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UC2010

Real Time Information — Currency of the New Decade

Hilton San Francisco Union Square | San Francisco, CA

April 26-28, 2010

Enterprise Agreements

-

The Value of Managed Services & Software

Alton Loe, Director EPM

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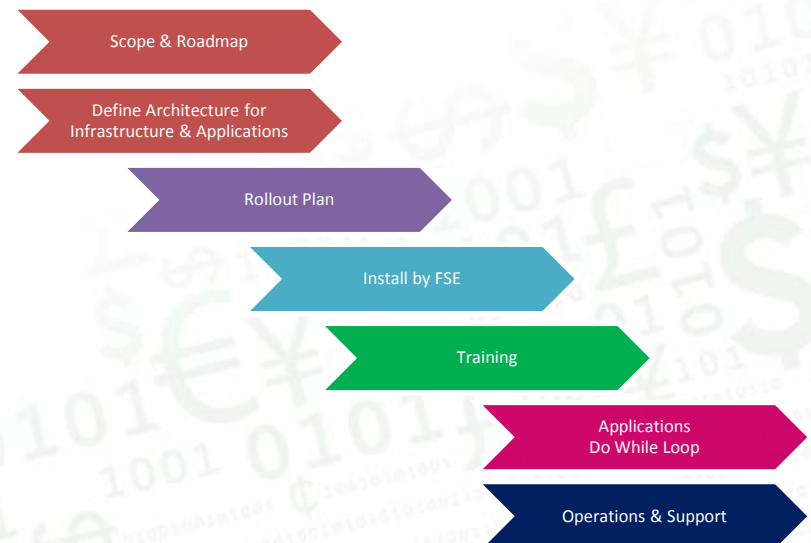
John Matranga, Director CoE

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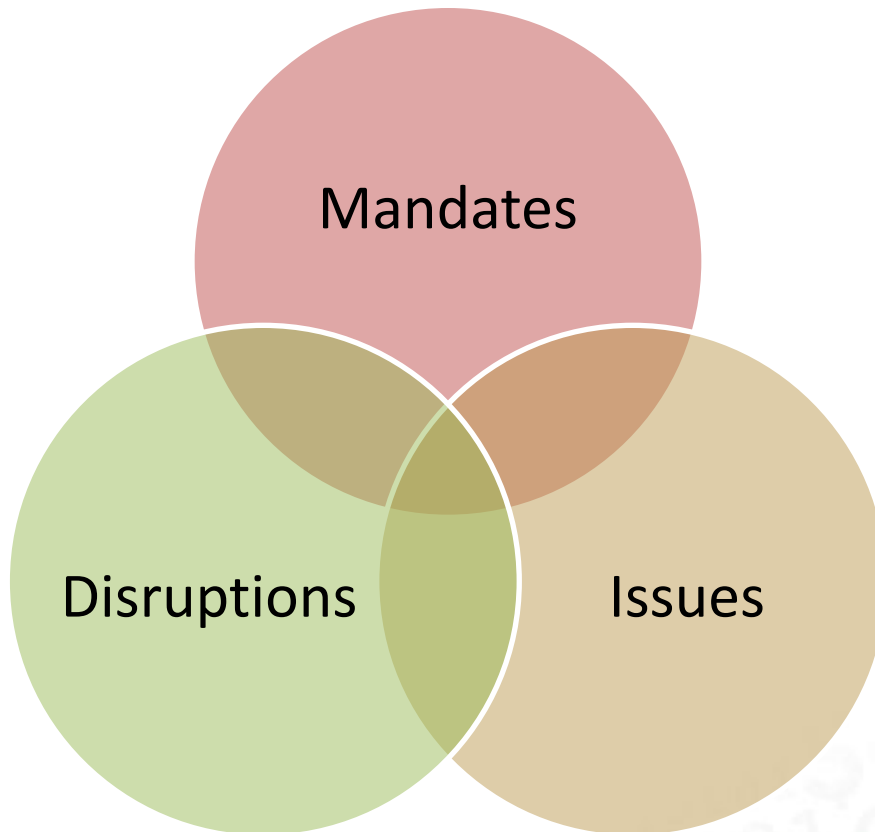
OSIsoft, LLC.

AGENDA

- Why EA?
- Your OSIsoft Options
- Project Rollout Support
- Recap and Q/A
- Entertainment



“Killer App”

