

A decorative graphic on the left side of the slide, composed of a grid of blue triangles of varying sizes, some pointing up and some down, creating a pixelated or mosaic-like effect.

OSIsoft Field Service Adding Value to your PI System

Presented by

Bill Fabens

Field Service Manager

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

PI System Software

Training



Field Service

Technical 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

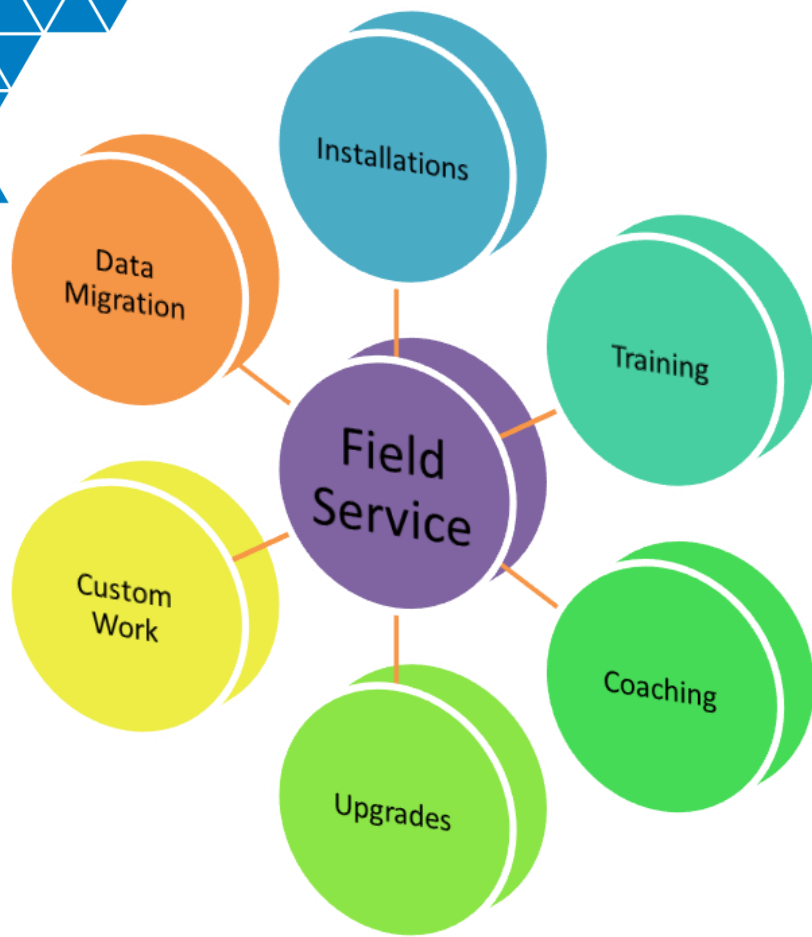
Supervised work in 11 Skill Areas

- FSEs follow OSIsoft FS Technical Standards
 - Standards set by experienced FSEs with guidance from developers



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 PI 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

