# A new approach to 24/7 Leak Detection Support and Training

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- Expanding Business Needs
  - Increase in CPM support calls
  - Project Work!
    - New CPM's to be built
    - Adapting existing CPM's

- Staff Retention
  - Dual roles: Support and Project work

- Control Centre needs
  - Control centre requires a quick response
  - Seeking a presence within the control center

# Support Model

Implemented a round the clock CPM Support Analyst

- Shift workers

- Primary responder to CPM support calls

- Supported as required by day staff engineers

- Console requires 5 full time staff to provide 24/7 support

- Located in the control center

- Subject Matter Expert for CPM

- Carry out project work in the down time.

## Benefits of Round the Clock Support

- Allow LD engineers to focus on model maintenance

- Enhanced support for control center operations

- Faster response to CPM alarms resulting in fewer line shutdowns

- Higher level of alertness for support staff

- Direct correlation between the CPM and what is happening operationally

**Challenges of implementing Round the Clock Support**

Requires minimum staffing levels

- 5 full time positions

- Fairly complex work, requiring specific skill sets

Significant time commitment

Disjointed team members

Staff Development can be difficult

- Centralized  Repository for Training System
- Mentor based , on-the-job training
    - Learn by example,
    - On the job training
    - hands on training
- Trainers
    - Control a pipeline
    - Simulated CPM Scenarios
- Hydraulics Modules
- Phased approach to training
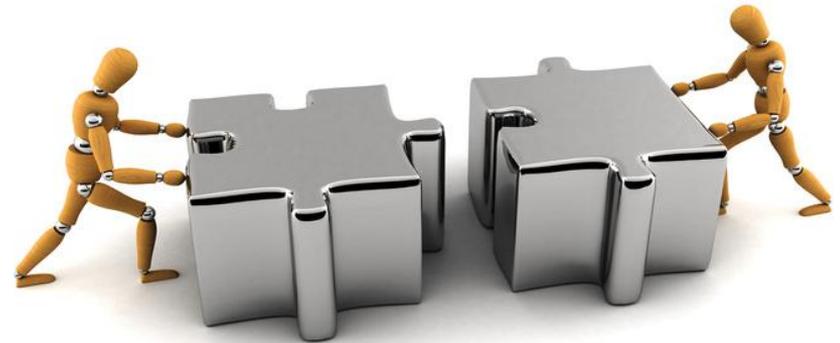
Phase 1 - Orientation  - Day Shift –2 week duration

- Safety

- Assigned an on-boarding buddy

- Orientation

- Ensure trainee has tools required
  to be successful

Phase 1 – Task Based Skills – On-shift – 4 week duration

- Paired with Mentor

- Learn the tasks
  - Closely linked to procedures
  - Test area for practicing

- Located in the Control Centre
  - Acclimatize to shift work

- Self directed learning modules

- Operations Simulator

Phase 3 – Analysis Based Skills – On Shift -  6-8 week period

- Observe mentor

  - Focus on procedures

  - Learn how and why!

- Hands on training

  - Carry out tasks while mentor observes.

- CPM Simulator

- Additional resources available

Readiness Assessment

- Written portion to confirm understanding of concepts

- Analyze scenarios to demonstrate competency

Retained for regulatory purposes

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- Development of 24/7 console takes 3-5 years
    - Procedure development
    - Training program development

-  Training program is designed for analysts, but can be used by day staff as well to bring new engineers up to speed quickly.

- Additional staff
    - Dedicated Supervisor
    - Analyst