

# Control System Availability

## Increase System Availability



Optimized automation and system availability takes ability to analyze, identify, and classify opportunities to improve the performance of control systems. With ABB Ability™ Collaborative Operations comes the ability to do more, do better, together by gaining access to ABB's deep domain expertise 24/7.

The ABB Ability™ Collaborative Operations Control System Availability Service, identifies, classifies and helps prioritize opportunities to improve the performance of your control system. Data from your control systems is collected during scheduled and on-demand analyses and compared with industry best practices. This quickly pinpoints issues to ensure optimal performance of your System 800xA, improving reliability, availability and operational performance.

The control system availability service, follows a three-step methodology to analyse key performance indicators (KPIs) to provide precise and timely troubleshooting. KPIs that are monitored fall under these categories:

- **Software:** All software packages are analyzed to ensure that proper software, updates and versions are installed. Dependencies and correlation between versions and functions are also analyzed.
- **Hardware:** System hardware parameters are analyzed to find any hardware issues such as underutilized hard disk, insufficient RAM and underpowered graphics.

- **System 800xA:** The system is examined to confirm check processes, system set-up and licensing.
- **Network:** The network, which is crucial to holding the system together and often divided across several servers and clients, is monitored for functionality.

### 1. Establish Baseline and Assess Improvement Potential

The current baseline of the control system performance is established and compared to optimized standards to establish expected capabilities. Current control system conditions are assessed to determine risk areas and improvement potential. Comprehensive data mining techniques and proprietary analytics tools are used to access and analyze system performance.

The baseline provides a benchmark and assesses improvement potential. Control system areas of improvement are matched with practical implementation solutions. The baseline establishes the current state of the software, hardware, system, and

network components.

## 2. Implement improvement actions

The implementation plan is a series of practical solutions designed to raise the performance of the system up to its optimal constraints. Typically solutions include: updating software, improving network performance, resolving application and operating system issues, and replacing high risk hardware.

## 3. Continuous improvement

With ABB Ability™ Collaborative Operations control system availability can be continuously analyzed and improved. Key information is monitored by ABB experts on a daily basis and compared against performance benchmarks. The Control System Performance service provides 24/7 monitoring capabilities to identify continuous improvement actions to help to ensure process performance remains at peak levels.

### Control system KPIs

The following key performance indicators (KPIs) will be monitored on a regular basis and activities will be performed by ABB experts to help improve the overall control system performance and availability:

- Software
- Hardware
- System

- Network

### Benefits

- Increased control system availability
- Improved system reliability
- Early problem detection
- Labor and travel expense savings with remote monitoring and troubleshooting
- Improved collaboration between ABB experts and customer experts

### Features

- Automatic, non-invasive data gathering with ABB's proprietary data collection tools
- Continuous analysis of KPIs
- On-site or remote access for customer and ABB support personnel
- Periodic checks by ABB experts in order to identify issues, find trends and recommend performance improvements
- On-demand analysis of systems and processes
- Non-invasive maintenance and application changes

## COLLABORATION IN DATA-DRIVEN ECOSYSTEM PEOPLE MAKE THE DIFFERENCE

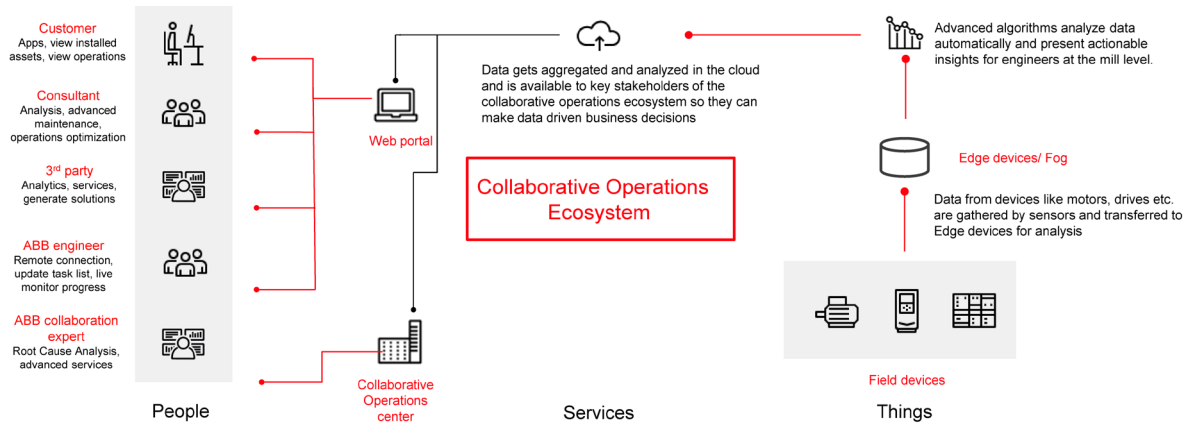


ABB Ability™ technology collects, aggregates, analyzes, and presents actionable information on KPIs to enable experts to improve control system performance.