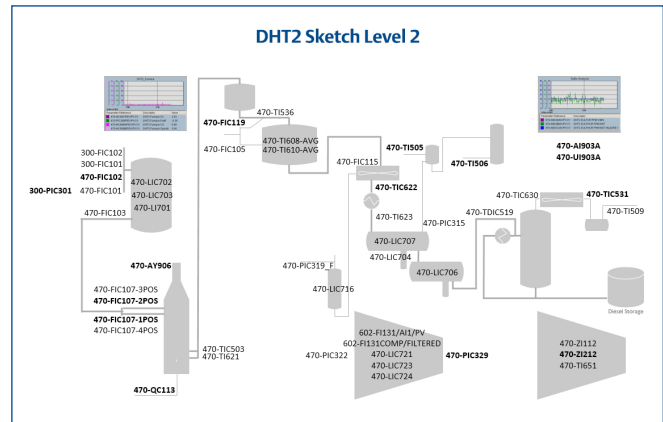


# High Performance Graphics Services

- Recognize upset before alarms occur
- Better and faster operator decision making
- Capture experienced operator knowledge
- Implement industry best practices



## Introduction

High Performance Graphics Services improve the plant operating efficiency by improving awareness and reaction time of operators.

Emerson has developed two main services to ensure the information on the displays is what your operator needs to perform daily activities and maintain situation awareness. The first service, Display Review, involves reviewing your current graphics to industry standards including; International Society of Automation (ISA), Center for Operator Performance (COP) and Abnormal Situation Management (ASM) Consortium. Emerson is a founding member of the COP and active participant in its research. Through our involvement with ISA 101.01 standards development, we have incorporated the COP research within the standard.

The second service, Operations Display Consultation, is an on-site collaboration with operations and engineering to identify operator tasks and the display content required to complete those tasks.

## Benefits

The benefits of High Performance Graphics Services include better situation awareness and reduction of time the process is off-specification.

**Recognizing upset before alarms occur:** The improved feedback lets the operator understand current conditions that may lead to upset faster and better.

**Faster operator decision making:** The improved organization of key content allows the operator a quick-look of the process with properly formatted information.

**Capture experienced operator knowledge:** When incorporated within the displays, identification of the operator tasks and overall knowledge will improve onboarding of operators.

**Implements industry best practices:** High Performance Graphics makes use of ISA 101.01, COP and human-factors engineering concepts. Customer's standards can also be incorporated in with the industry best practices.

## Service Description

There are three main steps in the High Performance Graphics process. Each step advances the customer to have the correct content, good organization, and properly formatted

information on displays. Normally, the largest proportion of time is spent identifying the correct content for overview (Level 1) and daily operation (Level 2) displays. However, the focus of the service engagement can be customized to suit individual needs.



### Display Review

Display Review examines current displays to identify a baseline set of goals. It is used to identify the gap between the current displays and the industry best practices. In the Display Review, the customer provides a set of drawings or system displays (one operator or a process unit). These drawings or displays are reviewed against best practices and guidelines (ISA, ASM, COP, customer and Emerson standards). Emerson will provide a written report describing alternatives to organizing and formatting of information. The report is centered on clearly showing the process flow, reducing visual clutter with appropriate color use, and putting the visual emphasis on process information.

### Operations Display Consultation

Operation Display Consultation features onsite collaboration with operations and engineering to identify operator tasks and the information required to complete those tasks. The emphasis is on operator monitoring, control and situation awareness.

Operations Display Consultation examines how the operator uses the information on their displays. The consultation will involve scope definition using operator displays, event chronicle, and P&IDs and PFDs. One or more consultants will travel to site for observation and interaction with operators to understand the daily tasks and identify the required information. Emerson will provide a report containing an information hierarchy and wireframe drawing from the operator’s situation awareness overview (Level 1), and daily monitor/operation (Level 2) displays.

### Support

Emerson provides support to the display implementation team. For example, some customers and local offices may choose to use out-of-the-box dynamos or develop their own library for future use. Emerson can assist with operator training and the introduction of the new displays to the plant operators. Most customers report benefits from improved situation awareness, such as decision speed and quality, within a few days. While it may take some time for experienced operators to regain familiarity and adjust to fewer display changes, most new operators report a very fast onboarding experience.

## Ordering Information

Description	Model Number
High Performance Graphics Services	(Please consult your local Emerson Process Management office for availability)

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