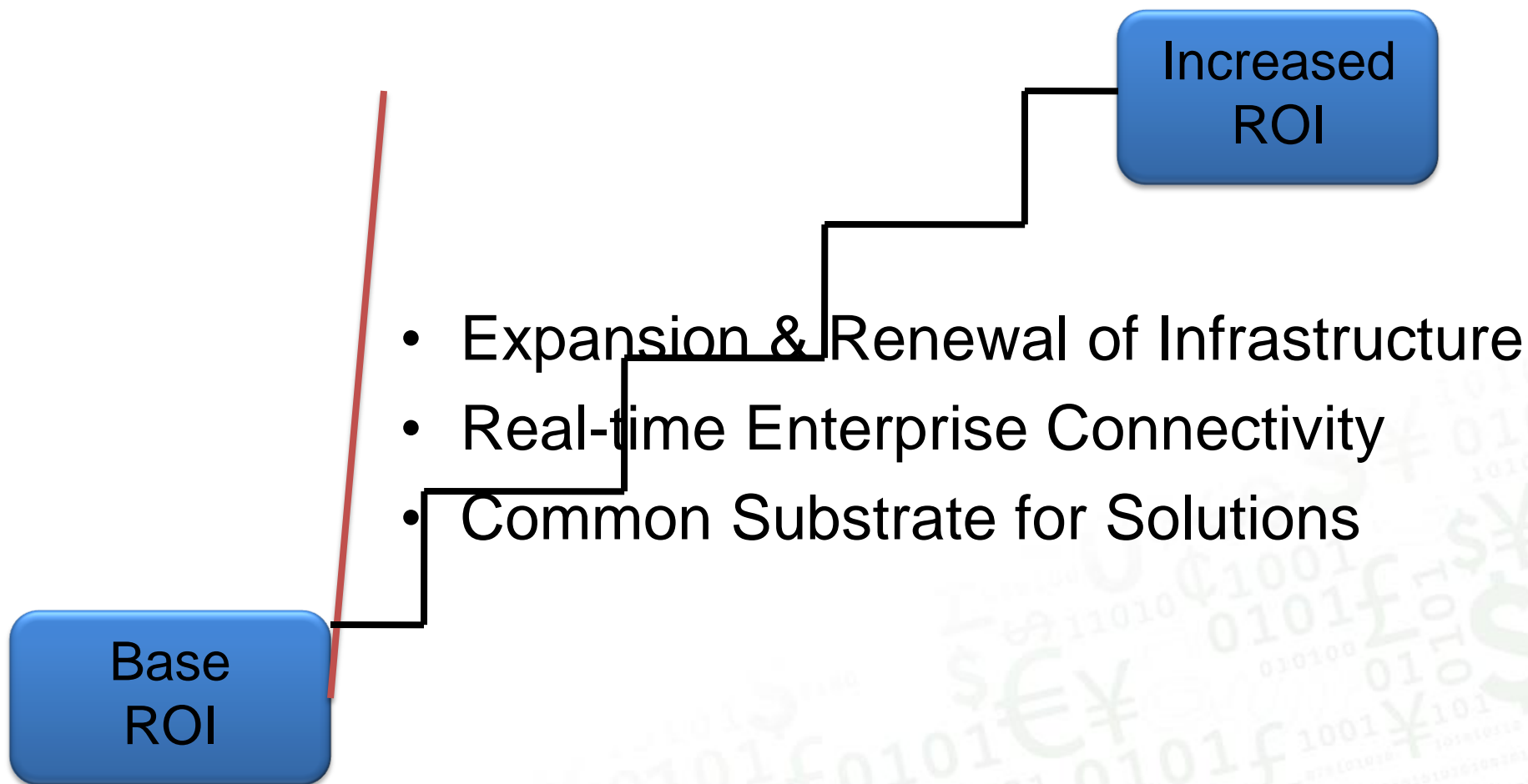


“Capabilities of PI”

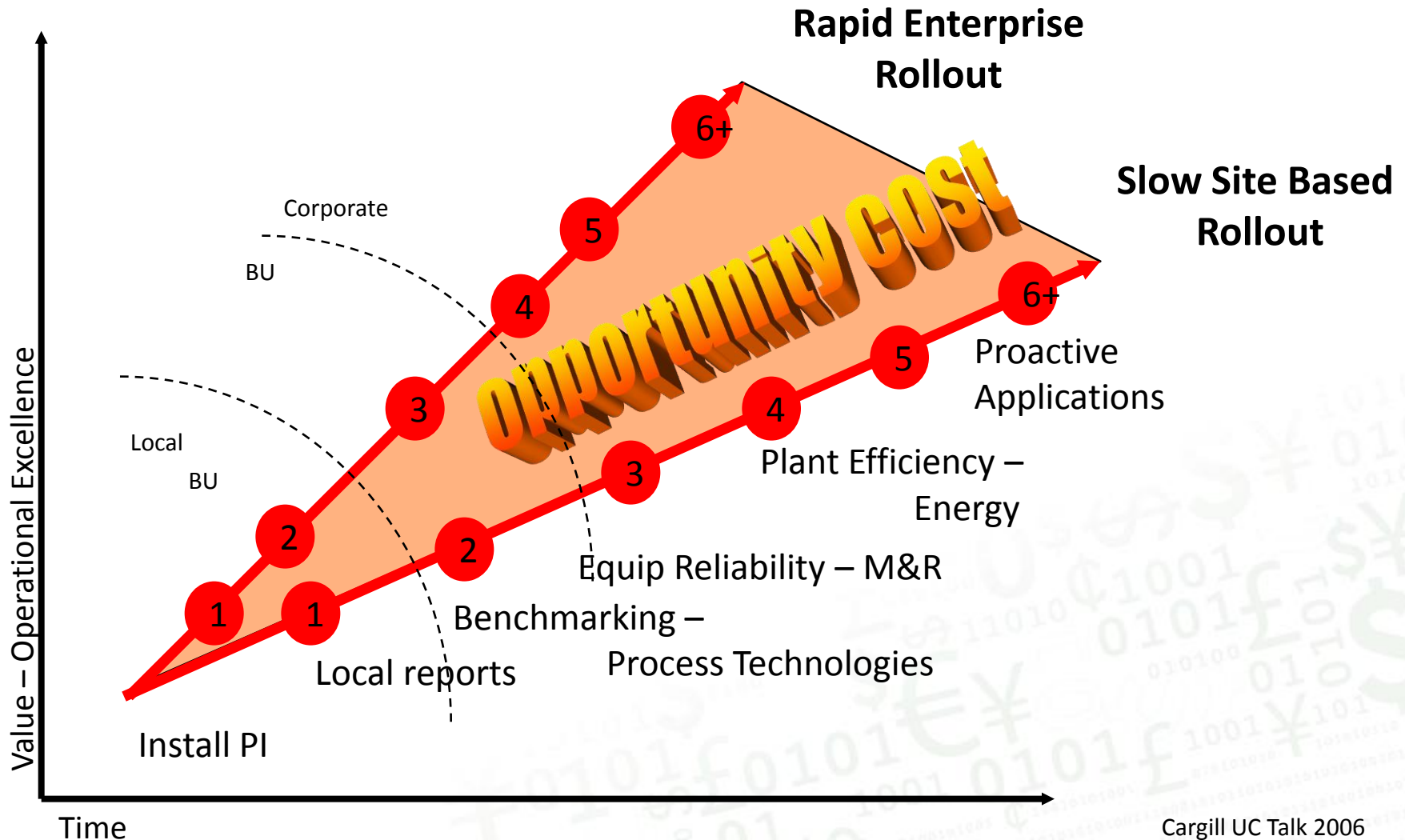
- Trend
- Analyze
- Event
- Notify
- Contextualize
- Correlate
- Historize
- Span
- Integrate
- Reporting
-



