

SERVICE BRIEF:

User Centered Engineering Services

Other Services:

User Centered Design Services offers other engineering services to aid clients in implementing ASM Best Practices at their sites:

CONSOLE DESIGN:

User Centered Design Services will evaluate your current operational needs and design new or revamped consoles or off-work stations that fully integrate the latest in human factor engineering, ergonomics, and EEMUA and ASM Best Practices. This service is included in a **Control Building Detailed Design** engagement.

FEASIBILITY STUDIES:

User Centered Design Services can help you begin the process of determining if your automation upgrade project is feasible. We can bring our extensive expertise to your site to help determine the needs of your facility, the scope of the project, the best way to integrate Best Practice solutions, and the most cost effective solution. We perform this study with the aim of developing a justification to aid in your Front End Loading process.

AUTOMATION UPGRADE CONSULTATION:

User Centered Design Services has had experience with a tremendous number of control upgrade projects. We can provide an expert independent evaluation of the pro's and con's of upgrade concepts and aid the Client in selecting the most appropriate upgrade approach for the site. Since we have no alliances with any vendor, but work well with all of them, you can be assured of an unbiased evaluation.

ARCHITECT AND VENDOR EVALUATION:

User Centered Design Services also has had experience with a wide variety of Architects and control component vendors. We provide an expert independent evaluation of Architects, instrument and control vendors, I&E contractors, graphic implementers, advanced application software vendors, operations and business support software, control console and furniture vendors, overview screen technology suppliers, and plant communication equipment suppliers. Since we have no alliances with vendors of these products or services, but work well with all of them, you can be assured of an unbiased evaluation.

EXPERT WITNESS:

If you find yourself in need of expert testimony User Centered Design Services can help. As a recognized expert in the field of safety systems and human factors, Ian Nimmo is available to assist you in your legal efforts.

WORKSHOPS:

If you're not ready to fund a major study but are at the beginning of a new control building project, have uncertainties about the effectiveness of your current control room practices, or you're wondering how the ASM Best Practices can work in your facility; a UCDS workshop may be exactly what you need. User Centered Design Services will come to your site and conduct a Workshop for your staff. Workshops typically run 2 to 4 days and educate site personnel on the latest research and ASM Best Practices. We'll discuss the benefits and advantages of these practices and how they can be implemented on site. In the process we help facilitate the creation of a vision that is shared among all the key members of your organization.

Typical workshop topics include Control Building Projects, Alarm Management, Human-Computer Interface, and Human Factors. Custom workshops are available on request.

TRAINING:

If you're looking for more detail than a Workshop, User Centered Design Services can come to your site and provide detailed training for your personnel on all aspects of ASM Best Practices. Typical training topics include Control Building Projects, Alarm Management, Human-Computer Interface, and Human Factors. Custom training is available on request. Through our training partner, TTS, we can offer training on any topic of interest in a production facility to any level of the organization from Management to Operators.

JOB TASK ANALYSIS:

User Centered Design Services will provide an analytical process for determining the specific behaviors required of humans in operator-machine systems. This involves determining the detailed performance required of people and equipment, and determining the effects of environmental conditions, malfunctions and other unexpected events on both. We analyze the behavioral steps to be performed by people within in terms of

- 1) Information presented to, and received by, the workers;
- 2) Their processing of that information (and previously stored information, goals, intentions, etc.) to interpret the system status and to decide what action, if any, to take; and
- 3) Required worker inputs to the system, which include other workers as well as the equipment.

CUSTOM SERVICES:

As a small responsive consulting company, we pride ourselves on personalized treatment of each Client. If you see something in our briefs or on our Web site that interests you, but it's not exactly what you had in mind, we are happy to customize any of our services to fit your needs and your budget. Please contact us to discuss how we can help your facility achieve Operations Excellence.