

### Integrity Compliance Audit Manager SBIR Phase I Final Report February 9, 2005

#### FINAL PROJECT SUMMARY REPORT

#### PROJECT IDENTIFICATION INFORMATION

1, BUSINESS FIRM & ADDRESS AECsoft USA, Inc. 5433 Westheimer Road, Suite 925 Houston, TX 77056

2. DOT SBIR PROGRAM - Research Topic No.: 04-RS2

<u>Research Topic Title:</u> Innovative Safety and Reliability Technologies for Pipeline System Integrity Management Pipeline Integrity Management Software Tools

- 3. DOT CONTRACT NUMBER DTRS57-04-C-10046
- 4. PERIOD OF PERFORMANCE September 9, 2004 thru February 9, 2005

#### PROJECT TITLE

Pipeline Integrity Process – Management/Audit System (PIPe-MAS) (Renamed as of 1/1/05 to Integrity Compliance Audit Manager (ICAM))

#### SUMMARY OF COMPLETED PROJECT

The data in this report shall NOT be released outside the Government without the permission of AECsoft USA, LLC for a period of four years from the completion date of February 9, 2005.

- Identify the Purpose of the Research The primary purpose of this research was three fold:
  - a. To confirm the industry need for an application to support the process management requirements of 49 CFR 192
  - b. To study various technologies to ensure that a commercial application with the functionality required by industry could be developed
  - c. To determine the commercial potential of the concept relative to the requirements of industry and the time lines imposed by the OPS for auditing compliance per the Pipeline Safety Improvement Act, 2002
- Provide a Brief Description of the Research Carried Out Each of the primary objectives were successfully completed within the time allotted for the SBIR Phase I grant, summarized as follows:
  - a. Conferences, seminars, industry meetings, polling and were performed to ensure that industry in fact, did understand the new approach the OPS was taking in terms of the requirement for process management.
  - b. Two primary database formats (Oracle and SQL) were investigated as platforms from a performance perspective and numerous potential components of a database schema and their inter-relations were proposed and discussed with industry to ensure the ICAM development would provided the required functionality.
  - c. Discussions were held with a least 10 transmission pipeline operating companies of various s sizes to confirm the commercial potential of the ICAM project.

#### **SUMMARY OF COMPLETED PROJECT (con't)**

- Describe the Research Findings and/or Results All the findings were extremely positive and the timing would seem to be spot on in terms of the time to market for a functional process management tool for transmission pipeline operators of all sizes.
  - a. As the OPS has been saying for 2 years now, "If it was not documented, it did not happen". We believe that industry is finally getting the message and although they are struggling with understanding the nature of process management, our objective with ICAM is to create a configurable application that can easily be adopted to ANY operating companies processes regardless of the size, complexity or frequency.
  - b. Multiple versions of a functional database schema have been developed and reviewed with industry to ensure that all the requirements per both the operators and the OPS were managed. The creation of workflows, activities and tasks, all revolving around the HCA segments with ownership, evaluation and approval functionality was worked and reworked resulting in a final version 6.2.3 that additionally includes threat analysis, risk ranking, hierarchal assignment, the OPS Protocols and the flexibility to utilize the system for process management above and beyond said protocols to improve operational efficiency.
  - c. The ICAM concept was overwhelmingly accepted as a solution to the OPS requirements in terms of process management. Research has shown that at least 1 other company is developing along the same lines. ICAM is being developed with input from Panhandle Eastern Pipe Line Company and will be the platform of choice for both Panhandle and Cross Country as of this writing. These organizations have agreed to provide co-funding for future development to bring the ICAM application to the market.
- Describe the Potential Applications of the Research The research has resulted in a complete
  understanding of the requirements to complete an application that will not only support the
  OPS position on Integrity Management audits, but will help operators manage other processes
  to allow for a safer operation of transmission pipeline in America.

#### APPROVAL SIGNATURES

	PRINCIPLE INVESTIGATOR / PROJECT DIRECTOR: Tom Ren	
2.	PRINCIPLE INVESTIGATOR / PROJECT DIRECTOR:	

