 'Custom PL1 (1)'. The 'Custom PL1' playlist is selected, and its details are shown below. The playlist is titled 'Custom PL1' and is owned by 'knbangalore's channel'. It contains one video, 'OSISOFT: Find with PI Coresight' by OSISOFTLearning, which has 80 views and a duration of 3:14. The video thumbnail shows a computer screen with code. The 'About Playlist Creator' section indicates 0 views and 0 subscribers for the channel.

# Comments & Feedback – Private and Community



Need to be logged in to YouTube with an account.



## Profile

Channel Views: 28,173  
Total Upload Views: 71,582  
Joined: Mar 31, 2011

## Channel Comments (14)



88thohan (2 months ago)

Spam

I find the bookmarks-feature to take way much room. If i place it on top (and not as a column), it still shows the bookmarks entries listed downwards. I would really like to see a more Internet Browser-inspired navigation. Working with the backwards/forwards-buttons is useless if you're working in only one window.



OSIssoft Learning (2 months ago)

Spam

@88thohan Thanks. I've forwarded your suggestion to the PI ProcessBook product manager. She responds "the new Bookmarks feature (as of 3.2) may help with this problem." If you haven't seen it yet, see at <http://www.youtube.com/watch?v=D9qXF7vAbaA> a video that demonstrates creating bookmarks that appear in a favorites list.

# Can also Comment on each Video ...

All Comments (0)

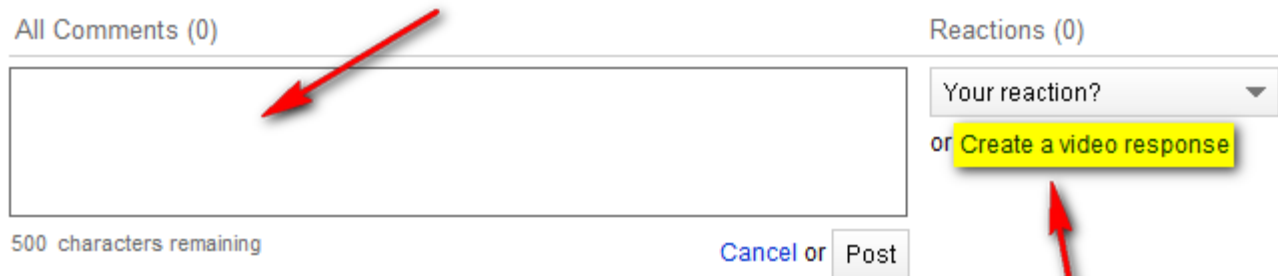
Reactions (0)