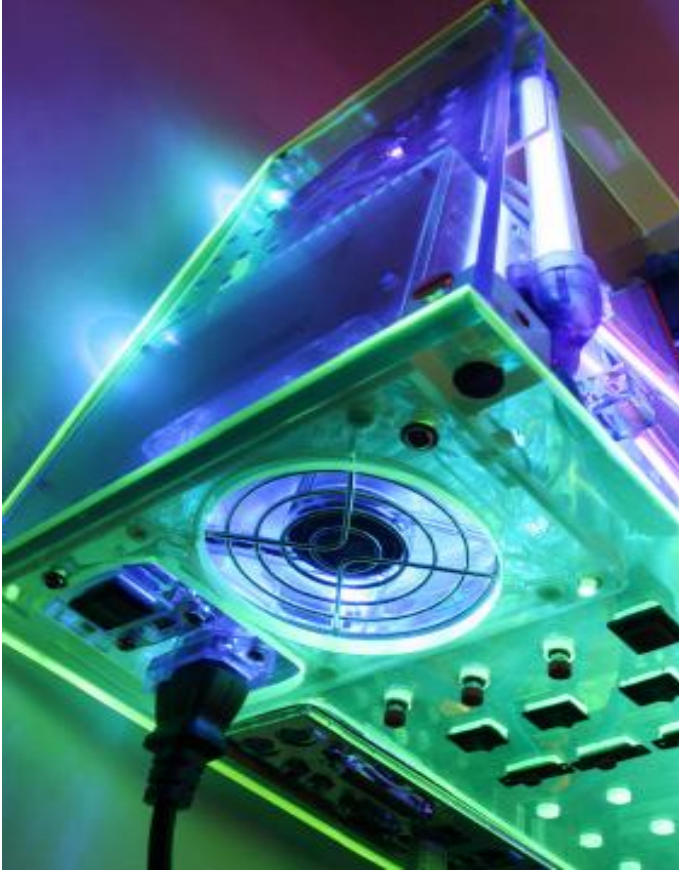


Data Migration



- 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
- Bill Fabens – BFabens@osisoft.com
- Kunal Desai – 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
- 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](#)



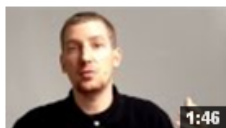
The Product Roadmap, OSISOFT vCampus Live! 2011

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

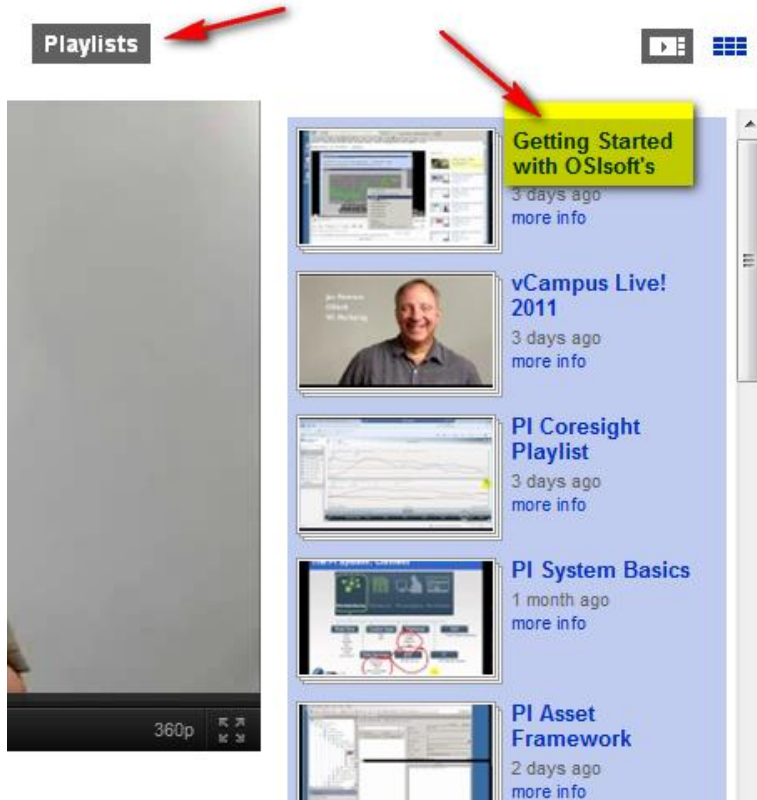
At [www.osisoft.com](#) you can see the agenda and register for vCampus Live! 2011. Video content is copyright of OSISOFT, LLC - © OSISOFT, LLC 2011 ...

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

[NEW](#)

[HD](#)

Start with ...