Step Change in Value



Enterprise vs. Site Based Roll Out



Cargill UC Talk 2006



Your Options from OSIsoft....



Walter Fredrick Morrison

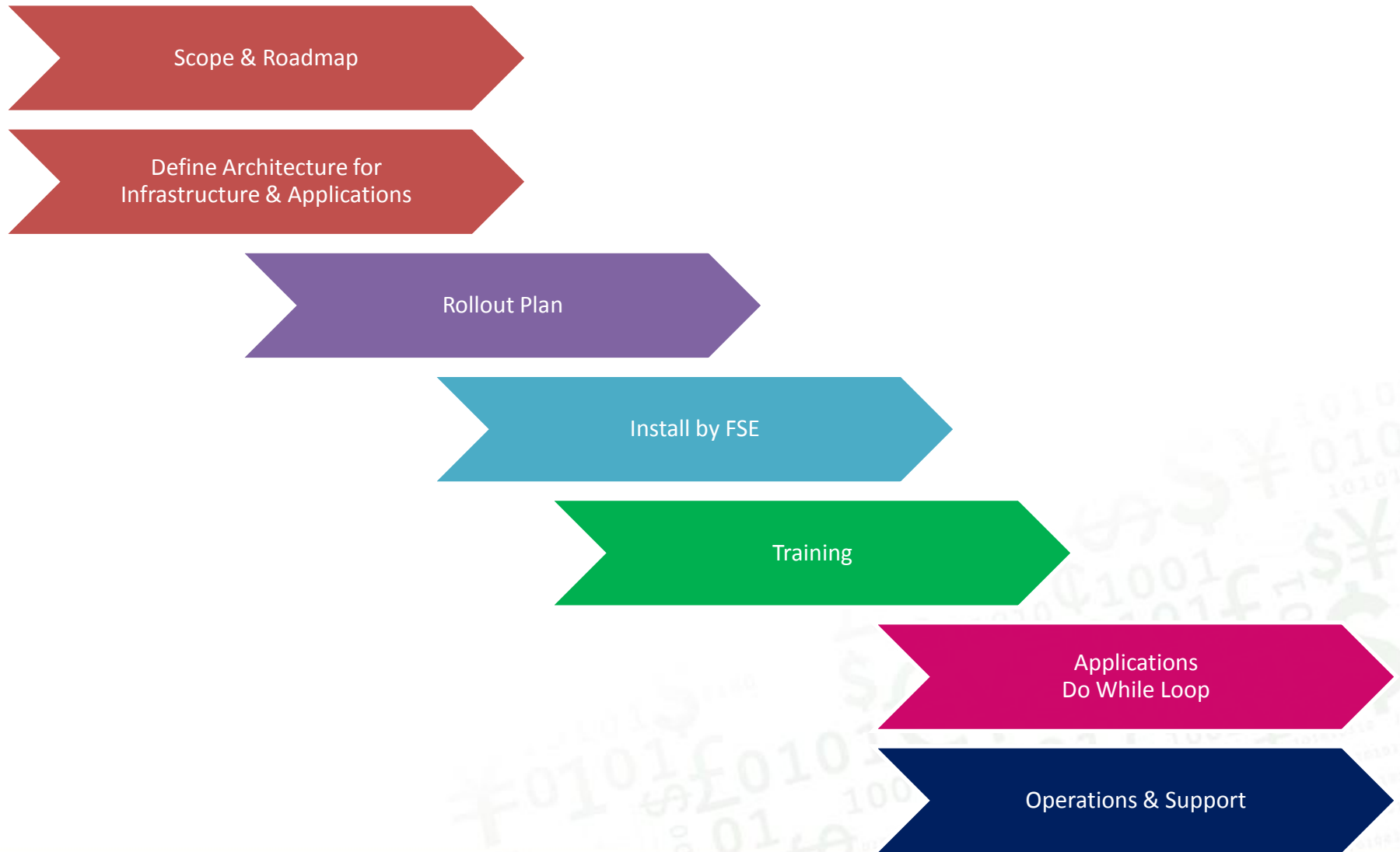
VS.