Your reaction? ▼

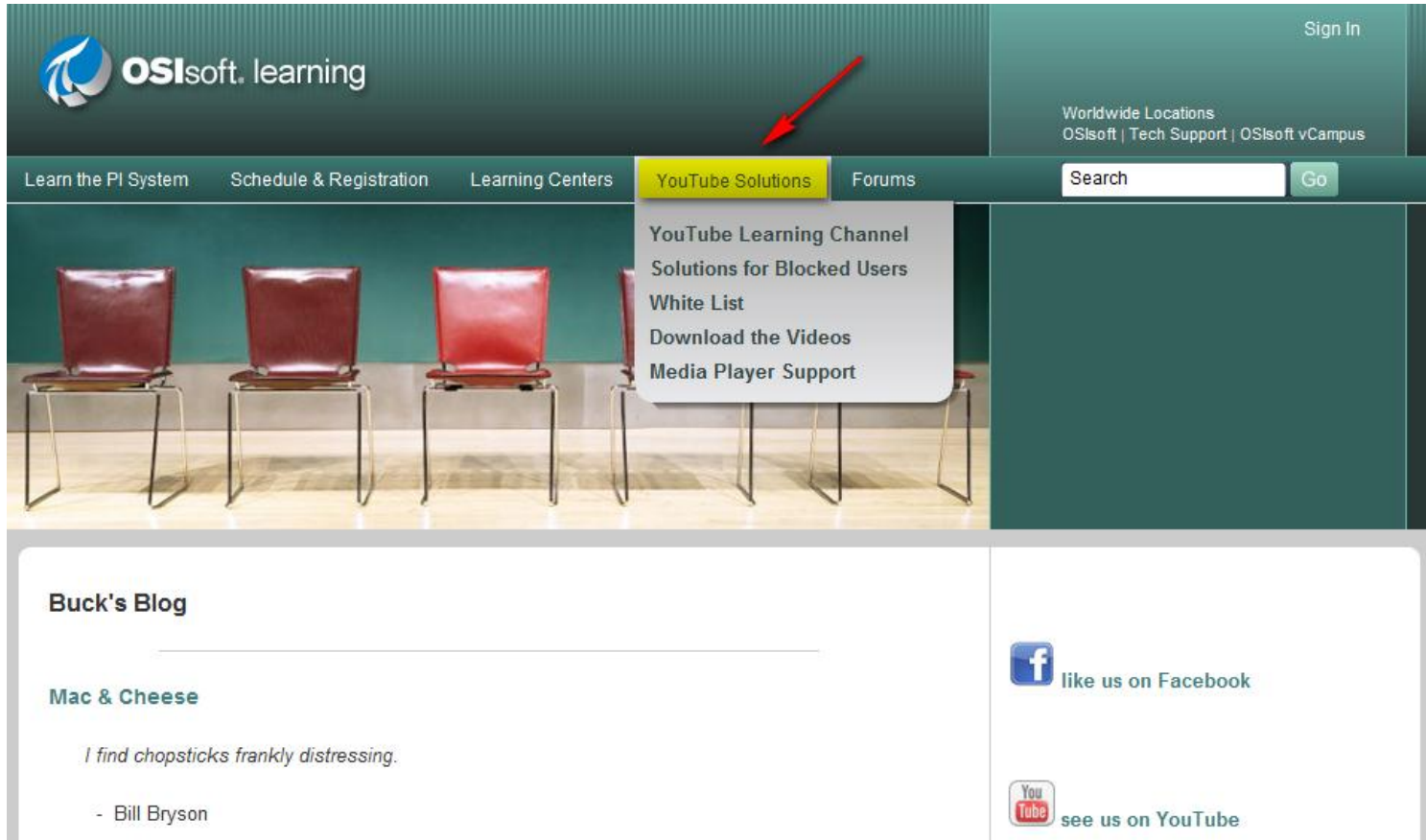
or **Create a video response**

500 characters remaining

Cancel or Post







The screenshot shows the OSIsoft Learning website interface. At the top left is the OSIsoft Learning logo. To the right is a 'Sign In' link. Below the logo is a navigation bar with links: 'Learn the PI System', 'Schedule & Registration', 'Learning Centers', 'YouTube Solutions' (highlighted with a red arrow), and 'Forums'. To the right of the navigation bar is a search bar with a 'Go' button. Below the navigation bar is a large image of four red chairs. A dropdown menu is open under 'YouTube Solutions', listing: 'YouTube Learning Channel', 'Solutions for Blocked Users', 'White List', 'Download the Videos', and 'Media Player Support'. Below the image is a 'Buck's Blog' section with a post titled 'Mac & Cheese' by Bill Bryson. On the right side of the page are social media links for Facebook ('like us on Facebook') and YouTube ('see us on YouTube').