3. DATE: February 9, 2005



### Integrity Compliance Audit Manager SBIR Phase I Final Report

- 1. Research Objectives / Industry Requirements
  - a. To confirm the industry need for an application to support the process management requirements of 49 CFR 192
    - i. Industry Requirements Industry has embraced the OPS requirement for process management and realizes the need for the use of technology to do so. As such discussions with both tier one and tier two transmission operating companies has validated the need for a product such as ICAM. Specifically the ICAM application must be scalable, configurable and user friendly.
    - ii. Benefits Benefits to the Operating Company are:
      - 1. Auditable, Defensible & Automated
      - 2. Customizable to support IMP
      - 3. Provides change management record tracking
      - 4. Provides a vehicle for communication to various stake holders based on specific and secure roles
      - 5. Does NOT require IT involvement
      - 6. Server w/ web based software connected to intranet
      - 7. May be securely accessed by field personnel in the event the workflow is directed outside the office
      - 8. May be securely accessed by third party consultants in the event the workflow is directed outside the office
      - 9. Supports ANY size organization with ALL workflow options and is adaptable as plans change
      - 10. Easily administered once the initial workflow has been created
      - 11. Tracks the OPS Gas protocols for audit
      - 12. Survives personnel changes and guarantees continuity of integrity plan
  - b. To determine the commercial potential of the concept relative to the requirements of industry and the time lines imposed by the OPS for auditing compliance per the Pipeline Safety Improvement Act, 2002
    - i. OPS Audit –As of the public meeting in Atlanta, the OPS has indicated that the inspection schedule will begin as early as July of 2005 with anywhere from 9-12 audits targeted. The OPS has continually reinforced the notion that the existence and implementation of process will be the focus of the audits. It would seem that with the influence of CYCLA, whose history is in the nuclear industry, the OPS has determined that the best way to ensure pipeline integrity is to take this process management approach.



- ii. OPS Report Requirements The OPS has indicated a desire to inspect process records through a breadth and width, wide enough to show that the operators are in fact managing their processes. ICAM will allow for reporting by HCA per protocol, activity and task or by protocol, activity and task across all HCA segments.
  - 1. OPS will "verify" an operator's compliance status with respect to each requirement. In order to perform this verification, OPS will inspect the operator's documented processes and procedures in order to determine if a program has been established that complies with rule requirements.
  - 2. In addition, OPS will inspect an operator's implementation records to determine if the operator is effectively implementing its programs and processes.
  - 3. The purpose of the OPS verification/inspection is not to perform a quality check of every integrity related activity. *The OPS inspection is conducted in the form of an audit*.
  - 4. As a result, the OPS inspection will typically perform an inspection of selected operator records sufficient in breadth and depth to give the inspection team adequate understanding regarding the degree of an operator's commitment to compliance with applicable requirements and/or the degree to which the operator's program has been effective with respect to achieving compliance. OPS may use any number of inspection or audit techniques to identify potential compliance issues. Program documents may be inspected to determine if adequate processes have been developed and documented to the degree necessary for competent professionals to understand and effectively implement the process with results that are consistent and repeatable. For example, one technique that might be used by the inspection team is a "vertical slice" in which a specific covered segment or pipeline system is selected to perform a detailed inspection of every aspect of integrity management, thus following a specific example through the entire process of integrity management. Based on those reviews, OPS will identify potential non-compliances with rule requirements. OPS can not and will not certify nor conclude that an operator is in full compliance with rule requirements, even if the inspection does not identify any areas of non-compliance. Operators are wholly responsible for compliance with regulations.



- c. ICAM Functionality ICAM has been designed to allow for the creation of unlimited workflow processes with each supported by any number of activities and task as required by the specific operators SOP or O&M. Additionally, ICAM will provide for the optional tracking of ownership, evaluation and approval down to the task level. Tasks may jump between internals and external parties, time lines and reminders may be set, scheduled activities may be monitored and at every level, the operator has the option to require evaluation and/or approval and the management of documented data. The creation of the ICAM allows each operator a tool that will be utilized to link their Standard Operating Procedures (SOP) to specific the requirements of the OPS for verification. The application will support the OPS protocols with functionality that includes, routing, notification, evaluation, approval, document management, event management and exception management, through an automated workflow process.
  - i. Manage the process requirements per the OPS protocols
  - ii. Manage the workflows created as part of your IMP
  - iii. Help manage internal process more efficiently
  - iv. Provide for the tracking of
    - 1. Responsibility
    - 2. Accountability
    - 3. Authority

#### 2. Research Carried Out /Work Completed To Date

- a. Conferences, seminars, industry meetings, polling and were performed to ensure that industry in fact, did understand the new approach the OPS was taking in terms of the requirement for process management.
- b. Two primary database formats (Oracle and SQL) were investigated as platforms from a performance perspective and numerous potential components of a database schema and their inter-relations were proposed and discussed with industry to ensure the ICAM development would provided the required functionality.
  - 1. Database Schema Various different database schemas have been discussed and designed with additional functionality being added with each version. Additionally, the means by with all of the data elements need to interact not only for internal process but to ensure that all activity data pursuant to a specific HCA is tracked, has been revised multiple times with each stage requiring approval of the integrity personnel at Panhandle Energy.
  - 2. Developed and revised versions of the database schema before finalizing the components and relationships to address the operators requirements
    - a. HCA information
      - i. Threats