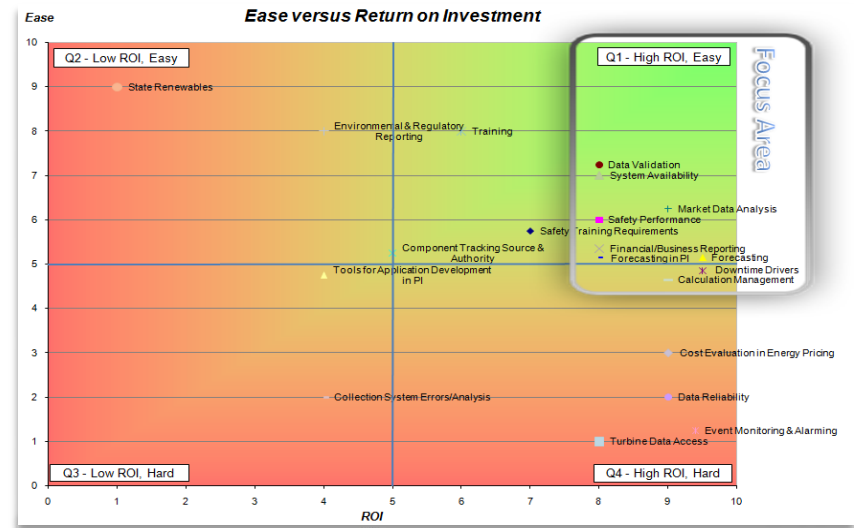
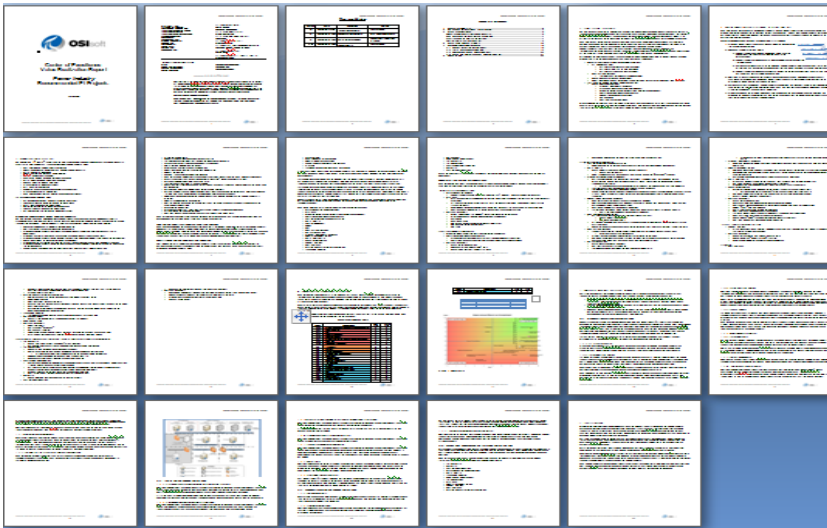
OSIsoft and the EA Services Team



Step Change Process



VRP: Value Realization with PI

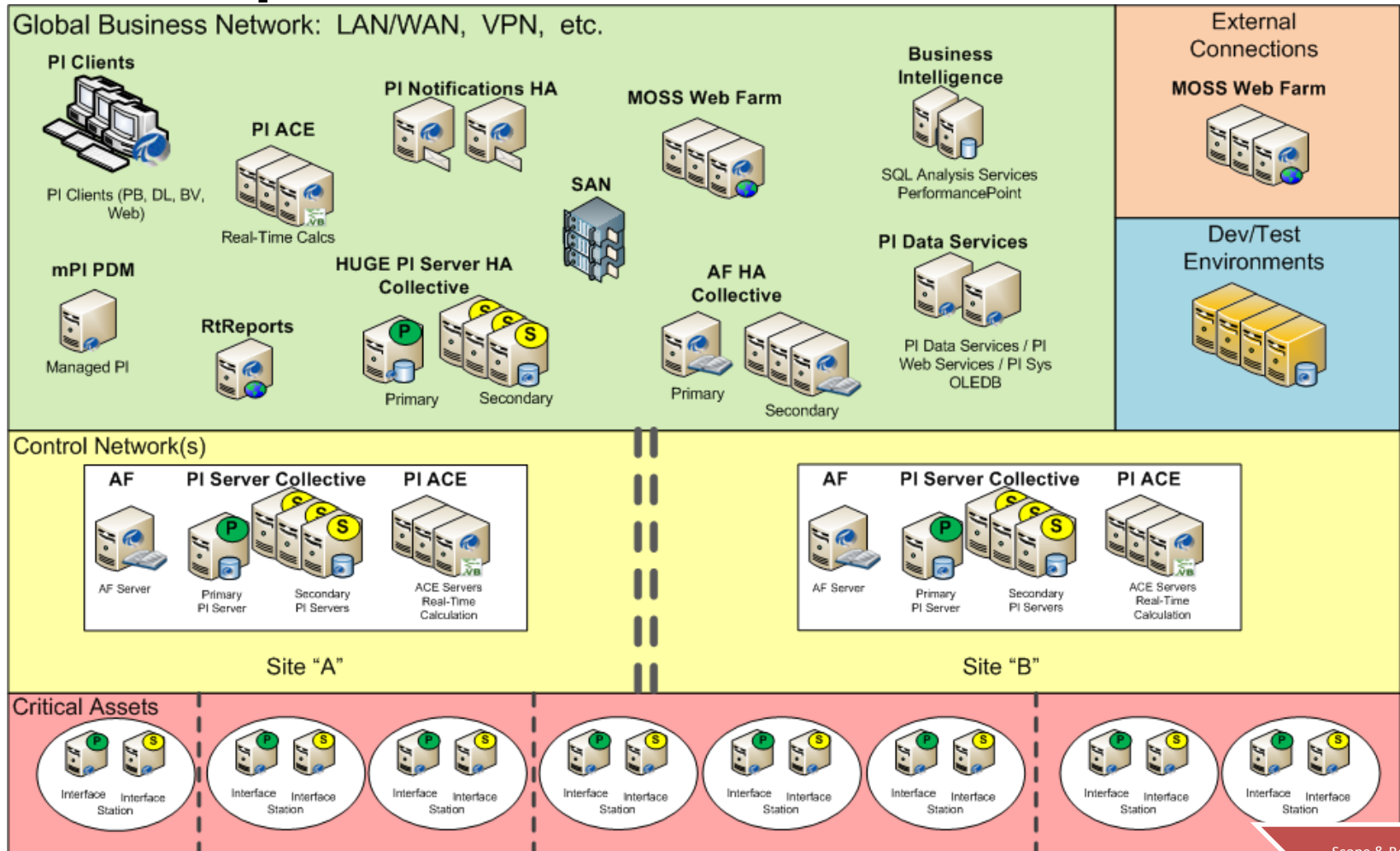


- **Coming to Consensus**
 - EA Corporate Vision & Goals
 - Industry Best Practices & Trends
 - OSIssoft Product Roadmap
- **Results**
 - Value Realization Plan
 - Value Quadrant

