

# Syncade Logbooks

- Minimize shift handover risk
- Electronically document events, observations, and notes
- Improve task management to drive operator action
- Find information with searchable electronic knowledge base
- Programmatically create log entries based on a process event



*Simplify and speed up the process for capturing control room logs and managing operator tasks.*

## Introduction

Syncade Logbooks is a web application used to capture electronic records of operator activity as well as plan and track operator tasks during a shift. With Logbooks, operators can record information about daily operations, view a prioritized task list, and access a shift change dashboard that includes shift status and summary reports. By storing information electronically, operators can easily access a historical knowledge base in order to make better, more informed decisions to keep the plant running safely and efficiently.

Electronic logbooks help identify:

- Tasks that need to be completed and the responsible person/team.
- When required tasks are incomplete and need follow-up.
- Past observations on equipment or process issues and how they were resolved.
- Key information to help a new shift continue to operate the plant safely.

## Improve Operator Effectiveness

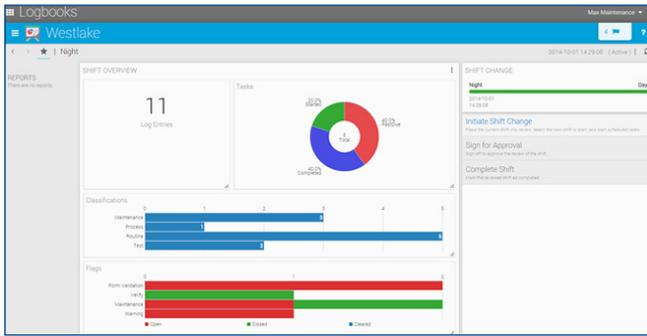
**Minimize shift handover risk.** Shift handover can be a risky part of the day. Communication between the current shift and the new shift is critical to success. Too often, this communication path breaks down and the new shift is left with incomplete information and lack of visibility to priority issues.

Syncade Logbooks provides a dashboard that delivers a high level summary of what has happened during a shift as well as on-going tasks. Operators can access more detailed information through classification, status, or user configurable filters. If needed, they can easily view past shift summaries as well.

Logbooks can also drive a more consistent shift handover process. Critical knowledge, including open tasks, notes, and other non-routine events, is collected and approved for transfer to the next shift.

Users can also create shift reports for management or compliance requirements. Reports can be viewed online, printed, or saved as a pdf, csv, or xml file.

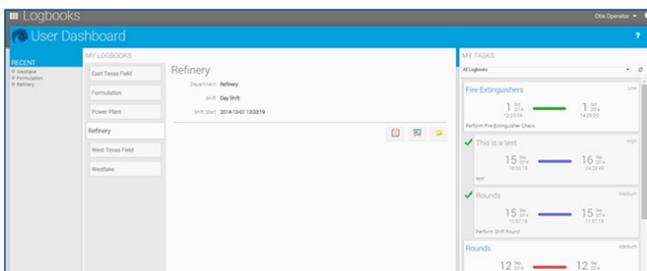
**Improve task management.** With whiteboards and verbal instructions, it is easy to overlook tasks. Lower priority tasks can be forgotten and recurring actions can be overlooked. By automating task management, you can ensure necessary work is not missed. Set an expected start and completion time to both remind operators that a task is due and help them plan and prioritize work.



Supervisors have a comprehensive view into operator activity and associated tasks for review and hand-off to the next shift.

Gain visibility to the status of tasks and will be alerted by an escalation flag if something is not completed by the assigned time. The incomplete task will be also be visible on the shift dashboard.

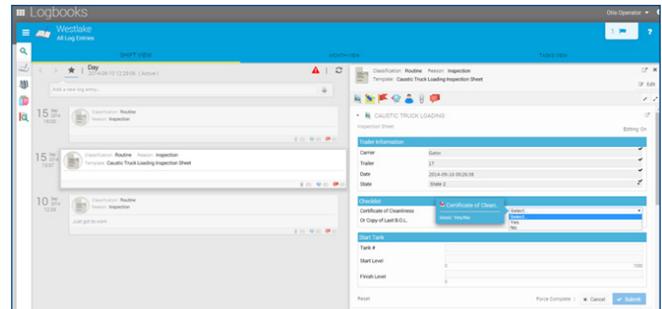
Assign parameters to tasks to improve communication and planning. Attributes include whether a task is on-demand, scheduled for later, or recurring, start and due dates, shift assignment, priority, description, user group, classification, and reason.