- ii. Assessment Types
- iii. Risk and Ranking
- b. Hierarchy
  - i. 10 levels of designation to ensure each task specifically reflects the HCA affected
  - ii. Users / User Groups
    - 1. For assignment of ownership, evaluation and approval
- c. Workflow
  - i. OPS Protocol Elements
  - ii. Others as required by operator SOP
- d. Activity
  - i. OPS Protocol Elements
  - ii. Others as required by operator SOP
- e. Task
  - i. Types
  - ii. Branching
  - iii. Scheduling
- f. Library
  - i. To facilitate replication of similar tasking
- c. Graphical User Interface Only two versions of the GUI have been created to date with version 2 still under review. In the latest version we have combined the administrative functionality whereby the creation of and editing of workflows, activities and tasks may be accomplished from the same screen. The same process is also being implemented for the assignment of ownership, evaluation and approval at the workflow, activity and task level.
  - i. Administrative
    - 1. Creation of workflows, activities and tasks
    - 2. Assignment of RAA Responsibility, Accountability and Authority
    - 3. Management of users / user groups
  - ii. Workflow Owner
    - 1. Assignment of Activity RAA
  - iii. Activity Owner
    - 1. Assignment of Task RAA
    - 2. Scheduling of tasks associated with a given activity
  - iv. Task Owner
    - 1. Completion of task



- 2. Supporting documentation
- 3. Supporting findings
- d. Discussions were held with a least 10 transmission pipeline operating companies of various sizes to confirm the commercial potential of the ICAM project.
  - i. Operators Panhandle Eastern and Cross Country have agreed to become the anchor clients for ICAM and as such have driven the requirements to specifically meet their SOP which in most cases seems to exceed that of industry. Additionally numerous other operators have been deposed to determine their perspective on the need for and desired functionality of such an application. These companies include: Duke, BG&E, Enbridge, Gulf South, Houston Pipeline, ATMOS energy, Dominion, Vectren
- e. OPS Informal meetings have been held with both OPS and state regulators to determine the validity of the concept with a 100% approval rating. The existence of such an application will not only help the operators to manage process, it will allow for the OPS to perform audits with more efficiency, more consistency and in a cost effective manner. No longer will it take a team of 3-5 inspectors 2-3 weeks for an audit. A 2 man team will be able to determine the existence and effectiveness of the operators processes in a matter of days.

#### 3. Research Results / Deliverables

- a. All the findings were extremely positive and the timing would seem to be spot on in terms of the time to market for a functional process management tool for transmission pipeline operators of all sizes.
- b. As the OPS has been saying for 2 years now, "If it was not documented, it did not happen". We believe that industry is finally getting the message and although they are struggling with understanding the nature of process management, our objective with ICAM is to create a configurable application that can easily be adopted to ANY operating companies processes regardless of the complexity or frequency.
- c. Six versions of a functional database schema have been developed and reviewed with industry to ensure that all the requirements per both the operators and the OPS were managed. The creation of workflows, activities and tasks, all revolving around the HCA segments with ownership, evaluation and approval functionality was worked and reworked resulting in a final version 6.2.3 that additionally includes threat analysis, risk ranking, hierarchal assignment, the OPS Protocols and the flexibility to utilize the system for process management above and beyond said protocols to improve operational efficiency.



- d. The primary deliverable detailed in the response to the SBIR Grant was a working prototype of the application. As the requirements of industry dictated, the focus was moved to the creation of a final database and GUI that would serve as the basis of the application. Following this, the logic and coding to connect the database to the GUI and the creation of a smart reporting tool will take place followed by testing.
- e. Appendices
  - i. Appendix "A" Various Versions of the Database Schema
  - ii. Appendix "B" Early Administrative Functionality
  - iii. Appendix "C" Various Screen Shots of Proposed GUI Functionality
  - iv. Appendix "D" Proposed Process for Assignment of Responsibility, Accountability & Authority
  - v. Appendix "E" Sample Workflow to be Incorporated into ICAM (Includes activities, tasks with decision branching)
  - vi. Appendix "F" Request for SBIR Phase II Consideration