Playlists

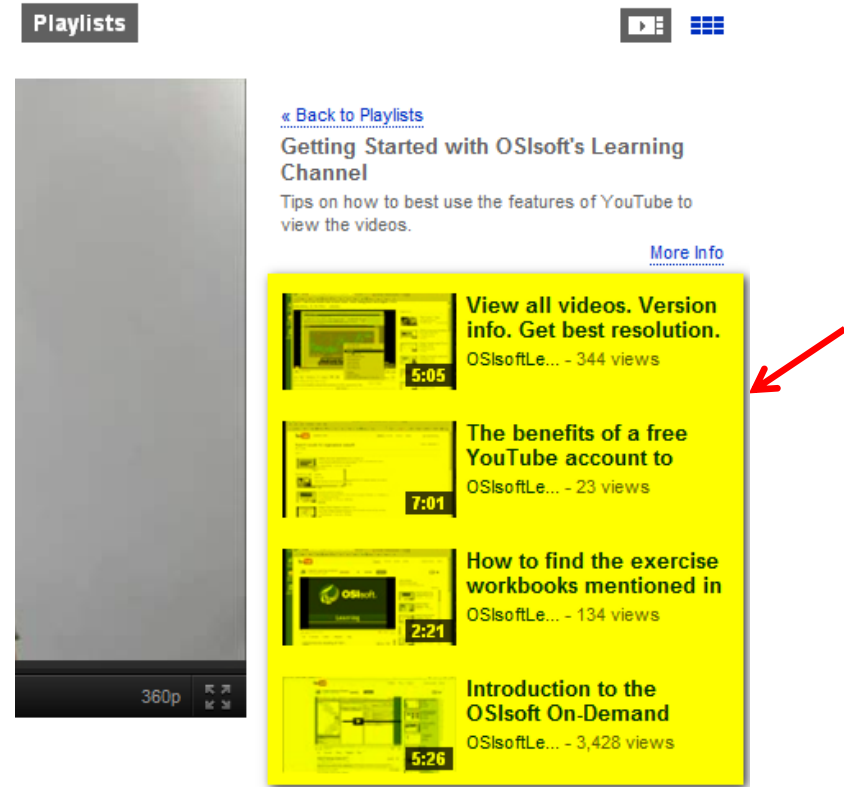
Getting Started with OSIssoft's
3 days ago
[more info](#)

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

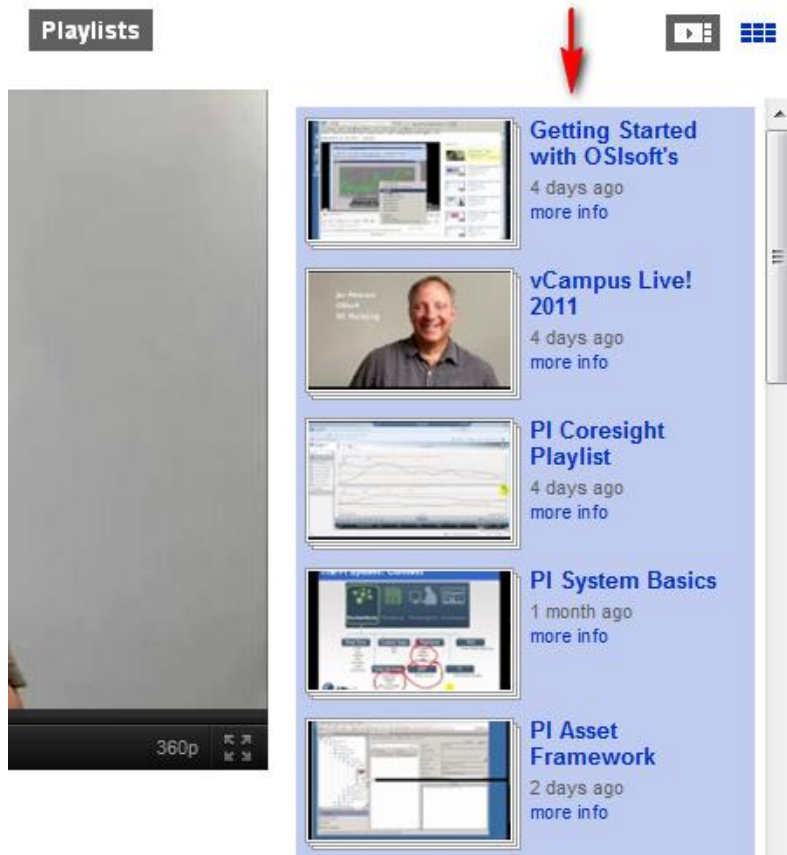


Tips in the **Getting Started** videos

- 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



This screenshot shows a YouTube playlist page. At the top, there is a 'Playlists' tab and a red arrow pointing to the 'Getting Started with OSIs's' video thumbnail. The video list includes:

- 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
[more info](#)
- PI Asset Framework**
2 days ago
[more info](#)

The video player at the bottom shows a 360p resolution.

