

# Alarm Reporting Services



*Emerson's Alarm Reporting Services will help to ensure that your alarm systems do their jobs when they are needed most – during abnormal situations.*

- Improved Operational Excellence
- Improved Safety
- Improved Plant Maintenance
- Improved Regulatory Compliance

When it comes to your alarm system, operational excellence isn't a goal - it's a necessity. By actively addressing ineffective alarms, operator performance will improve and attention can be focused specifically on delivering safe, effective plant operation.

SureService™ Alarm Reporting Services is your solution.

## Introduction

Can you say that your alarm system will provide process control system operators with the correct alarms in the correct sequence to be able to respond effectively to problems before they have a negative impact on the process or the plant?

Wouldn't you like to know that your plant alarm system is a critical line of defense against potentially costly and/or destructive abnormal situations, providing clear notification and guidance as to the root cause of a problem and minimizing unnecessary nuisance alarms?

Our study of plant and mill control systems has determined that many alarm systems routinely perform sub-optimally without any plant awareness. Plant operators are bogged down with nuisance alarms.

## Benefits

**Improved Operational Excellence.** Alarm Reports can provide data to develop an alarm system philosophy, perform alarm rationalization and to implement alarm system changes to improve the health of the control system; resulting in more effective plant operation.

**Improved Safety.** By actively addressing ineffective alarms, operator performance will improve and their attention can be focused specifically on delivering safe, effective plant operation.

**Improved Plant Maintenance.** Alarm Reporting Services enable plant/mill maintenance personnel to effectively track all system events such as bad PV events. Personnel will be better informed of issues and problems. As a result, maintenance departments are better able to take action before disruptive events occur.



**Improved Regulatory Compliance.** Alarm Reporting Services enable engineers, operators, and plant/mill managers to better document their alarm system issues, and prioritize maintenance and upgrades that help them comply with health, safety, and environmental requirements.

### Alarm Reporting Services Include:

**DeltaV Analyze™ and Alarm Reporting Services** - An effective alarm management program requires the right tools to simplify the task of uncovering the “bad actors” and anomalies among the thousands of alarm and event records stored on your DeltaV system. This requires analysis tools as well as periodic alarm system status reports to help locate the areas of the alarm systems requiring attention.

DeltaV Analyze is a product that can be installed directly on your DeltaV system providing a comprehensive view of the alarms, events and user actions recorded in the event database. It helps you to quickly assess the performance of your alarm system and diagnose common alarm issues such as frequently recurring alarms, long-standing alarms, and other nuisance alarms. DeltaV Analyze can be installed on DeltaV systems v7.3 or the Plant-Wide Event Historian v3.0, and later.

As an option to installing DeltaV Analyze directly on your DeltaV system, Emerson offers subscription services that will provide on-line access to DeltaV Analyze via our secure Guardian website.

The Alarm Reporting Services subscription can also be used to analyze Event Chronicle databases from earlier DeltaV versions (prior to v7.3). DeltaV customers simply upload Event Chronicle files on our Alarm Reporting Services website for processing. Once the files are processed, you can utilize the full analysis functionality of DeltaV Analyze via our secure website. Multiple users that you specify may access the data simultaneously. All website activity is performed under password security.

Whether you are using DeltaV Analyze installed on your DeltaV system or via our subscription service, we highly recommend our Alarm Reporting services. DeltaV Event Chronicle files are uploaded on our Alarm Management Services website for processing. We then process the files using DeltaV Analyze and generate an Alarm Summary Report that is further evaluated by our SureService Alarm Reporting Specialists. The specialists will provide additional insight and recommendations in the report relative to possible causes for some alarm anomalies, critical issues that should be addressed, and other useful information.

The final report will be posted on our secure Guardian website for future retrieval via the Guardian dashboard. You will receive an email notification that the report is ready for review, and you can elect to have a copy of the report (in PDF format) attached to the email.

The SureService Alarm Reporting Service helps you initiate a fundamental operational excellence improvement cycle for your alarm system. Each report summarizes the analysis performed on your Event Chronicle data and can form the basis to begin an evaluation of your current alarm system design and configuration. The report contains highlights of some of the most active areas and modules in your system with regard to alarm activity, and other statistical information that will help you quickly focus your alarm system evaluation efforts for maximum benefit.