OSIsoft. learning

Sign In

Worldwide Locations  
OSIsoft | Tech Support | OSIsoft vCampus

Learn the PI System Schedule & Registration Learning Centers **YouTube Solutions** Forums

Search Go

YouTube Learning Channel  
Solutions for Blocked Users  
White List  
Download the Videos  
Media Player Support

**Buck's Blog**

**Mac & Cheese**

*I find chopsticks frankly distressing.*

- Bill Bryson

like us on Facebook

see us on YouTube



# To Summarize ...

- Easy to access  
[www.youtube.com](http://www.youtube.com)
- Free
- Crowdsourcing
  - N-way interaction with  
OSIsoft and User Community

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# OSIsoft vCampus

Presented by  
Kumar Bangalore



# OSIsoft Virtual Campus - vCampus

- Online (virtual) community – people with a common interest
- Focus
  - Developing applications on top of the PI System
  - Integrating the PI System with external systems
  - PI System programming
- Community - facilitates communications between
  - Customers
  - Partners
  - OSIsoft employees
- Subscription-based



**What you get ...**

**Everything you need to build  
on top of the PI System**

**A Personal Development PI  
System**

# What's in the box?

## Servers

- PI Server
- AF Server + Event Frames
- PI Notifications
- PI ACE
- PI for StreamInsight

## Clients & Interfaces

- PI ProcessBook
- PI DataLink
- PI WebParts
- PItoPI Interface
- PI ActiveView

## Data Access

- PI SDK
- AF SDK
- PI OLEDB
- PI OPC
- PI JDBC
- PI OPC UA
- PI Web Services

## Online Resources

- Forums & Blogs
- Webinars
- Documentation
- Technical Articles
- Virtual Labs Environment
- Demos/Labs

## Community

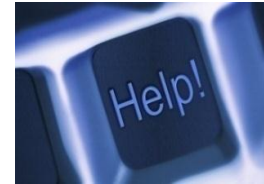
- Peers
- vCampus Team
- Many other OSIsoft people



## Online Resources

- Forums & Blogs
- Webinars
- Documentation
- Technical Articles
- Virtual Labs Environment

ent



## Community



# Benefits

- Faster time to completion or market
  - Resources (library, PI System, virtual lab environment, ...)
  - Collaboration (Others did it... others know it...)
- Closer relationship with OSIsoft
  - Developers, Product Managers
  - Get heard (Feedback → Development)
- Be the first to know - pre-release versions & exclusive content
  - CTP, Beta, RC, whitepapers, training, tutorials, etc.

# Where are we at?

- Launched in November 2008 (Amsterdam Users Conference)
- >1900 registered users
- >10,000 posts on the discussion forums
- 22 blogs
- Hundreds of Tweets







# Subscription

- Individual
- Team (10 seats)
- Enterprise (unlimited seats)

Forums

Webinars

[Apply Now](#) | [Sign in](#)



OSIsoft virtual campus



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[Library](#)

[Discussion Hall](#)

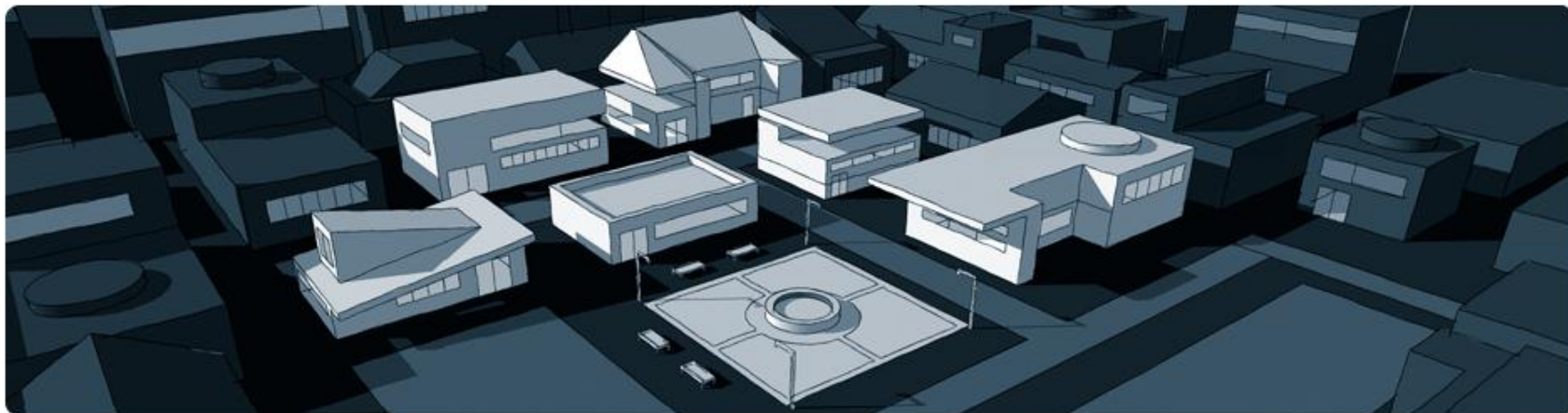
[Auditorium](#)