Playlists



This screenshot shows a YouTube playlist page. At the top, there is a 'Playlists' tab and a red arrow pointing to the 'PI Asset Framework' video thumbnail. A yellow box highlights the '« Back to Playlists' link. The video list includes:

- PI Asset Framework**
Videos on PI Asset Framework (AF)
[More Info](#)
- OSIssoft: Define the components of a PI**
OSIssoftLe... - 449 views
9:05
- OSIssoft: Draw a diagram of the**
OSIssoftLe... - 314 views
6:41
- OSIssoft: Describe the purpose of the AF**
OSIssoftLe... - 1,239 views
6:17
- OSIssoft: Describe the purpose of the AF**
OSIssoftLe... - 417 views
10:18
- OSIssoft: Describe components of an AF**
OSIssoftLe... - 312 views
14:36

The video player at the bottom shows a 360p resolution and includes a 'Like' button.

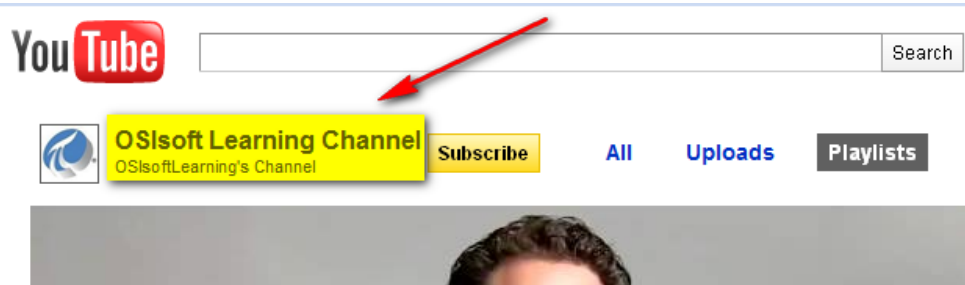
Custom Playlists

need a YouTube account

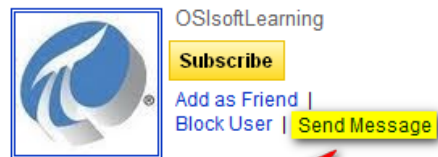
The image shows the YouTube homepage layout. At the top is the YouTube logo, a search bar, and navigation links for Search, Browse, Movies, and Upload. A user profile icon labeled 'knbangalore' is in the top right. Below the navigation bar, the 'My Playlists' section is on the left, featuring a row of playlist thumbnails: Favorites (0), Watch Later (2), Liked (0), History (2), and Custom PL1 (1). Each thumbnail has a 'View details' link. To the right of the playlists is the 'My Account' section with links for Channel, Videos, Subscriptions, Inbox, Settings, and Sign Out.

This block contains a screenshot of a web browser displaying a YouTube custom playlist. The browser's address bar shows the URL 'http://www.youtube.com/playlist?list=PL2A18F253AA9FA5B8&feature=mh_lolz'. The browser window includes a menu bar (View, Favorites, Tools, Help) and a toolbar. Below the browser window, the YouTube interface for the 'Custom PL1' playlist is shown. It includes the YouTube logo, search bar, and navigation links. The playlist header shows 'Custom PL1 by knbangalore's channel' with a 'View all playlists' link and an 'Edit Playlist' button. Below the header, there is a 'Play All' button and a 'Share' button. The playlist contains one video, 'OSIssoft: Find with PI Coresight. by OSIssoftLearning', which has 80 views. To the right of the video, there is a section titled 'About Playlist Creator' showing 0 views and 0 subscribers.

