

# SIS Site Support Services

## Safety Instrumented Systems



*SIS Site Support Services performed by Emerson-certified specialists will help ensure the SIS is properly maintained as initially specified and in accordance with IEC 61511 Safety Life Cycle.*

- Maximize plant availability.
- Apply best technology to prevent safety issues and improve plant operation.
- Sustain SIS Investment over life cycle.

### Introduction

At Emerson Process Management, our SureService™ mission is to enable our customers around the world to achieve exceptional business results through our leadership in technology, people, solutions, and services.

Emerson believes that outstanding service is planned, not natural, automatic, or coincidental. Outstanding service requires careful planning, detailed execution and sustained investment. Therefore, Emerson has carefully designed and invested in a service delivery quality system and a service network of local certified professionals with tight integration of Emerson's central and regional resources and capabilities.

### Challenge

The challenge is to operate and maintain Safety Instrumented Systems (SIS). The SIS must be properly designed, operated, and maintained to provide functional safety and meet safety requirements throughout the entire safety lifecycle.

### Benefits

Emerson recognizes that customers' needs vary in content and time, and that those customers make investments over the system life cycle for three basic reasons:

**Availability.** To achieve the desired level of certainty for system uptime, taking your process, system design, and in-house resources into account.

**Application.** To achieve expected results of the technology and related work processes as the company reacts to evolving business conditions.

**Sustainability.** To sustain the initial investment such that it matches the standard of the technology that can be routinely supported and serviced.



Our certified SureService specialists possess a broad range of knowledge and experience installing, maintaining and optimizing the DeltaV System (Basic Process Control System) and DeltaV SIS (Safety Instrumented System). You can put that expertise to work in your plant with a program that will allow you to receive on-site consultation and hands-on assistance for a multitude of system maintenance tasks that lend themselves to advance scheduling.

If your operation can benefit from scheduling tasks in advance, you can pre-purchase a block of hours as part of your SureService agreement. This arrangement provides a favorable rate and gives you priority when scheduling service.

Common global processes unify the Emerson service organization. These include:

- **SureService Product Portfolio.** A comprehensive portfolio of life cycle support services to meet each customer's specific needs.
- **System Tracking and Registration System.** A global, on-line, real-time information system that allows customer installed base traceability, and enables Emerson Process Management to manage and better service our customer installed base.
- **Material Warranty.** Access to and rapid replenishment of spares required to support Emerson Process Management's customer installed base.
- **Return Material Authorization.** Global process to manage material returns.
- **Technical Support.** Expert technical support for our products available 7 days a week, 24 hours a day, anywhere, and with consistent quality.
- **Technical Information Management.** Proactively managed technical information relevant to each customer's site.
- **Call Tracking System.** Ability to receive, track, store, and retrieve customer and product specific technical support information, globally.
- **Service Facility and Individual Certification.** A formal process for certification of facilities and personnel to ensure the right resources, skills, and experience are in place to deliver our customers a consistently high level of service and support.
- **Internet Information Access.** An on-line system to access Knowledge Base Articles, Books on-line and Product Technical information, and software/firmware downloads.
- **Product Support Programs.** Options to aid customers with maintenance of their control system through the lifecycle.

### Service Description

The SureService portfolio is comprehensive and flexible to allow our customers to select the right service for the right time given the customer's level of resources and their particular needs, over the SIS Life Cycle.

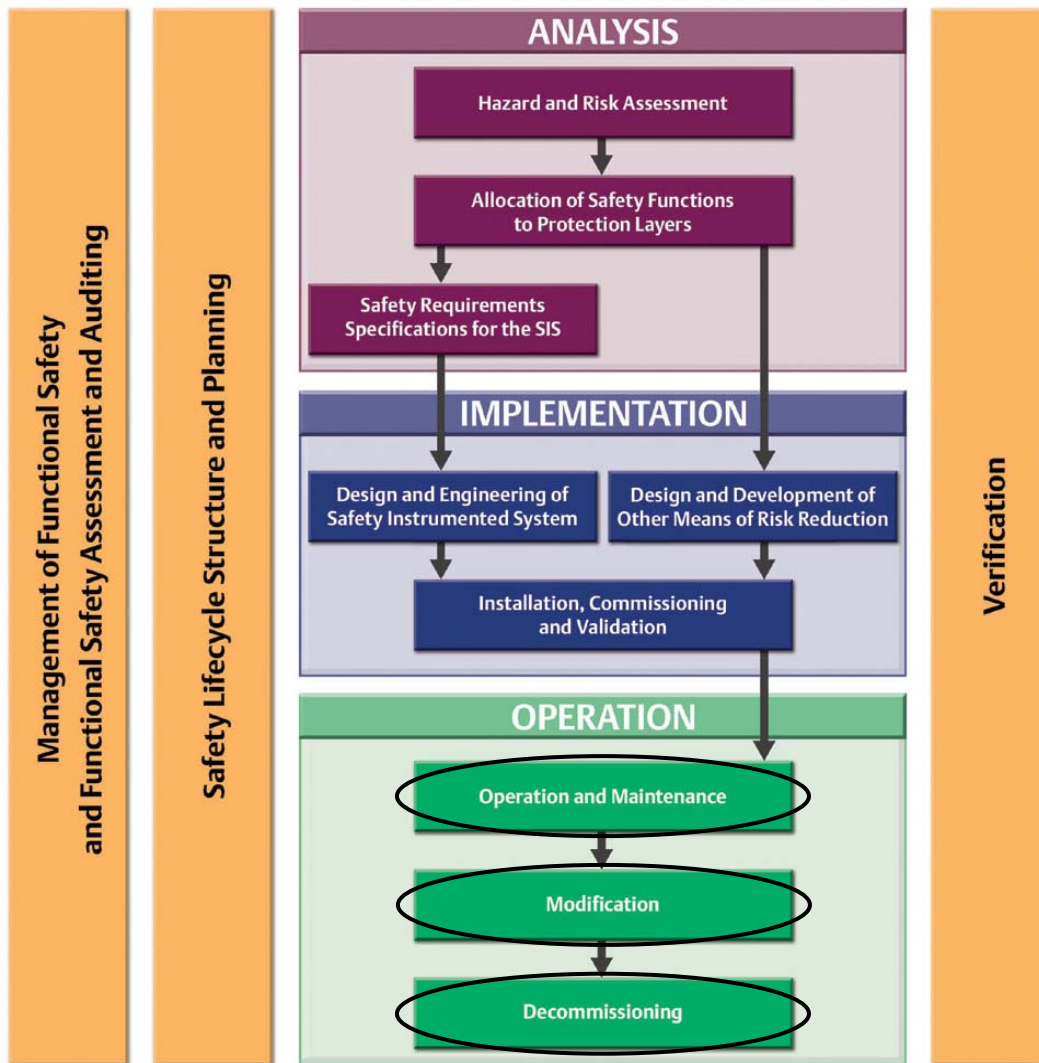
Emerson offers a complete portfolio of support services for SIS customers including:

- **Guardian Support.** Guardian Support is the core element of the SureService support program. The Guardian service module is designed to help you proactively achieve peak availability, sustainability and performance on your system investment through critical service and support information. Guardian aggregates and securely delivers personalized, real-time service intelligence tailored specifically to your system architecture, assets and use. Guardian provides a single-point source of critical services and system information to help you effectively manage your DeltaV SIS and Emerson devices throughout their lifecycle.
- **Emergency On-Site Services.** Our Customer Response Center will dispatch one of our highly trained and experienced SureService professionals to your site if we cannot resolve a problem situation via telephone support or remote diagnosis.
- **Critical Data Backup.** Protect your systems investment with the Critical Data Backup Application (CDBA). This application delivers a reliable method for automatically backing up data, improving data availability and security, minimizing data recovery costs, and providing business continuity.
- **Component Coverage and Express Module Replacement.** Get critical components replaced quickly to minimize costly interruptions to your plant operations with our Component Coverage and Express Module Replacement service. A customer agreement can provide for assured delivery within the specified number of hours. Three possible types of local spares arrangements are available:
  - Local office, Emerson owned spares, access and replenishment program
  - Customer site, Emerson owned spares, management program
  - Customer site, customer owned spares, management program.

- **Functional Safety Maintenance and Proof Testing.** Keep your complete safety loops, including sensors, logic solvers and final elements, in perfect condition to provide maximized functional safety and reliability. Our experienced and well-trained field engineers will plan, execute and document the needed tasks to fulfill all applicable regulatory needs.
- **Power and Grounding Integrity Service.** An Emerson power and grounding expert will assess the site power and grounding conditions, identify potential issues, and make recommendations for improvement.
- **SIS Installation Services.** Get your safety instrumented system off to a good start through the application of best safety engineering practices as defined in the IEC 61511 Safety Life Cycle, to achieve the safety integrity levels specified by your functional safety specification.

**IEC 61511 Safety Life Cycle**

*Meeting regulatory requirements such as the IEC61511 Safety Life Cycle requires a partner with experience, and with the best available technology and services.*



*SIS Site Support Services address IEC61511 during the Operation, Modification, and Decommissioning phases of the Safety Lifecycle.*

- **Alarm Management Service.** Your plant's alarm system is a critical line of defense against potentially costly and/or destructive abnormal situations. Our study shows that many alarm systems routinely perform sub-optimally without any plant awareness. The Emerson suite of Alarm Management Services addresses every aspect of alarm management, from analysis and assessment to performance improvement and ongoing maintenance. The result: improved operator and system performance, reduced downtime nuisance alarms and safer, more effective plant operation.
- **Security Assessment Service.** With Emerson's Security Assessment Services, you will receive an assessment of security gaps and latent threats to the Emerson process and safety control systems. Emerson will provide prioritized improvement recommendations that can help assure the availability and operational integrity of your automation systems.
- **SIS Modification Service.** Maintain your competitive edge and grow your system to meet changing requirements with assistance from our SureService team. SureService professionals will provide solutions to your application questions when you need them. Our engineers can plan, implement and document all needed SIS changes or additions.
- **DeltaV Evergreen Program.** The DeltaV Evergreen program provides you with replacement of your PC workstations and server platforms. This service can include installation and configuration of the new equipment in compliance with your specific requirements.
- **Extended Software Support.** Extended Software Support, available to Guardian Support subscribers, offers you the flexibility to perform control system upgrades at your convenience or when they are necessary based on your process requirements.
- **Premier Service.** The Premier Service (Premier) provides a single point of access to Emerson's technology resources that can complement the customer and Emerson's local service organization. These combined resources have the common mission of achieving the automation system lifecycle Availability, Technology Application, and Sustainability objectives. The service provides a virtual customer membership within the Emerson Technology Organization. Furthermore, under the Premier Service, Emerson can provide a training plan designed specifically for your select staff. The customized training program will be delivered by Emerson internal resources not generally available to most system users.

Ordering Information

Description	Model Number
SIS Site Support Services	Please consult your local Emerson Process Management office for availability

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**  
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