- **Methodology**
 - PI Team & Business Users
 - Pre-Meeting Education & Research
 - Facilitated Workshop (1.5 - 2 Days)
 - Value Opportunity Identification
 - Initial Findings Documentation
 - Finalize Findings
 - Set Prioritization



Enterprises Architecture Needs



Scope & Roadmap

Define Architecture for Infrastructure & Applications



Enterprise Roadmap

- **Optimize Architecture Plans**
 - Value Realization Plan & Goals
 - Corporate Technology Roadmap
 - OSIsoft Product Details and Releases
 - Timelines – Fiscal, Calendar & Project
- **Methodology**
 - Needs Analysis
 - Straw-man Creation
 - Design Reviews
- **Results**
 - Enterprise PI Infrastructure
 - Implementation Roadmap



Scope & Roadmap

Define Architecture for
Infrastructure & Applications



Rollout Plan and Review



Joint Development of the Roll Out Plan specifying:

- What services will be provided for the installation
- Overall Architecture
- Hardware Recommendation
- Software Requirements
- Interfaces required
- Defining the Data Collection Architecture

Rollout Plan



Enterprise Wide PI Installations

- Installations by PI Experts
 - Jointly scheduled with customer
 - Site readiness checks 2 weeks prior to installation
 - Network of engineers on tap for problem resolution
- Most sites completed under a week
 - PI Server and Interfaces installed
 - PI Clients installed
 - Data Collection working
 - Data visible to end users
- Entire enterprise of 50 to 100 sites completed in a year
- “Down to a Science”
 - 85 % Remote



Install by FSE



Training Recommendations

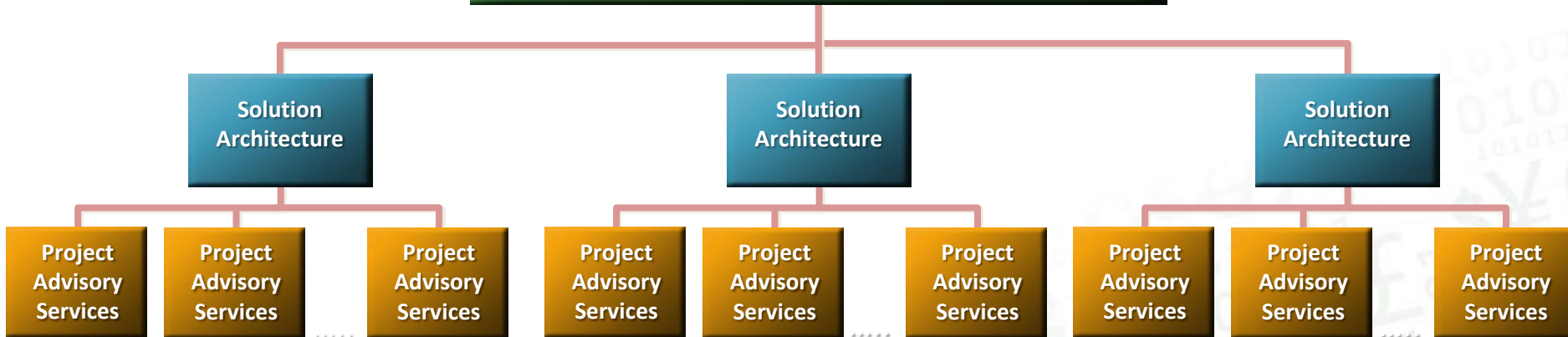
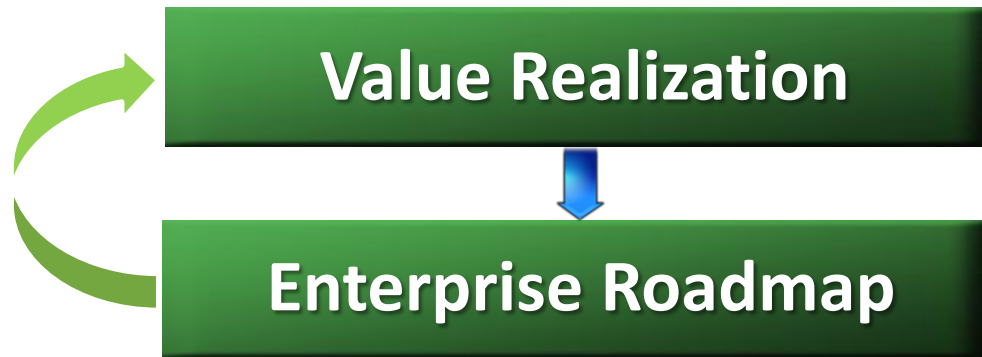
Name	ProcessBook					DataLink					RtWebParts				
	Role		History			Role		History			Role		History		
	User	Power User (Engineer)	Support	Experience	Pl Client Tools	User	Power User (Engineer)	Support	Experience	Pl Client Tools	User	Power User (Engineer)	Support	Experience	Pl Client Tools
Site Staff															
Site 1															
Adam Barrow										X				X	X
Cliff Downey										X	X			X	X
Eric Floyd										X	X			X	X
Gary Hutton										X	X			X	X
Ivan Jones						X				X	X			X	X
Ken Lofton		X			X	X				X	X			X	X
Mike Nulton		X			X	X				X	X			X	X
Site 2															
Orvil Poulter	X				!	X				!	X			!	
Quinn Roberts	X				!	X				!	X			!	
Sam Towers	X				!	X				!	X			!	
Ugeth Victor	X				!	X				!	X			!	
Wayne Xerox	X				!	X				!	X			!	
Yolonda Zenney	X				!	X				!	X			!	
Adrian Buffer		X			!		X			!	X			!	
Site 3															
Carol Dorchester		X		X	!	X			X	!		X			!
Earl Flowers		X		X	!	X			X	!		X			!