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 bookmarking-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)

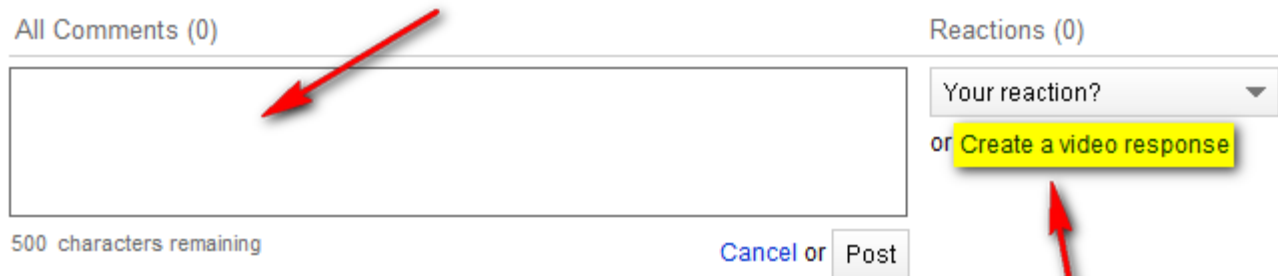
Reactions (0)

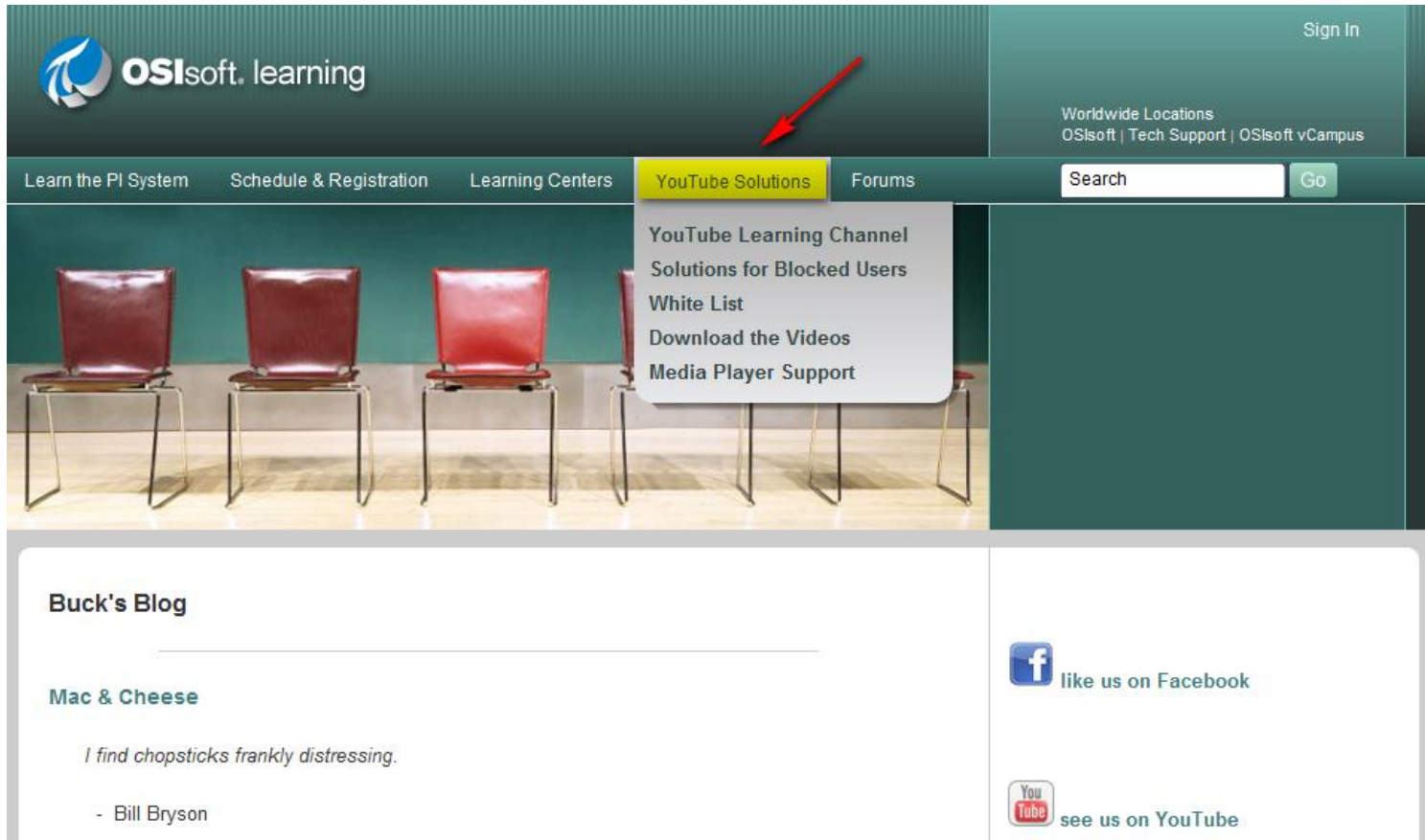
Your reaction? ▼

or **Create a video response**

500 characters remaining

Cancel or Post





The screenshot shows the OSIsoft Learning website. The top navigation bar includes links for "Learn the PI System", "Schedule & Registration", "Learning Centers", "YouTube Solutions" (highlighted with a red arrow), and "Forums". A search bar with a "Go" button is also present. The "YouTube Solutions" dropdown menu lists: "YouTube Learning Channel", "Solutions for Blocked Users", "White List", "Download the Videos", and "Media Player Support". The main content area features a row of four red chairs. Below this, the "Buck's Blog" section displays a post titled "Mac & Cheese" with the text "I find chopsticks frankly distressing." attributed to "Bill Bryson". On the right side, there 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

Comments from OSIsoft's Learning Manager

- With CBTs *I have absolutely no idea whether they are useful in any way.*
 - People buy them but I don't know if they use them.
 - I don't know if they are helpful or they confuse the issue.
 - I don't know if people feel they got value.
- I now have a *real-time gauge of how successful my videos are.*