Record and track operator log information.

**Improve visibility and accuracy of log entries.** Manual entries in paper logbooks are difficult to use as references to drive future action. If operators can find the entry they are looking for in the piles of books, there is good chance the information is either illegible or incomplete.

By transitioning to electronic logbooks, operators can quickly create log entries through simple text entry or by using forms/templates for more comprehensive records. A log entry can include a screen capture of a process control system graphic and associated operating information via an OPC read to provide additional context to the incident. Add notes and other observations as well. You can even include links or references to external documents or add attachments. A log entry could include a running dialog between one or more users.



Electronic templates make repetitive log entries and tasks easy. Online forms replace paper records that have to be printed, manually filed, and stored.

Not only is the information more complete and easy to read, operators can view past log entries by selecting the day on a calendar. Search existing entries by text string, area or equipment, or template type. An advanced search option enables user-built search criteria. By indexing all log entries to make them searchable, electronic logbooks delivers a robust knowledge base to your operators to help accelerate problem-solving and decision-making.

To support audits and corrective action processes, Logbooks automatically records the name of the user who entered or last edited a log entry and the time of the change.

## Easy to Implement

**Intuitive interface.** The user-friendly, intuitive interface means operators can use the application immediately. Task-based actions make “to-do list” set-up, comment capture, search, and report generation easy.

**User dashboard.** Logbooks displays a dashboard customized to the logged in user. Relevant logbooks and assigned tasks are clearly listed.

**Event monitor.** Enables automatic creation of log entries based on OPC values or DeltaV Events. These auto-generated entries can trigger tasks in the system that need to be completed and flag them to raise attention to issues that may need to be remediated.

## Syncade Logbooks

**Contextual information.** Comments and activity can be grouped by shift, equipment, or other user definable structures so information is quickly available in context.

**Comprehensive entries.** Take snapshots of current unit or equipment status and add comments and insights so log entries provide complete information for future reference.

**Audit trail.** All transactional actions (inserts, updates, deletions) in Logbooks are recorded in the audit trail and stored permanently. Audit Trail documents who, what, where, and when.

## Bundled License Packages

There are two bundle license packages available for Logbooks.

**Professional bundle** contains one production server license and two non-production server licenses. This bundle supports up to 150 named users.

**Experience bundle** contains one production server license and two non-production server licenses. This bundle supports up to 25 named users.

Additional named user packages are available.

An optional licensed component of Syncade Logbooks enables automatic creation of log entries based on OPC values or DeltaV Events. These auto-generated entries can trigger tasks in the system and raise flags for issues that may need to be addressed.

## System Compatibility

A server running Windows 2008 R2, Windows 2012 R2, or Windows 2016 is required for the web application. Microsoft SQL Server 2012 is required for the underlying database. For client access, supported browsers are Safari, Chrome, and IE 11.

Syncade Logbooks supports Microsoft Network Load Balancing (“NLB”) as well as a clustered SQL deployment as required.

Syncade Logbooks is licensed to an Operating System Environment (“OSE”) that leverages up to six processor cores. If an OSE (physical or virtual) with more cores is used to deploy the database for Logbooks, the CPU Core scale-ups are required. For example, a 6-core/dual CPU machine would have 12 cores and require 3 CPU Core scale-ups.

Syncade Logbooks is installed with a self-signed SHA-2 digital certificate which will expire in 90 days. SHA-2 digital certificates provide enhanced security and allow the certificates to be compatible with the latest browser versions. Before the self-signed certificate expires, you are required to obtain a compatible certificate issued by: a private Certification Authority (CA) or a Root CA (self-signed) that is managed by your organization. Commercial CAs can only be used if the application server has a Fully Qualified Domain Name and is therefore connected to the open/public network (Internet).

## Ordering Information

Description	Model Number
Syncade Logbooks Experience	SYOM1010SLE
Syncade Logbooks Professional	SYOM1010SLP
Additional User Scale Ups <i>Where xxxx represents the number of additional named users required. User additions can be ordered in quantities of 5, 25, 50, 100, 150, 200, 250, 300, 400, 500, 700, 1000, and 2000.</i>	SYOMUPSSLUSxxxx
Event Monitor for Syncade Logbooks	SYOM1010SLEM
SQL Server 2012 Standard Runtime 2 Core License Add-On	SYOM1010MS2012

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