

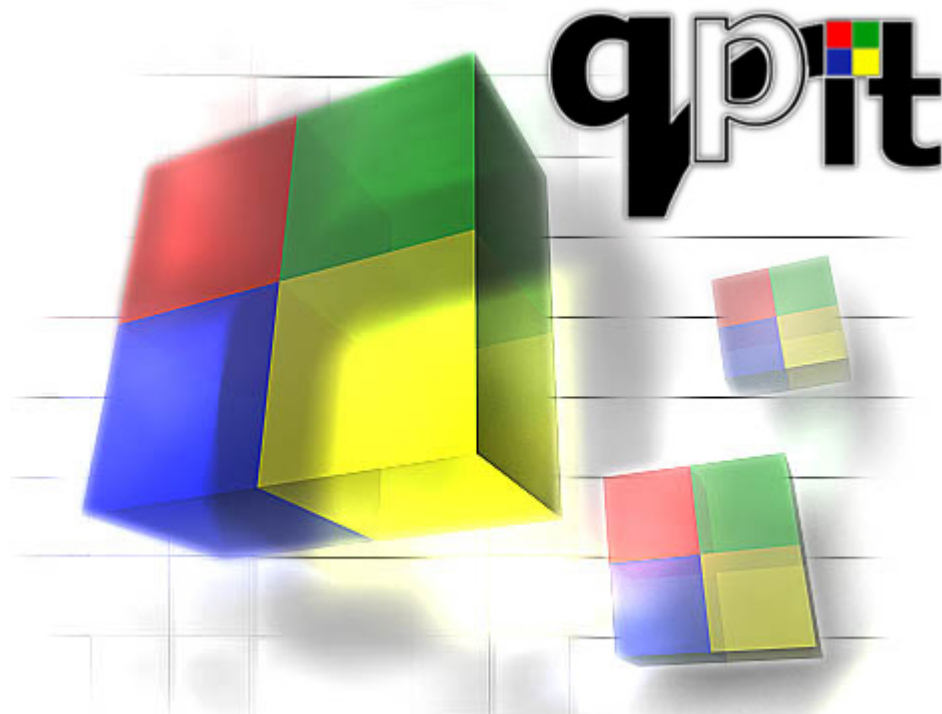


Process control integration with ISO 20000 service management

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1. Presentation topics

- Introduction QPIT BV;
- ISO 20000;
- Need for integration;
- Solution;
- Benefits;
- Demonstration.

2. QPIT BV

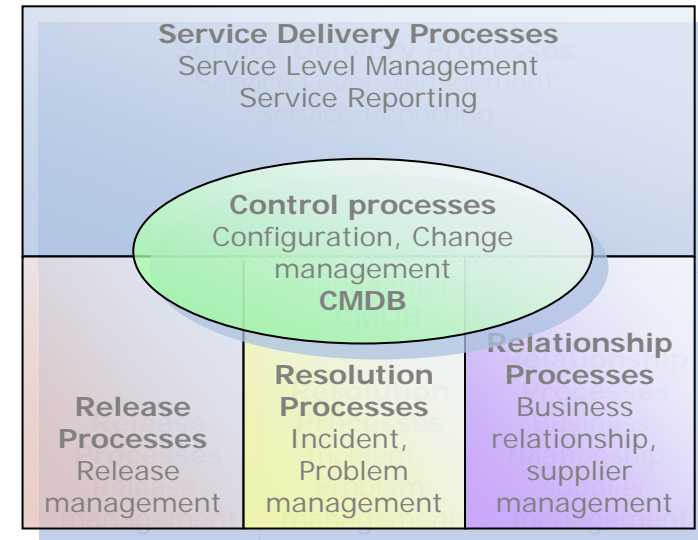


- **Software** solution provider:
 - Verano RTAP™;
 - Verano Industrial Defender®;
 - QPIT Quism™;
 - Based in Holland;
- **SCADA** customers:
 - Pipeline control;
 - Tank farm control and administration;
 - Environmental control and administration;
 - Traffic monitoring and congestion control;
- **Quism** customers:
 - Service management, ISO, ITIL, PRINCE2;
 - All market segments;
- In France, Germany, Switzerland, Holland.
 - Also through certified business partners.