Value Now

Training



Value Over Time



Applications
Do While Loop

Customer/SI Builds Detail Solution



- Proof of Technology - ?
- Design by OSIsoft
- Training if Needed
- Customer Build Cycle
- CoE Support for
 - Details Q/A with Context
 - As Build Process
- Support SI as Customer

Applications
Do While Loop



Value Check Up

Example Agenda

- **Review Action item list from last review**
- **Review Tech Support Call Statistics / NOC Incidents / Status / Enhancement requests / Root Cause Review**
- **Infrastructure Review Rollout Process**
- **CoE**
 - Status and Documentation CoE Projects
 - Review concept ERP Integration
 - Review CoE concept PltoPI architecture
 - Auto Configuration Suite Integration Status
 - Feedback Project Test Results
 - Path forward PI SQC at Pilot Site



Applications
Do While Loop



OSIsoft Managed PI (mPI)



- Monitors and collects health and performance data on PI system interfaces and subsystems
- Analyzed and compared against best practice guidelines to determine if system is running at optimal performance
- Customer's systems are maintained remotely to ensure mission critical high availability, optimum performance with a high level of security
- Problems are identified much faster, and in some cases, well before they are even recognized by the users

Operations & Support



We will identify the issue:

Support Center BMC
Assets

System Search:

System ID: 2503060

- ishiloh1
- ishiloh2
 - Buffering
 - Hard Drives
 - Interfaces
 - opcint1
 - opcint10
 - opcint11
 - opcint12
 - opcint14
 - opcint16
 - opcint17
 - opcint18
 - opcint19
 - opcint2
 - opcint20
 - opcint21
 - opcint22
 - opcint3
 - opcint4
 - opcint40**
 - opcint5
 - opcint6
 - opcint7
 - opcint8
 - opcint9
 - Layered Products
 - Managed PI Interfaces
 - PINS
 - Product Updates

Call Number:

Priority Override: None

!!! The interface 'opcint40' may not be sending data to PI

System ID: 2503060 (enXco, Inc.) Start Time: 05-Apr-2010 10:25:22 (GMT-7)
Machine: ishiloh2 Last Update: 08-Apr-2010 12:33:37 (GMT-7)
Assignments: maintenance Customer Time: 11:36 (GMT-08:00) Pacific Time (US & Canada)
Escalation Level: 0

An issue was detected with the PI System [2503060](#) on the machine [ishiloh2](#). The problem was detected by the [Interface Health](#) rule.
The problem was detected on [05-Apr-2010 at 10:25:22 AM \(GMT-7\)](#) and was determined to have a severity of [Critical](#).
The problem was described as [The interface 'opcint40' may not be sending data to PI](#). We can say this because [The heartbeat uniint health tag '2503060_sy.st.ishiloh2.opcint40.heartbeat' has not received a value in over an hour. The last value was '9' at '17-Feb-2010 11:20:58 AM \(GMT-8\)'](#).

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OSIsoft UC

Access your system remotely...

The screenshot displays a remote desktop connection to a system named 'TEST-PI-INT1'. The main window is the 'PI Interface Configuration Utility - opcint1'. It features a left sidebar with a tree view containing 'General', 'Unint', 'PI SDK', 'Disconnected Startup', 'Debug', 'Failover', 'Performance Points', 'Performance Counters', and 'Health Points'. The 'General' tab is active, showing fields for 'Interface' (set to 'opcint1 -> TEST-PI'), 'Type' (set to 'opcint'), 'Description', and 'Versions' (opcint.exe version 2.3.11.0, Unint version 4.4.5.2). A 'PI Server Connection Status' section shows a green checkmark and 'TEST-PI Writeable'. The 'PI Host Information' section includes fields for 'Server/Collective' (TEST-PI), 'SDK Member' (TEST-PI), 'API Hostname' (TEST-PI), 'User' (piadmin | piadmins | PIWorld), 'Type' (Non-replicated - PI3), 'Version' (PI 3.4.380.36), 'Port' (5450), and 'Description'. A table of 'Scan Classes' is visible with columns 'Scan Frequency' and 'S...'. The 'Interface Installation Path' is set to 'D:\Program Files\PIPC\Interfaces\OPCInt\'. A status bar at the bottom indicates 'Ready', 'Running', and 'opcint1 - Installed'.

