

Integration Testing Service



Emerson's Integration Testing Service provides expert testing of third-party and customer applications integrated with the DeltaV system.

- Minimize risk to your system operations, reduce implementation time and effort
- Ensure robust system performance
- Minimize the likelihood of plant interruptions

Introduction

Emerson has made every effort to provide the highest practical level of DeltaV software interoperability and functionality. However, integrating third-party and custom software applications with Emerson End-User customers' DeltaV system can require a high level of attention by experienced and skilled experts to ensure that your system integration strategy will result in the performance you expect.

Third-party applications can introduce process risk into your plant operations. Extensive testing by our SureService engineers will ensure smooth integration and interoperability of your custom applications so they will function with your DeltaV system per your specifications.

Benefits

Minimize risk your system operations, reduce implementation time and effort. Emerson's Integration Testing Service leverages the vast experience of our system experts to develop a careful, customized plan for testing the interoperability of your third-party and custom applications with DeltaV, thus preventing unwanted surprises. Emerson's system testing expertise and resources can bridge the knowledge gaps between your third-party or customized applications and your DeltaV system to minimize project execution time.

Ensure robust system performance. Our SureService engineers will perform customized testing to ensure robustness and maintainability of your custom and third-party applications integrated with DeltaV. Emerson's knowledge, experience and system testing resources will give you the assurance that issues have been identified and thought through to help deliver the system performance you expect. We'll verify robust communication and integrity between your third-party clients, servers and the DeltaV system. We will also help you plan future growth of your system architecture with a solid scalable system solution over time.



Minimize the likelihood of plant interruptions.

Emerson's resources and vast experience in system testing coupled with careful planning, testing and simulation will give you the peace of mind knowing that your customized applications and third-party software will perform as expected. We'll help you eliminate unwanted surprises that might otherwise be caused by third-party software and customized applications that are incompatible or incorrectly integrated with your DeltaV system.

With Integration Testing Service, we provide:

- A scope of testing to define the parameters that will guide the integration and interoperability assessment of your third-party and customized applications with the DeltaV system
- Documentation of the specified testing limits - These testing limits will define and sometimes exceed the system boundaries. Emerson's system test and process experts will define the scope of testing in terms of performance, capacity, stress, usability, data integrity, performance and timing. The test results will be clearly documented and explained to your staff.
- Failure analysis documentation defining the various failure condition "cause and effect" relationships, and possible remedies to ensure uninterrupted system operation
- A validation that the objects tested will work per the defined specification with the tested DeltaV release, DeltaV hardware architecture and installation guidelines; or alternately, a no-go recommendation.
- A detailed system integration roadmap indicating prerequisites and recommended installation procedures, considerations, and other issues specific to the system integration.
- Optionally available on-site installation assistance and training of key personnel.

To help ensure your system continues to operate at its peak, Emerson can also provide expert testing of all future incremental system integration changes.

Service Delivery Process

The Integration Testing Service is available to Emerson end-user customers only. The testing process is designed to ensure that the end-user customers' specific needs will be met. Generally, the process will include the following steps:

- Customer will submit a general description of the testing requirements.
- Emerson will initiate preliminary fact finding communications for gathering of technical information.
- Emerson will perform a detailed technical review to determine testing objectives, test coverage and key testing requirements.
- A scope of work statement including key deliverables and a work schedule will be generated.
- Emerson will review the scope of work and the expected deliverables with the customer.
- A test plan will be developed and reviewed.
- Integration testing will be performed and documented
- Test results will be reviewed with the customer.
- The test decommissioning process will be completed.

Customer Responsibilities

The customer is to furnish all required technical information such as network layout, Ethernet hardware architecture, software and licenses, customized hardware and commissioning/ decommissioning procedures. When required by the customer, a non-disclosure agreement will be executed prior to performing the integration testing.

Scope of Service

Working closely with the customer, Emerson Process Management will define the scope of the Integration Testing service and the testing parameter, execute the test process, and document the test results per the agreed upon specification.

However, it is understood that Emerson performs extensive tests and interoperability checks on all standard products and that support of third-party hardware, software, and networking solutions, whether off-the-shelf or custom developed, is not a standard provision of the Emerson Process Management Foundation Support service. Therefore, the use of third-party products (including hardware, software and networking solutions) will be undertaken at the user's risk.

It is understood that: (1) this test qualification is not part of the standard DeltaV product nor does it include making any DeltaV product changes to ensure that the third party or customer application will work either on the current or any future release; (2) the testing and qualification is specific to the identified version of DeltaV with the specified version of the third party or customer application; (3) in future releases of DeltaV or the third party or customer application there is no guarantee that it will continue to work; and (4) testing and qualification will have to be repeated for every new release. The scope of the re-qualification will be a function of the incremental changes from the original scope of the Integration Testing service performed for the given architecture.

SureService Integration Testing provides technical support after testing is complete through a customer purchased bank of hours for technical support pertaining to the implementation and maintenance of the tested application or hardware with DeltaV. The scope of this support includes DeltaV and the interoperability of DeltaV with the customer's customized or third party applications within the constraints of the specified Integration Testing service.

It does not however, include support of the customer's customized or third party applications, or use of those applications, above and beyond the constraints established by the specification of the original Integration Testing service.

Emerson Process Management Technical Support will provide reasonable efforts to support the Emerson Process Management product content. If Emerson Process Management Technical Support determines that a third party product is causing an issue, the user may be required to adopt a standard supported configuration and standard supported products before further troubleshooting can proceed. Please note that custom scripting within the operator interface application is considered to be a custom integrated solution.

Qualification of future third-party or customized application revisions or of DeltaV revisions with the customer's third party or customized application will be subject to Emerson Process Management's Integration Testing service re-qualification. The scope of the re-qualification will be a function of the incremental changes from the original scope of the Integration Testing service performed for the given architecture.

Support: Emerson will provide technical support for the tested and qualified configuration under special arrangement and additional cost. The scope of this support includes DeltaV and the interoperability of DeltaV with the customer's customized or third party applications within the constraints of the specified Integration Testing service. It does not however, include support of the customer's customized or third party applications, or use of those applications, above and beyond the constraints established by the specification of the original Integration Testing service.

Technical support will provide access and a predefined set of phone technical support hours for a 12 months period. The end user customer may purchase additional support access and hours if and when required. Foundation Support will provide standard product technical support.

Ordering Information

Description	Model Number
DeltaV Integration Testing Service	VE9131

PRE-SALE QUALIFICATION: This service is available to Emerson end user customers only. This service is delivered as a “micro-project” and as such it requires a written project scope of work, deliverables, timing and budget. The service request must be received, reviewed and a written proposal issued by Emerson Process Management prior to order acceptance. This is a safeguard for the customer to ensure the necessary Emerson Process Management resources are available within the expected timing and to define the scope of service along with a budgetary estimate for the work required. Emerson Process Management reserves the right not to quote a particular project at any time.

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

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

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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