3. ISO 20000

- First edition ISO/IEC standard 2005-12-15;
 - Service management domain;
 - Part one: specification;
 - Part two: code of practice;
 - Based on:
 - British Standard 15000;
 - BS 15000 based on OGC-ITIL2

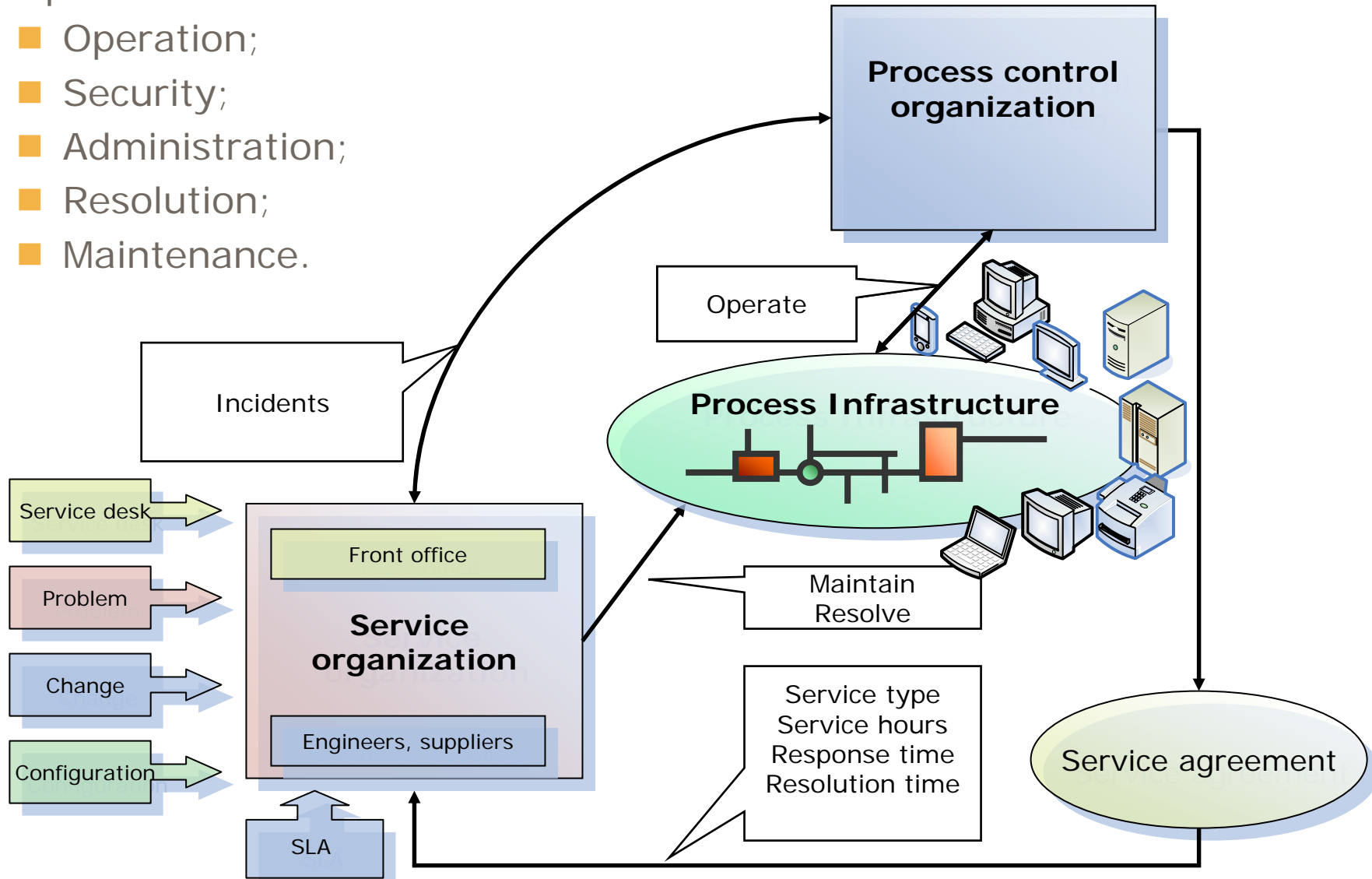


- Standard terminology:
 - **Incident** (customer event)
 - **Problem** (structural failure);
 - **Change** (functional resolution);
 - **Configuration item** (SCADA infrastructure component);
 - **Service level** agreement (response and resolution times).

4. Need for integration-1

Separate environments for:

- Operation;
- Security;
- Administration;
- Resolution;
- Maintenance.