In the background, a command prompt window titled 'D:\Program Files\PIPC\ICU_watchlog.exe' shows the following log entries:

```
08-Apr-10 14:38:50
RDBMSPI 1> Unint failover: Interface in the "Primary" state
and actively sending data to PI. Backup interface not available.

08-Apr-10 14:41:42
RDBMSPI 1> Unint failover: Interface in the "Backup" state.

08-Apr-10 14:43:32
RDBMSPI 1> Unint failover: The
for 2 intervals

08-Apr-10 14:43:42
RDBMSPI 1> Unint failover: Inter
the "Primary" state.

08-Apr-10 14:43:52
RDBMSPI 1> Unint failover: Inter
and actively sending data

08-Apr-10 14:46:03
RDBMSPI 1> Unint failover: Inter
and actively sending data
```

On the right side of the remote desktop, a 'Session Information' panel provides details about the connection:

- Time in this qu...: 0:01:18
- Time in the syst...: 0:01:18
- IP Address: 38.98.131.120
- Customer Name: (Pushed) TEST-PI-INT1
- Computer Name: TEST-PI-INT1
- Platform: Windows Server 2003 Enterprise Edition Service Pac...
- Public Site: Default
- External Key:

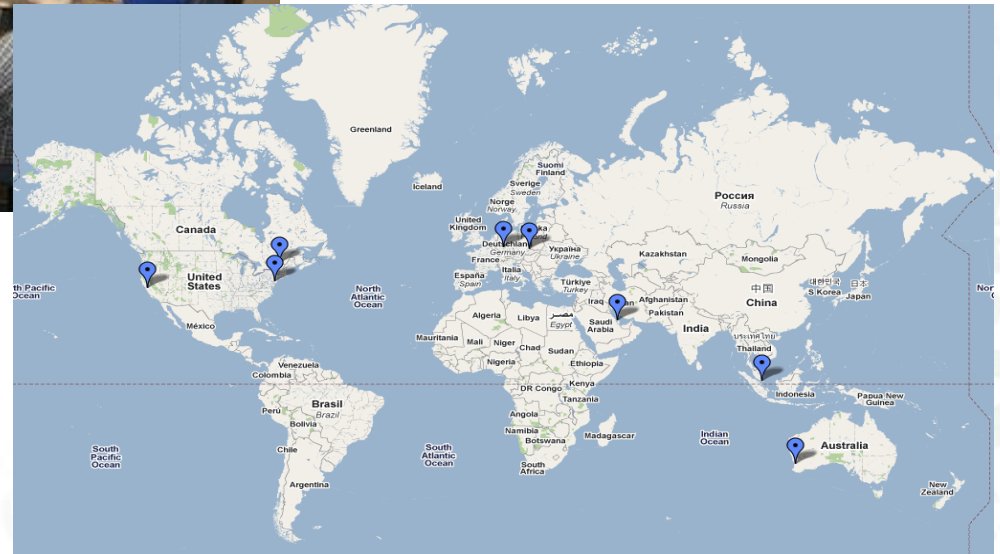
At the bottom of the remote desktop window, a status bar shows 'Mouse: Brian McMorrow' and '*Keyboard: Brian McMorrow'.



Support Coverage



Follow the Sun Support
Model: 24/7 Support



Operations & Support



Your Options from OSIsoft....



Walter Fredrick Morrison

VS.



OSIsoft and the EA Services Team



To Learn More About the EA

Room: Imperial B

- Imperial B – Tuesday 3:30 – 4:30
 - Managing your PI System in Real Time
- Imperial B – Tuesday 5:00 – 6:00
 - The EA Extranet 2010 – Customer Communications Software
- Imperial B – Tuesday 6:00 – 7:00
 - The Value of Managed Services and Managed Software
- Imperial B – Wednesday 8:00 – 8:50
 - Extending Customer Support Via Enterprise Services
- Imperial B – Wednesday 9:10 – 10:00
 - Gaining More Value from Your Enterprise Agreement