[Bloggers' Place](#)

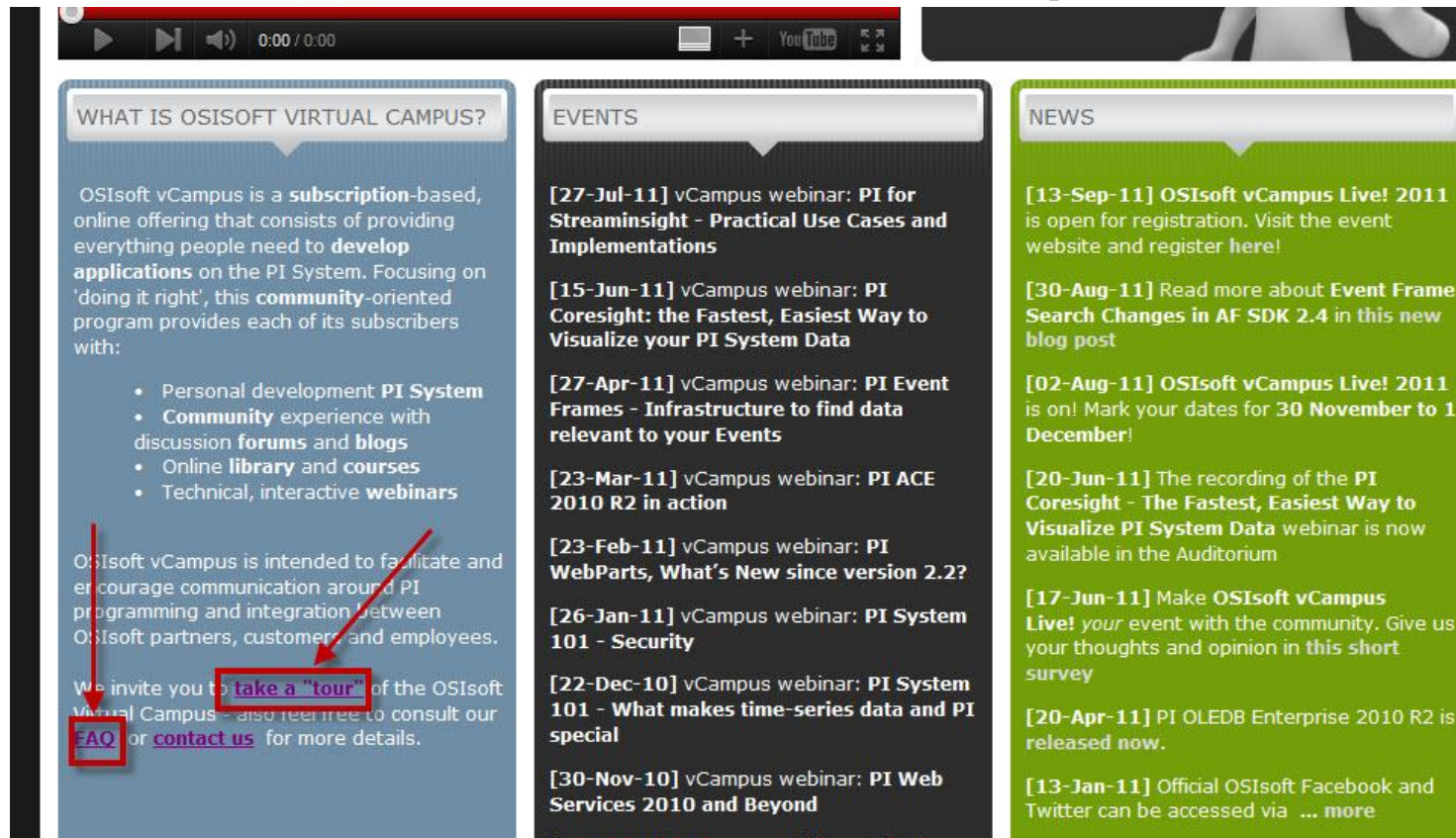
[Training Center](#)