5. Need for integration-2

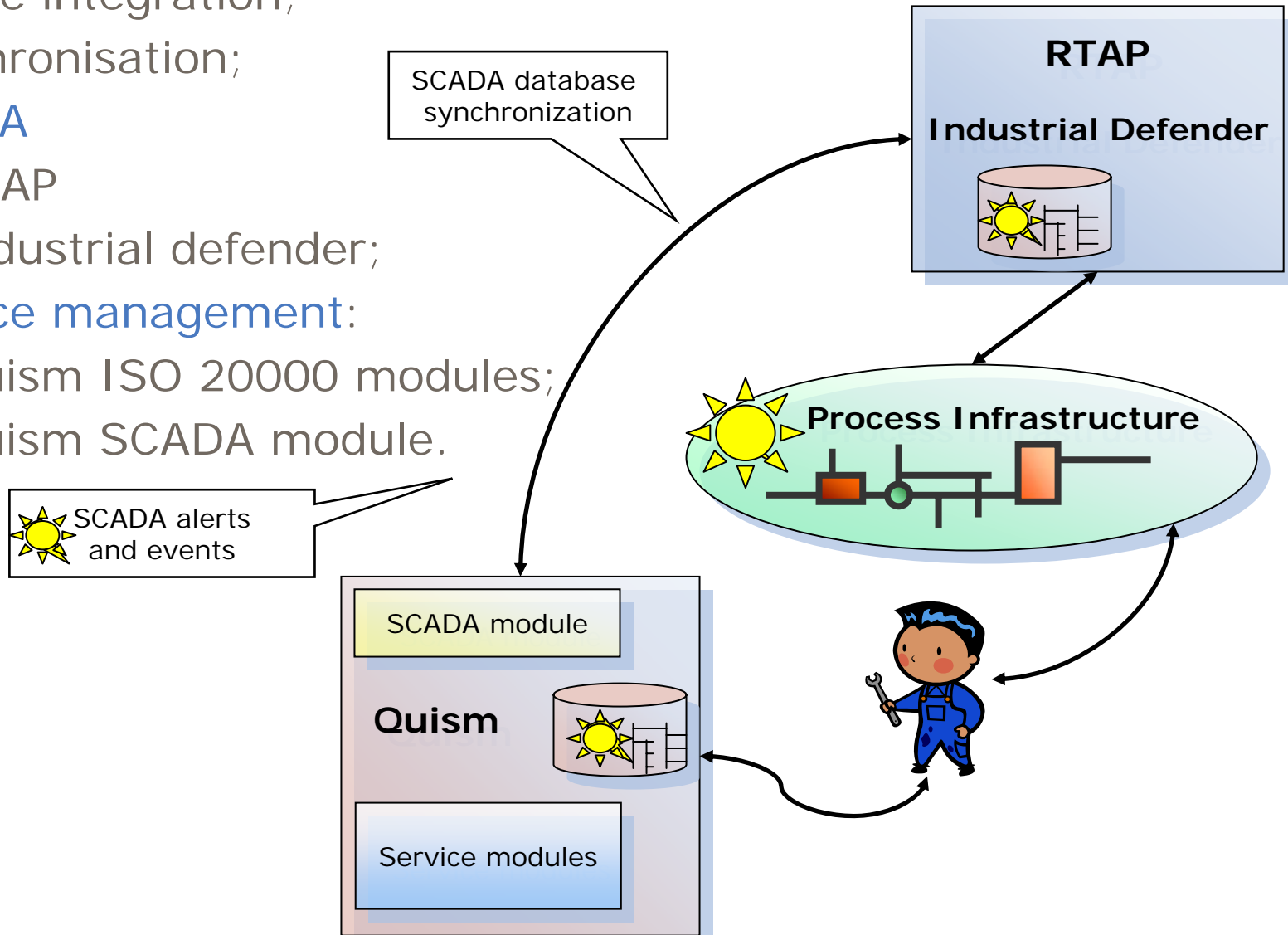


- SCADA objects are maintained in **two** separate places:
 - SCADA database;
 - Service asset database;
- Events and alerts are maintained in **two** separate places:
 - SCADA database;
 - Service management database;
- Separate places:
 - **SCADA**: Real-time process control computer infrastructure;
 - **Service**: Office computer environment;
- Leads to:
 - **Inconsistent** and **incomplete** information;
 - **Redundant** administration;
 - **Inefficient** resolution and mistakes.



6. Solution

- Secure integration;
- Synchronisation;
- **SCADA**
 - RTAP
 - Industrial defender;
- **Service management:**
 - Quism ISO 20000 modules;
 - Quism SCADA module.



7. Solution details

- Quism SCADA module:
 - **Periodical synchronization** of the SCADA points database:
 - Custom definable;
 - Database structure;
 - Attributes;
 - Relationships.
 - SCADA **alert and event** handling;
 - Filter and actions definition;
 - Event window;
 - Creates incident, problem;
 - Mail notification;
 - Resolution team dispatch;
 - Bi-directional status update.

8. Quism details

- ISO, ITIL, PRINCE2 based service management solution;
- In used since 2001 in all market segments:
 - Industry;
 - Government;
 - Logistics;
 - Telecom;
 - Healthcare;
 - Education;
 - Outsource service providers;
- Available in the English, German, French and Dutch language;
- 100% web based;
- Architecture:
 - Web server: Microsoft 2003, 2000 server, IIS,
 - Database: MS-SQL server, Oracle (also Unix, Linux).

9. Quism product structure

- Modular structure, you can select the required service management modules:
 - Incident,
 - all reported events and alerts;
 - Problem,
 - faults that need to be investigated and corrected;
 - Change,
 - faults that require a planned repair;
 - planned functional changes;
 - Infrastructure;
 - periodical maintenance;
 - infrastructure events and alerts;
 - Configuration, service asset management of equipment;
 - SCADA, connector to RTAP;
 - Other modules, see brochure or demo.

10. Questions, discussion



■ See you at the demo

