



FOR IMMEDIATE RELEASE

## **iWARE RELEASES OPERATOR SUPPORT SYSTEM FOR POWER GENERATION**

***Empower operators, improve reliability and effectiveness, and capture, share and access knowledge from experienced operators before retirement***

**SARNIA, ON – September 20, 2005** – iWare Division, CanWeb Internet Services Ltd. is pleased to announce the release of its iWare Operator Support System for the Power Generation industry.

Maintaining an effective process operator staff can be challenging and can be compounded in many cases by changes in operating staff due to retirement and restructuring. Our **new iWare software** is designed to support and help train control room operators. By associating relevant business information with plant operations and production areas iWare provides the “**missing link**” between control system data and operational/business information. Operators can locate and view a real time complete picture of the needed part of the operational information on their control panel display without interfering with the operation of the control system. No more binders to find and keep updated!

iWare functionality can be used to strengthen and improve many pain points and empower the operators as follows:

- ***Effective interface with maintenance*** – The scheduling function allows the operator to schedule maintenance work directly from the control console, and provides the capability to monitor progress of the work.
- ***Finding and following procedures-*** Emergency, little used and best practice procedures can be quickly accessed through drop down menu’s and brought up on the operator screen. When the operator accesses the procedure it can come from a secure and approved file that is available in real time and eliminates binder updating issues.
- ***Procedural guidance-*** All of the procedures that apply to the job function can be set up for immediate access from the drop down menu at the console. The operator simply clicks on the procedure and follows it step by step.
- ***High standards of conduct enforced by management-*** This is an organizational issue which often breaks down when the information available is in the “provable” grey area where the supervisor doesn’t have the record of the actions to use as the reference for discussion with the operator. iWare provides both an electronic logbook

and an electronic logging capability. This can provide a mix of data recorded and time stamped from sensors and control changes made as well as manual entry. This allows supervision to track operator control actions and the resulting changes in the process and provides the information for the supervisor to know where to focus training, what to discuss during counseling, and the factual basis for disciplinary actions. It also provides capture of good procedures to translate to new operators.

- **Supplemental operator knowledge to perform required functions-** The menu can be structured to provide reference material directly on the operator console for the operator to follow, or in compliance format.
- **Improved control of temporary conditions-** The operator can relate observed conditions to the reference material as an aide to identification of the right solution for a situation. This can deliver procedures directly to the operator, and removes reliance on operator memory of infrequently used procedures.

“Many power generators are concerned about the results of major turnover in their aging workforces and about the effectiveness and reliability of their operations,” said Jackie Grant, Vice-President, iWare Division. “They have supported studies investigating operations assessments, capturing undocumented operator knowledge and maintenance experience and hope to avoid incidents like large scale blackouts or service disruptions. iWare’s Operator Support System improves operator reliability and safety, enhances operating training initiatives and provides immediate paybacks. ”

**About iWare Division, CanWeb Internet Services Ltd.**

CanWeb has recently released iWare, a Knowledge Management Solution for industrial applications in the oil & gas, refining, petrochemical, energy and utilities, manufacturing, transportation and power generation sectors. The iWare™ Family of Solutions provides systems for any size operation – from the single, small facility with basic requirements to the large, multi-site client needing a solution with advanced functionality.

The iWare™ Suite of Products includes: operator support for advanced control systems (DCS, HMI) and operator training simulation, asset and maintenance management, compliance/procedure management, electronic operator logbook, incident tracking and pipeline data management.

-30-

**Contact:**

Jackie Grant  
Vice-President, iWare Division  
CanWeb Internet Services Ltd.  
Tel: 519-332-6900  
Email: [jgrant@canweb.com](mailto:jgrant@canweb.com)

**Web:** <http://iware.canweb.com>