A number of KPIs are presented in the reports and your alarm system's performance is compared to best practices and benchmarks established by the Engineering Equipment and Materials Users Association (EEMUA) publication number 191, Alarm Systems - Guide to Design, Management and Procurement. EEMUA-191 is an established, industry accepted guideline for the design and operation of process control alarm systems.



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*The Alarm  
Management  
Services Tile on  
the Guardian  
Dashboard.*

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Dashboard | **Configure** | Resources | MY PROFILE | LOGOUT | HELP

## Alarm Management Services

[Dashboard](#) >> [Alarm Management Services](#)

**Upload Event Chronicle File**  
Uploading an Event Chronicle file will add data to any chronicle data previously uploaded. The data will be processed and integrated into the existing data on file. Once processing is complete it will be available for viewing using the DeltaV Analyze utility and optional inclusion in an Alarm Management Summary report.

An Upload File page will be displayed after you submit this request.

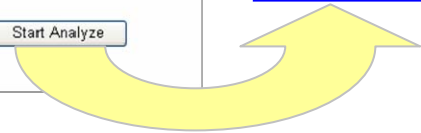
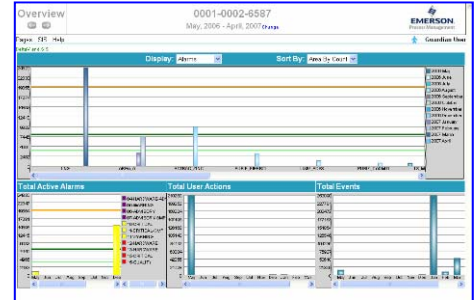
**View/Print Alarm Summary Reports**  
To View an archived report, select from the list below then click "View Report." The Report will be opened in a new window.

Report Date :

**Request a New Alarm Summary Report**  
Click "New Report" to request a report for a 31-day (maximum) time period you specify.

**Launch DeltaV Analyze**  
Running DeltaV Analyze will allow you to view an analysis of all previously uploaded Event Chronicle data (up to 12 month data) for this system in a separate window.

*Clicking on the Alarm Management Tile on the Guardian Dashboard Opens the Alarm Management Services Screen. The user controls provide easy access to uploading data, ordering and viewing reports, and running DeltaV Analyze.*

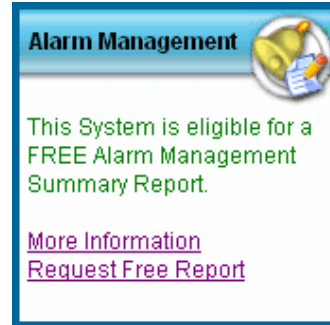


## Apply Now for a Free Alarm Summary Report

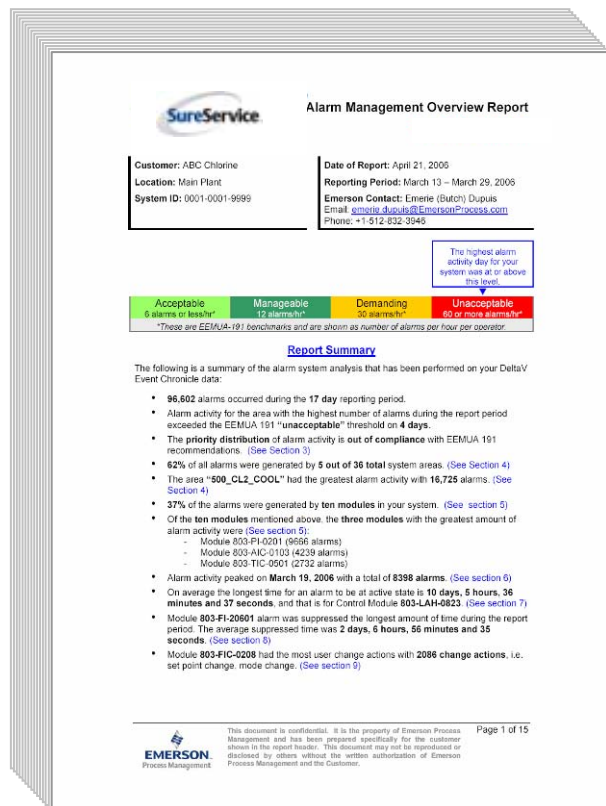
As a way of introducing our customers to the SureService portfolio of Alarm Report Services, Emerson is offering a free Alarm Management Summary Report for all DeltaV systems. The report will contain a subset of the information presented in the Alarm Management Overview Report that is provided with our subscription services. This 5-page report provides basic information about alarm system performance:

- Total alarm activity and how it compares to the EEMUA 191 benchmarks.
- Alarm activity priority distribution with comparison to the EEMUA 191 benchmarks.
- Plant area with highest alarm activity.
- Ten modules causing the most alarm activity and percentage of alarm activity these modules cause
- Please consult your local Emerson Process Management.

All factory Alarm Reporting Services including the free report are delivered via the Guardian Dashboard. Guardian Customers can order a free report by clicking on the appropriate link on the Alarm Management tile shown below:



*The Alarm Management Free Report Tile on the Guardian Dashboard.*



## The SureService Alarm Overview Report presents valuable information on your alarm system's performance, including:

- KPIs per EEMUA
- Alarm system summary
- Alarm distribution
- The five Areas with the Most Alarm Activity
- The Ten Modules with the Most Active Alarms
- SureService Alarm Specialist comments
- A Detailed analysis of each of the ten modules with the most active alarms
- Analysis of the day with the highest alarm activity
- The ten modules with the highest alarm activation times
- The ten modules with the most suppression time

**Alarm Management Lifecycle Solutions**

Emerson and exida ([www.exida.com](http://www.exida.com)) have formed an alliance to ensure that a complete Alarm Management Lifecycle solution is available to aid clients with implementing a sustainable lifecycle approach that complies with the ISA18.2 standard. *The solution incorporates tools and capabilities for alarm rationalization (SILAlarm), operator alarm response procedures (DeltaV Alarm Help), analysis and benchmarking of alarm system performance (DeltaV Analyze / Plantwide Event Historian), and the expertise of both companies.*

For a more complete overview, please refer to the [Alarm Management Lifecycle Solutions](#) service data sheet.

**Ordering Information**

Description	Model Number
Annual Subscription for Multi-System online access to DeltaV Analyze plus 12 Alarm Summary Reports (up to 3 different systems) <sup>See Note 1</sup>	<b>VE9121</b>
Annual Subscription for online access to DeltaV Analyze plus 4 Alarm Summary Reports <sup>See Note 1</sup>	<b>VE9122</b>
Annual Subscription for 12 Multi-System Alarm Summary Reports (no online DeltaV Analyze access) (up to 3 different systems) <sup>See Note 1</sup>	<b>VE9123</b>
Annual Subscription for 4 Alarm Summary Reports (no online DeltaV Analyze access) <sup>b See Note 1</sup>	<b>VE9124</b>

**NOTE 1:** Annual subscription services are to be consumed within one year after date of subscription purchase, regardless of service renewal. Reports not used within the subscription period will be void after the last day of the subscription period.

To learn how comprehensive SureService™ solutions address your process management needs, contact your local Emerson sales office or representative today or visit our web page at <http://www.SureService.com/>.

**To locate a sales office near you, visit our website at:**  
**[www.EmersonProcess.com/DeltaV](http://www.EmersonProcess.com/DeltaV)**  
**Or call us at:**  
 Asia Pacific: 65.777.8211  
 Europe, Middle East: 41.41.768.6111  
 North America, Latin America: +1 800.833.8314 or  
 +1 512.832.3774

**For large power, water, and wastewater applications contact Power and Water Solutions at:**  
**[www.EmersonProcess-powerwater.com](http://www.EmersonProcess-powerwater.com)**  
**Or call us at:**  
 Asia Pacific: 65.777.8211  
 Europe, Middle East, Africa: 48.22.630.2443  
 North America, Latin America: +1 412.963.4000

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