[Download Center](#)

[Live!](#)



# Resources to Learn More – vCampus.osisoft.com



**WHAT IS OSISOFT VIRTUAL CAMPUS?**

OSIsoft vCampus is a **subscription**-based, online offering that consists of providing everything people need to **develop applications** on the PI System. Focusing on 'doing it right', this **community**-oriented program provides each of its subscribers with:

- Personal development **PI System**
- **Community** experience with discussion **forums** and **blogs**
- Online **library** and **courses**
- Technical, interactive **webinars**

OSIsoft vCampus is intended to facilitate and encourage communication around PI programming and integration between OSIsoft partners, customers and employees.

We invite you to **take a "tour"** of the OSIsoft Virtual Campus – also feel free to consult our **FAQ** or **contact us** for more details.

**EVENTS**

- [27-Jul-11] vCampus webinar: **PI for Streaminsight - Practical Use Cases and Implementations**
- [15-Jun-11] vCampus webinar: **PI Coresight: the Fastest, Easiest Way to Visualize your PI System Data**
- [27-Apr-11] vCampus webinar: **PI Event Frames - Infrastructure to find data relevant to your Events**
- [23-Mar-11] vCampus webinar: **PI ACE 2010 R2 in action**
- [23-Feb-11] vCampus webinar: **PI WebParts, What's New since version 2.2?**
- [26-Jan-11] vCampus webinar: **PI System 101 - Security**
- [22-Dec-10] vCampus webinar: **PI System 101 - What makes time-series data and PI special**
- [30-Nov-10] vCampus webinar: **PI Web Services 2010 and Beyond**

**NEWS**

- [13-Sep-11] OSIsoft vCampus Live! 2011 is open for registration. Visit the event website and register [here!](#)
- [30-Aug-11] Read more about **Event Frame Search Changes in AF SDK 2.4** in this new [blog post](#)
- [02-Aug-11] OSIsoft vCampus Live! 2011 is on! Mark your dates for **30 November to 1 December!**
- [20-Jun-11] The recording of the **PI Coresight - The Fastest, Easiest Way to Visualize PI System Data** webinar is now available in the Auditorium
- [17-Jun-11] Make **OSIsoft vCampus Live!** your event with the community. Give us your thoughts and opinion in this [short survey](#)
- [20-Apr-11] **PI OLEDB Enterprise 2010 R2** is released now.
- [13-Jan-11] Official OSIsoft Facebook and Twitter can be accessed via [... more](#)



**What:** vCampus Live! 2011

**When:** Nov 30 – Dec 1

**Where:** Palace Hotel, San Francisco

*Valuable and exclusive contents for anyone working with the PI System!*

Register today at:

[www.OSIsoft.com/vCampusLive2011](http://www.OSIsoft.com/vCampusLive2011)



# Questions

[learning@osisoft.com](mailto:learning@osisoft.com)

[vCampus@osisoft.com](mailto:vCampus@osisoft.com)