 - I know which videos are successful (# of views, # of completions)
 - Users can ask questions and leave us feedback.
 - We answer questions quickly
 - We have also posted videos in response to feedback.
 - **The interaction is endless.**
 - **We're only successful when you are.**



To Summarize ...

- www.youtube.com
- Free
- Easy to access
- N-way interaction with
OSIsoft and User Community

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vCampus

Presented by
Kumar Bangalore



OSIsoft Virtual Campus - vCampus

- Online (virtual) community
- Subscription-based
- Focus
 - Developing applications on top of the PI System
 - Integrating the PI System and external systems
 - PI System programming
- Intended to facilitate communications between
 - Customers
 - Partners
 - OSIsoft employees



What you get ...

**Everything you need to build
on top of the 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

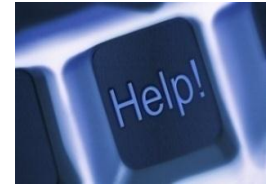
- Peers
- vCampus Team
- Many other OSIsoft people



Online Resources

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

ent



Community



Benefits

- Faster time to market
 - Resources
 - Collaboration (Others did it... others know it...)
- Closer relationship with OSIsoft
 - Developers, Product Managers
 - Get heard (Feedback → Development)
- Be the first to know
 - CTP, Beta, RC, exclusive contents

Where are we at?