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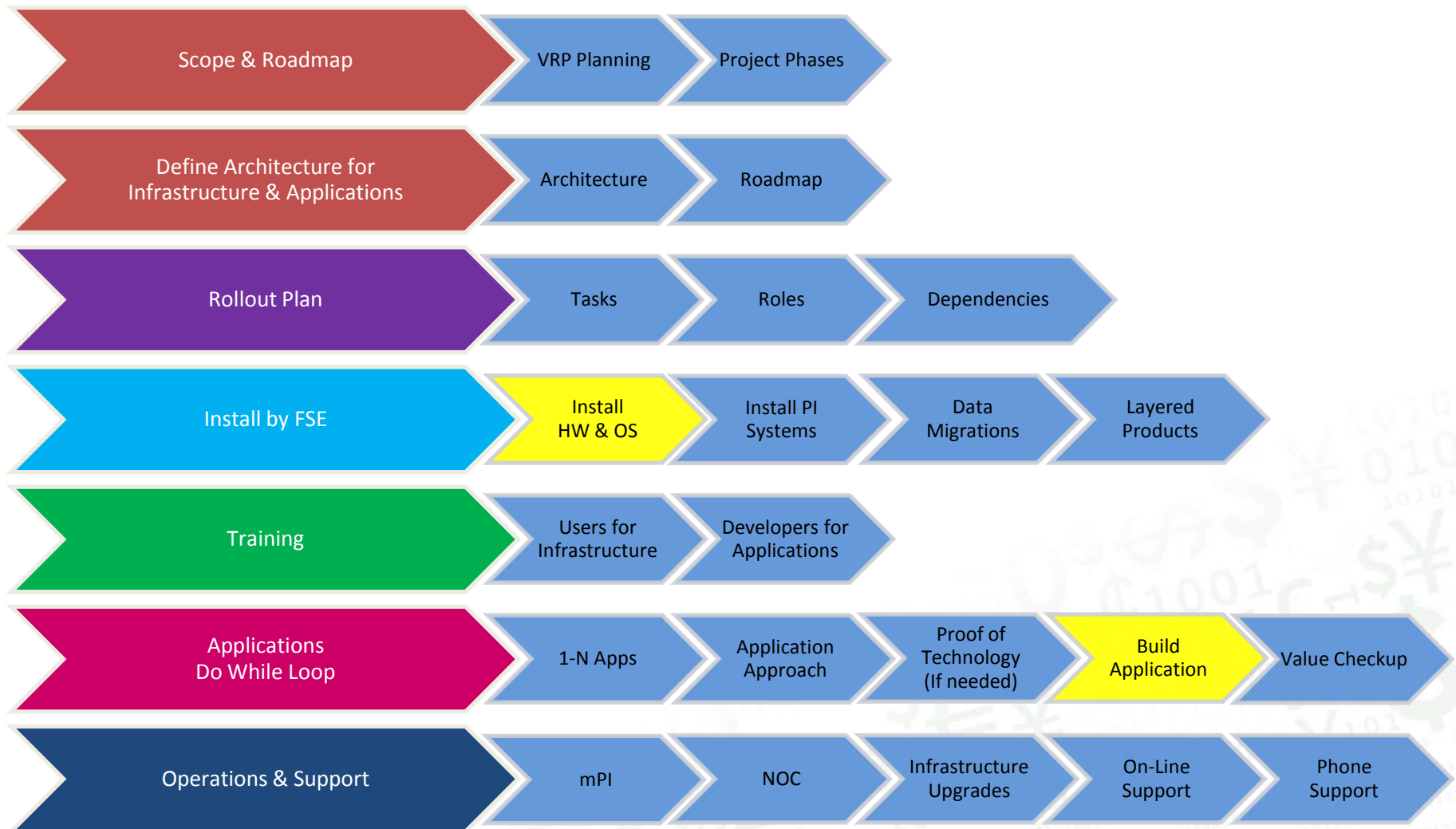
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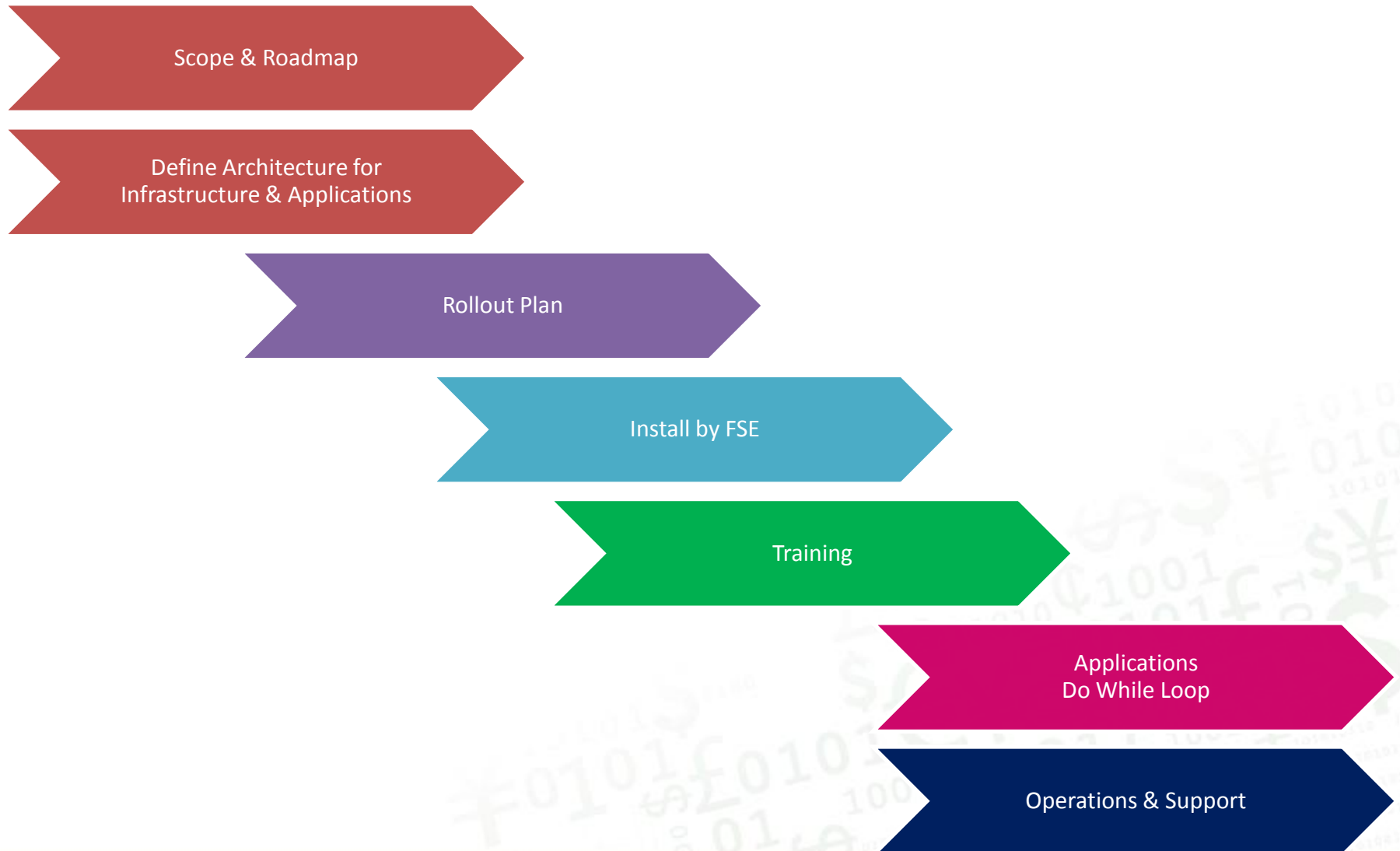
Thank you

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Project Phases and Roles



Step Change Process



Project Phases and Roles