+1 (510) 297-5800



## LIBRARY



### vCampus Library

- ☐ Legacy DevNet Content
- ☐ Newsletters and Announcements
- ☐ OSIsoft - Microsoft Accelerators
- ☐ Training Documentation
- ☐ vCampus PI Products Kit
- ☐ White Papers and Tutorials
  - ☐ Miscellaneous
  - ☐ PI ACE
  - ☐ PI AF
  - ☐ PI JDBC Driver
  - ☐ PI OLEDB Provider
  - ☐ PI ProcessBook
  - ☐ PI SDK
  - ☐ PI WebParts

## Virtual Campus Library

Welcome to the vCampus Library, great source of information for PI System developers! The Library contains different types of documents, including documentation, user and programmer guides on all the PI products provided with vCampus. To find what you want you can simply browse the hierarchical index on the left, or perform a search with the desired keywords (located at the top-right corner of the page).

While the Library already contains some architectural guidelines – the "OBA Accelerators" series for instance –, the vCampus team will be working at increasing the number and type of such documents: how-to's, best practices, guidelines, tutorials, etc. In the mean time, check out these OBA (Office Business Applications) Accelerators, designed to make easier development/integration of PI in Microsoft Office applications, notably Microsoft SharePoint.

Also keep in mind that as a member of vCampus, you can play a big role in how the Library evolves: your feedback on the current contents and especially suggestions on





OSIsoft virtual campus.



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Library

Discussion Hall

Auditorium

Bloggers' Place

Training Center

Download Center

Live!

## DISCUSSION HALL

### Generic Forums (non-programming)



**Generic vCampus Discussions**

This forum is for generic discussions about the Virtual Campus, typically not programming-related.



**General .NET Development**

This forum is for any generic .NET development question, not necessarily related to PI.



**PI System Integration**

This forum is for questions on integration of the PI System with other systems - not necessarily programming-related.

### FORUMS - LINKS

**Forum subscriptions**

**Mark all read**

### TAG CLOUD

**.NET .NET ProcessBook Add-Ins**

**AF AF 2.x AF SDK**

**Builders' Café Webinar**

**Series C# Event Frames**



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## AUDITORIUM



Sort by: Recent | Name | Downloads | Views | Comments | Rating

TYPE	TITLE	DATE	DOWNLOADS	RATING
	<b>Builders' Café Webinar Series - PI for StreamInsight - Practical Use Cases and Implementations</b>	08-01-2011 by <b>Daniel Takara</b>	16	
	<b>Builders' Café Webinar Series - PI Coresight - The Fastest, Easiest Way to Visualize PI System Data</b>	06-18-2011 by <b>Daniel Takara</b>	66	★★★★☆
	<b>Builders' Café Webinar Series: PI Event Frames - Find your data by events</b>	04-28-2011 by <b>Andreas</b>	70	★★★★★
	<b>Builders' Café Webinar Series: PI ACE 2010 R2 in Action</b>	03-29-2011 by <b>Han Yong</b>	46	★★★★★

### UPCOMING WEBINARS

#### The Builders' Café Webinar Series:

[27-Jul-11] vCampus webinar: PI for Streaminsight - Practical Use Cases and Implementations

### TAG CLOUD

AF AF 2.X AF SDK

**Builders' Café  
Webinar Series  
CTP** Daemon Tools DVD





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## BLOGGERS' PLACE



Sort by: Most Recent | Most Views | Most Comments



AHMAD'S BLOG

### Possible Cyber Attacks on September 24

Posted by [Ahmad](#) on 09-23-2011

See this piece and take security seriously on the declared " Day of Vengeance "!



1



MICHAEL'S PROGRAMMING BLOG

### Are we witness to the largest scientific discovery of our time?

Posted by [Michael @ OSIsoft](#) on 09-23-2011

This time, no programming at 'Michaels programming Blog'. Something totally unrelated to programming, and even to the PI System... But, we could be witnessing one of the largest scientific discoveries of our time. Researchers at CERN have discovered...