- Launched in November 2008 (Amsterdam UC)
- >1900 registered users
- >10,000 posts on the discussion forums
- 22 blogs
- Monthly webinars (with recordings)
- Virtual Training Environment
- Exclusive content on the Library and the Download Center
- Hundreds of Tweets





Subscription

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

Forums

Webinars

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



OSIsoft virtual campus



@OSIsoftvCampus

[Library](#)

[Discussion Hall](#)

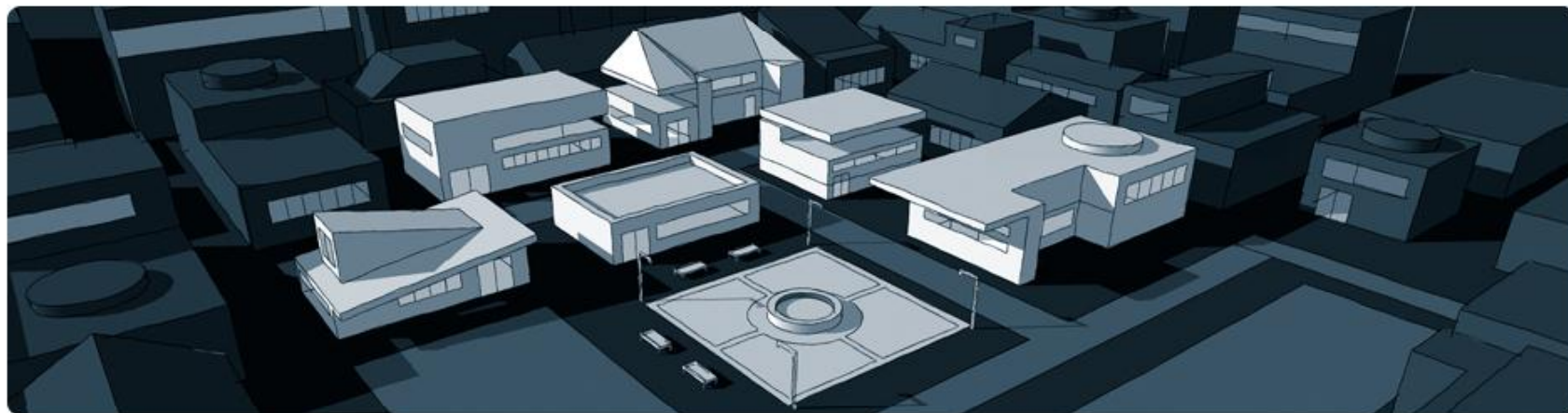
[Auditorium](#)

[Bloggers' Place](#)

