

Persona

Andrew – Subsea Engineer
SureTec ONE

Scenario

Subsea engineer Performing a BOP Test.

Goals

- Little time spend on critical path as possible
- Event Free BOP

Goals

- RTO/Engineering – Build schematics.
- Plan is not built from Scratch
- Is an Unsupported Rig
- BOP done in Gulf of Mexico.

Phases

Connection Before Test Begins

Create Test Plan

Validate Test Plan

Connection Just Before Start Test

Start Test

Execute Test

Change Management

Finalize Test

Reporting

After Action Report (AAF)

Actions

- Connections to the server
- Email to RTO

- Test Pressures
- Pipe Sizes
- Coverage
- Opportunities to Decrease Stops
- Thinking about critical path relative to the current operation
- Learnings from previous tests
- Verifying schedules

- Checking Transducers
- Networking

- Changing test sequence
- Troubleshooting leaks
- Identifying misalignments
- Adjusting plans
- Reporting on status (shifting)
- Identifying leaks
- Function Testing

- Changing test sequence
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- Reporting on status (shifting)
- Identifying leaks
- Function Testing

- Verifying coverage
- Function Testing from second location

- Checking all test comments for accuracy
- Documenting all activity from the test
- Verifying test information
- Including all approvers in review
- Getting report Signed
- Store Report

- Analyzing performance of the test
- What went well and not so well

Emotional Experience



Opportunities

- Time Spend / Time Accessing Server
- Abandon Charts
- Use of SureTec Services

- Web based Approvals
- Getting to the test Stack quickly
- Linked and routed to the correct people in the right groups at the right time (Communication)
- Data Collected / Data Tracking

- Ease of use reliability / Less data loss

- Quality of Comments, users have uninvest motivation to enter in comments
- Prescriptive maintenance

- Better Alerts / Notifications

- Confidence in changing views/ more clicks = less confidence in software
- Less clicking
- Less hunting by clicking
- Quick / clear changes (plans)
- Automation/alerts

- Wrapping up tests to go into the reports
- Report values bad experience with all the blank values you don't have to enter but the are shown on the report
- Handholding (popup or guide; screens that you need)
- Can get lost and confused how to end

- Handholding (Things to do, check list of shorts to show what needs to be done and what has been done)
- Too much printing. / simplify reporting
- Digital Signatures
- Walking around for signatures and printing is a bad experience
- Digital Reporting from start to end

	Don Company Man	Mark Sr. Subsea Engineer	Andrew Subsea Engineer	Frank RTO
Description	Operator Side who is in charge running the rig and overruling all activates in the rig. Very busy guy.	Responsible for all of the well control equipment. They test repair and maintain all of the associated system. They make sure its all in good order.	Responsible for all of the well control equipment. They test repair and maintain all of the associated system. They make sure its all in good order.	Remote operations center. The "hub" of equipment for IPT. Manages the inventory, sending for calibration, and initial setup of DAQs and transducers.
Demographics	A working professional. Age and gender is indeterminate.			
Personal	Busy personal life whether that is do to family or other commitments.			
Goals (General)	<ul style="list-style-type: none"> • Having efficient operation • Keep everyone on there rig safe • Ensure they are getting the most from the resources out on the rig 	<ul style="list-style-type: none"> • Have all of their equipment in good working order. • Make sure they have all spare parts on hand to make repairs as needed. • Perform there testing on critical path as efficiently as possible without going into down time. 	<ul style="list-style-type: none"> • Have all of their equipment in good working order. • Make sure they have all spare parts on hand to make repairs as needed. • Perform there testing on critical path as efficiently as possible without going into down time. 	<ul style="list-style-type: none"> • Creating an emotional connection • Preventing future issues • Improving productivity and reducing operating expenses • Retaining customers • Providing an outstanding customer experience
What does a day in their life look like?	<ul style="list-style-type: none"> • Shift work: 12 hours-on / 12 hours-off • Days usually include handover meeting (pretour meeting) • Very hectic people needing them to make decisions and talking with people 	<ul style="list-style-type: none"> • Work shifts 12hours on 12hours off • Pretour meeting • Perform most of the equipment maintained (Stacks/ manifolds) 	<ul style="list-style-type: none"> • Work shifts 12hours on 12hours off • Pretour meeting • Perform most of the equipment maintained (Stacks/ manifolds) 	<ul style="list-style-type: none"> • Stressful trying to resolve customer problems in a efficient and timely manner. • Continually training on the latest and greatest • Problem solvers of complex systems
Attitudes & Feelings (Motivations)	<ul style="list-style-type: none"> • Fining new opportunities to bring more efficiency and safety to there operation • Engaging with service providers who understands there needs 	<ul style="list-style-type: none"> • He wants everything planned out ahead of time. • Flexibility in planning/make changes quickly without interruption • Has lots of pressure on him want to have a tool that guides him though. 	<ul style="list-style-type: none"> • He wants everything planned out ahead of time. • Flexibility in planning/make changes quickly without interruption 	<ul style="list-style-type: none"> • Waiting to provide the best serve to customers and showing a good face for the company.
Fears	<ul style="list-style-type: none"> • Safety, Blowout, Loss of well containment, something on the rig that he is unaware of 	<ul style="list-style-type: none"> • They hate surprises or to be caught off guard with there equipment. • Being put into situations where they feel they are unprepared. The software can't do something or there is equipment they don't have to do something... • Anything that causes down time 	<ul style="list-style-type: none"> • They hate surprises or to be caught off guard with there equipment. • Being put into situations where they feel they are unprepared. The software can't do something or there is equipment 	<ul style="list-style-type: none"> • Providing improper, slow, or misguided service. • Not being an excellent represented of the company I represent.
Quote	"ITP SureTec Love It"	"You go some of that TLCD"	"You go some of that TLCD"	"Provides direct interaction that offers continuous support."