1



MICHAEL'S PROGRAMMING BLOG

### 24 hour program-a-thon challenge - need your input!

Posted by [Michael @ OSIsoft](#) on 09-20-2011

Hello fellow vCampus members, As a spontaneous action I'm going to dedicate myself to a 24 hour programming challenge starting today . Maybe you have noticed that I'm working on some research projects to create a Natural User Interface (NUI) for...



4

## BLOGS ON THIS SITE

Find a blog...



BLOG ▲

[Ahmad's Blog](#) ★

[Andreas' Blog](#) ★

[Armchair Thoughts from the Lead Architect](#) ★

[Asle's blog](#) ★  
vCampus All-Star 2010

[Bryan Owen's Blog](#) ★

[Christian Luckock's Blog](#) ★  
This blog will focus on leveraging the PI Infrastructure for use in



OSIsoft virtual campus.



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## TRAINING CENTER

### On-Demand Streaming Content

All of our on-demand content is offered via the [YouTube OSIsoft Learning Channel](#). These voice and video recordings that are designed to be as easy-to-use as possible. They are based on the same tasks and objectives that form the basis for our classroom training. Search for the instruction you need, or go through the videos as if you were in a classroom setting.

Each video is based on a single task, and each task is vetted for its value to you - the user. The videos describe the process of accomplishing that task in the PI System. The videos often contain common roadblocks and solutions gathered over years of experience.

#### What is covered in the YouTube Channel?

These following topics are covered in the YouTube Playlists in the OSIsoft Learning Channel:

- General Introduction
- PI ProcessBook
- PI DataLink

### EVENTS

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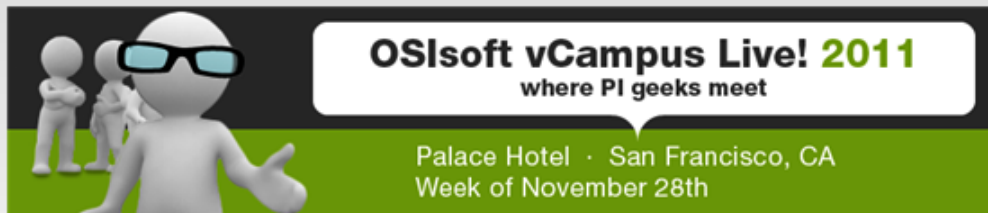
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## OSISOFT VCAMPUS LIVE!

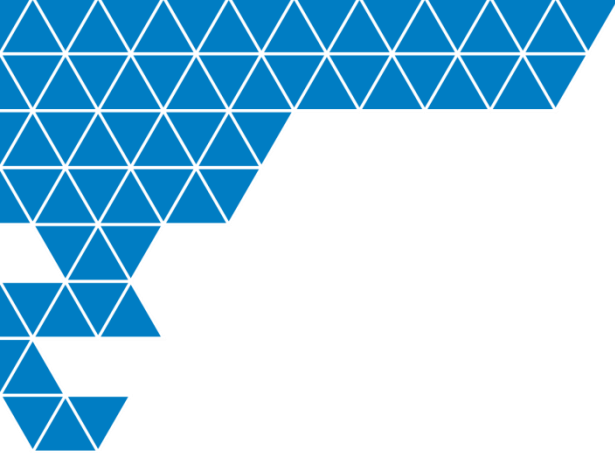


The OSIsoft vCampus Live! event is the **in-depth** technology event where PI system development, architecture, integration and administration topics are discussed. The 2010 edition was held on September 13-14, at the Palace Hotel in San Francisco.

Below are the recorded presentations as well as the corresponding contents in PDF format. We hope you enjoy these and find them useful - and don't hesitate to ask your questions and initiate discussions on the [vCampus discussion forums](#).

We are working hard toward a **better and newer vCampus Live!** Stay tuned!

Click [here](#) to see the presentations from OSIsoft vCampus Live! 2009.



Thank you