CASE STUDY

Major oil and gas client, Gulf of Mexico

Key facts:

Industry: Oil & gas

Octave product used:
Tempo Operating Procedures
(AcceleratorKMS)

Implemented projects on digitalization remote collaboration

- Execution in the field with Company Vessel Representative (CVR) and Subsea Control Room Operator (SSCRO)
- Further expand the use of graphical processes and showcase the use of standard content across multiple procedures

WRF Project

- Incorporating Work Request Forms (WRF) to streamline work between the operations team and the project/ interventions team
- Internalizing the review and approval processes

Remote collaboration and digitalization

One of Tempo Operating Procedures' major clients and world-renowned oil and gas company, underwent an incredibly successful Subsea Control Module (SCM) change-out in the Gulf of Mexico in 2021. By incorporating brand new digital procedures, Tempo Operating Procedures was able to drive its client towards a rejuvenated and more efficient site through monitored and scheduled accountable training, and digital procedural maintenance.

Within many organizations, change can be daunting and difficult to implement, however with Tempo Operating Procedures, the client's team found the tool far more intuitive than they initially expected. Adapting quickly to its features, the teams were able to focus on four core elements in the change-out process. Work Request Forms, Reviews and Approvals, Work Execution and Consistent Site-wide Standards.

In order for the best possible outcomes to occur throughout the rollout, Tempo Operating Procedures worked closely with their client's Central Subsea Team to build and plan a strategy that prioritized and streamlined actions. The two procedure project leaders were the Digital Procedure Stakeholders and the Tempo Operating Procedures Customer Success Manager.

In order for the digital procedures to be implemented thoroughly, designated point-of-contact employees also known as 'champions' were introduced in the field to help guide colleagues through the features and answer questions as they arise. Having someone to rely upon through change/uncertainty whilst encouraging questions helped create a safe and open workspace for learning. As a result, there was notable ease from the natural resistance to change in the groups.

Furthermore, guidance was provided on workflow approvals and review efficiency by solidifying and maintaining a standardized approach. Implementing strong boundaries and set standards with Tempo Operating Procedures kept employees accountable through real-time digital project management.

Positive findings

The project started on January 25th with a pilot of the lessons learned concept to set the path moving forward. Through May 29th, various reviews and training programs were conducted with remote monitoring personnel from the Houston site. Within the five-month period of the testing phase, thorough and clear directions for on-site goals were communicated to ensure collective alignment.

By incorporating internal Work Request Forms, all users strongly expressed benefits from enhanced clarity and were consistently able to complete overall processes with improved communication. Even with some technical software hiccups and additional Electrical Flying Lead (EFL) replacements which take longer/add some complexity to work scope, the efficiency of the forms significantly improved productivity.

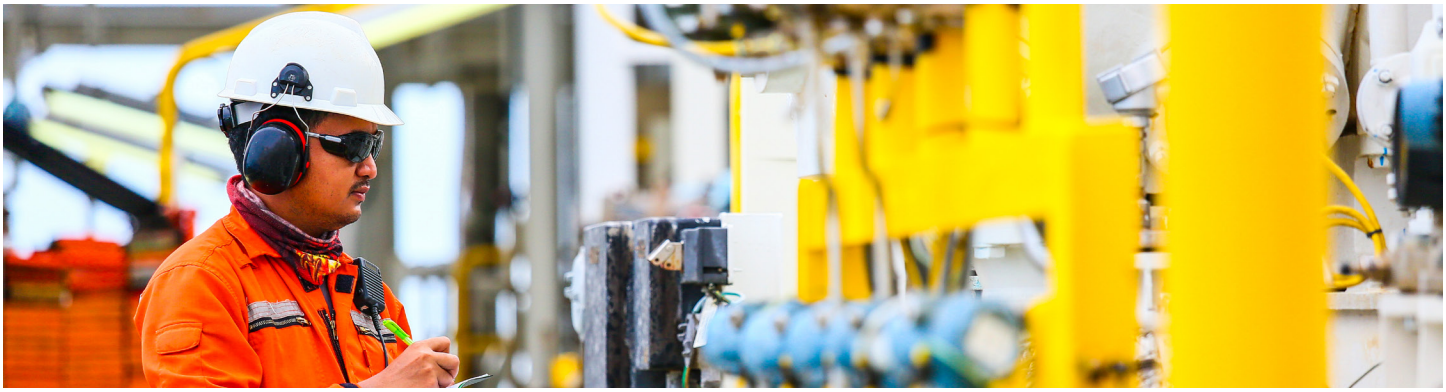
Team feedback showed that the Tempo Operating Procedures tools added value and its ease-of-use was a great benefit for a new site-wide adaptation. One of the main benefits was real-time access to captured data helping communicate accurately with onshore monitoring and analysis (such as power down complete, values from SPCU). The team said there were notable differences from the tools implemented and they hope to incorporate more procedure and work requirements from the Sanitation Standard Operating Procedures (SSOP) team (power and communication commissioning) in the future.

Although the review cycle tool took some time to learn and adjust to, once it was understood the teams were more satisfied as they found it easier and more straightforward. They also found the content focused platform was significantly faster and more efficient to use.

The only caveat for the above was to account for the time taken to plan content and author perspective.

Tempo Operating Procedures features

- Improve operations efficiency, identify areas for improvement, and ensure competency with the ability to monitor workers as they complete tasks and training content
- Create process improvements with streamlined audit and compliance reporting for procedure adherence and review requirements
- Make processes faster by giving fieldworkers flexibility while waiting on assets or other tasks to be complete
- Transmit critical communication to your deskless workforce by setting a site-wide message for all Tempo Operating Procedures users



Obstacles, learning and improvements to be made

Additional improvements were as follows:

- Simplicity in the 'process' flow charts to help users navigate and understand task progression
- Additional training and consider simplifying top-down planning and bottom-up authoring/reviewing
- The completion sequencing (i.e., can steps be completed out of order)
- Managing users within a completion – limit number of assigned users to avoid workflow confusion. Ensure clear communication and delegation of work

While there were not many issues, a few quick fixes of user experience adaptations were made to improve the Tempo Operating Procedures tools. With its fully flexible and tailor made options for the client, they were able to collaborate and build a system that meets the needs of the teams and the organizational requirements.

After the initial testing phase, the global oil and gas company requested some UX changes to ensure digitalization was unequivocally accurate, reduce margin of error and improve robust solutions to avoid submission errors and loss of work. Tempo Operating Procedures' client also suggested watermark variables, visual aids and saved progress features where intransitive work can be continued at a later date.

To conclude the first initial roll-out of the programs, Tempo Operating Procedures and their client decided which features to prioritize for improvement. Thereafter, discussion of the next steps regarding future deployment and support and to finalize, a follow-up session to analyze the outcomes of user and work management and the program as a whole.

25%

Reduction in time to search for training materials

50%

Decrease in time to complete assessments

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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