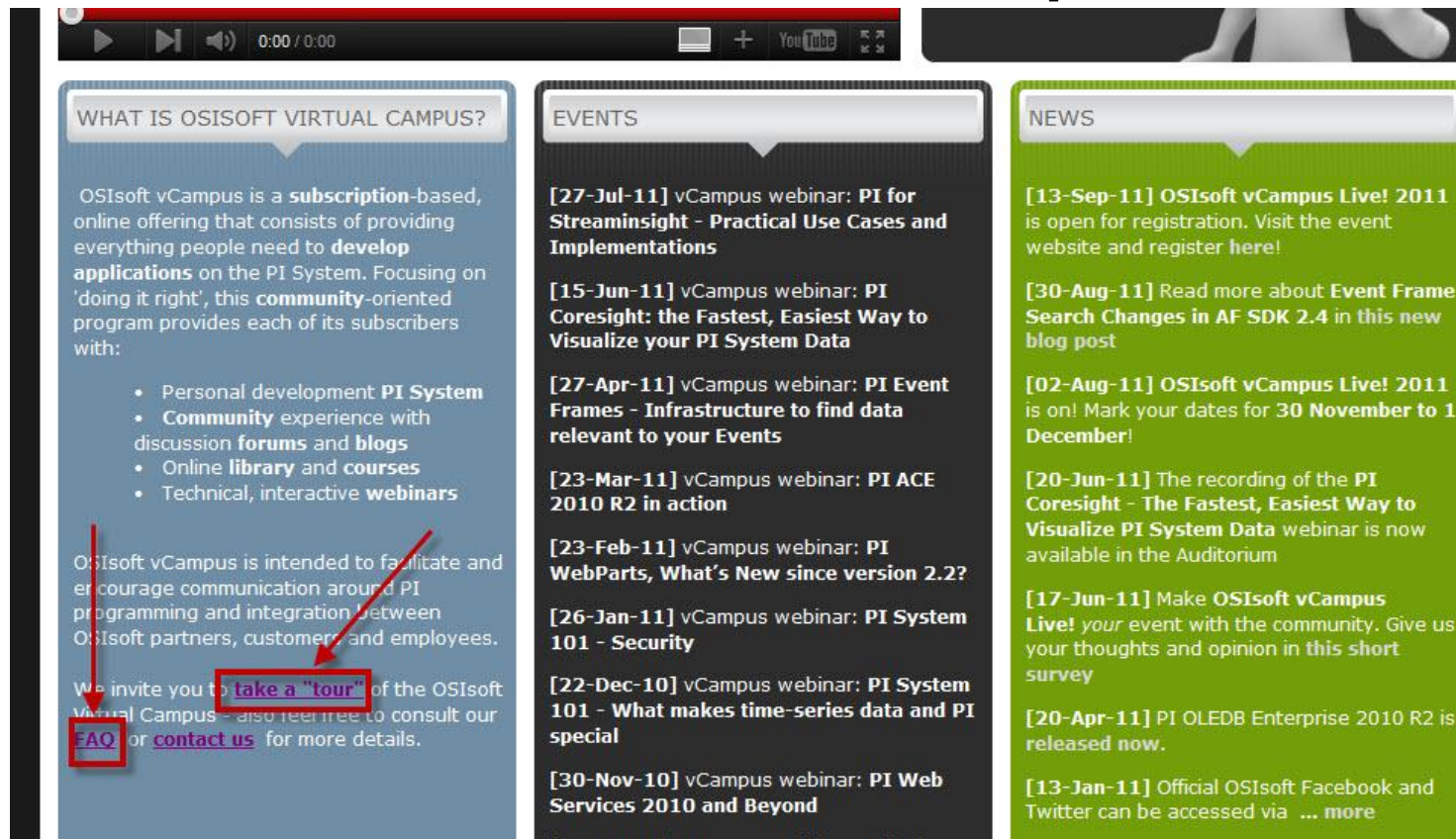
[Training Center](#)

[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

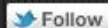
- [27-Jul-11] vCampus webinar: **PI for Streaminsight - Practical Use Cases and Implementations**
- [15-Jun-11] vCampus webinar: **PI Coresight: the Fastest, Easiest Way to Visualize your PI System Data**
- [27-Apr-11] vCampus webinar: **PI Event Frames - Infrastructure to find data relevant to your 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](#)



OSIsoft virtual campus.



@OSIsoftvCampus



Library

Discussion Hall

Auditorium

Bloggers' Place

Training Center

Download Center

Live!

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.



@OSIsoftvCampus



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

Training Center

Download Center

Live!

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



Follow @OSIsoftvCampus



Library Discussion Hall Auditorium Bloggers' Place Training Center Download Center Live!

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

[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 ... more**



OSIsoft virtual campus.



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Live!

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.



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

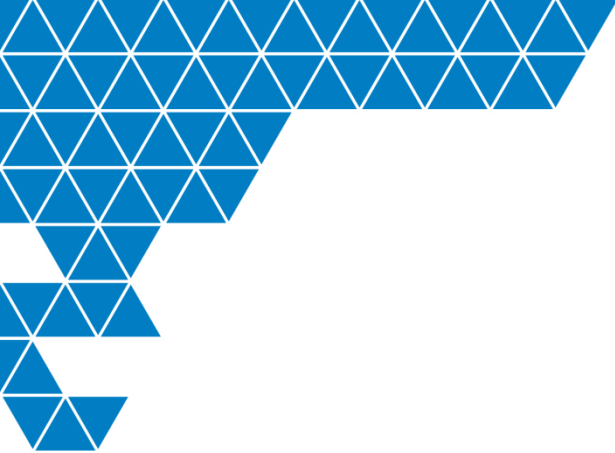


Questions

learning@osisoft.com

vCampus@osisoft.com

+1 (510) 297-5800



Thank you