#### 4. Summary

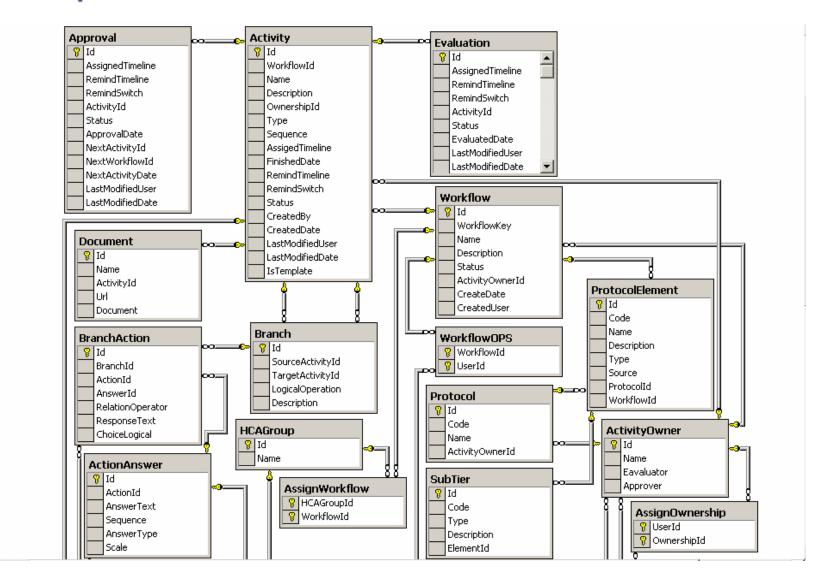
- a. The ICAM concept was overwhelmingly accepted as a solution to the OPS requirements in terms of process management. Research has shown that as many as 3 other companies are developing along the same lines. ICAM is being developed with input from Panhandle Eastern Pipe Line Company and will be the platform of choice for both Panhandle and Cross Country as of this writing. These organizations have agreed to provide co-funding for future development to bring the ICAM application to the market.
  - i. Ongoing Developmental Steps
    - 1. Database-GUI Logic / Coding
    - 2. Testing
  - ii. SBIR Phase II Consideration

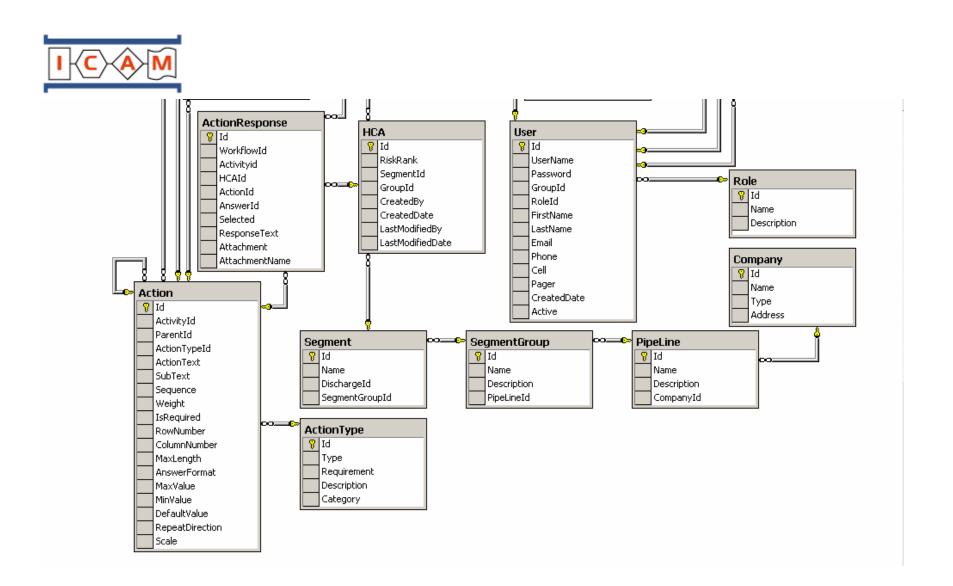


## Appendix "A" Various Versions of the Database Schema



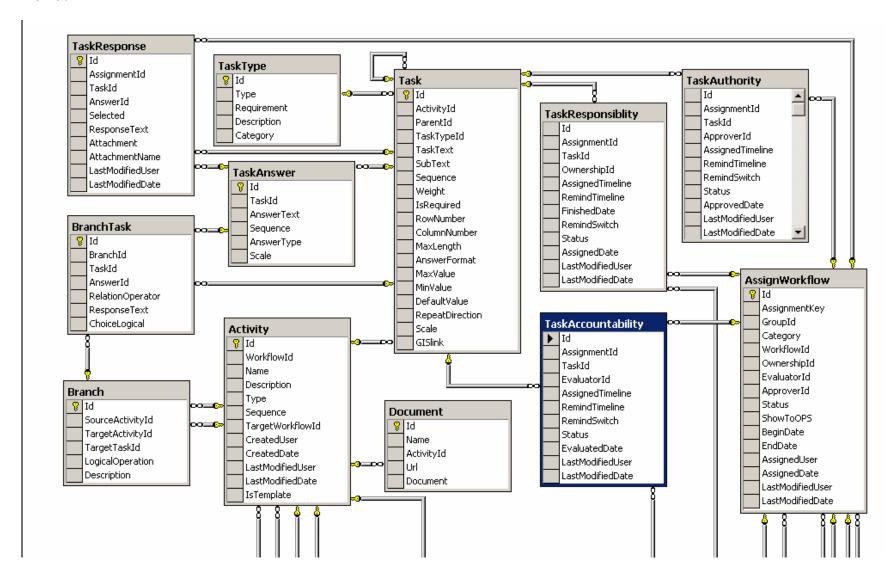
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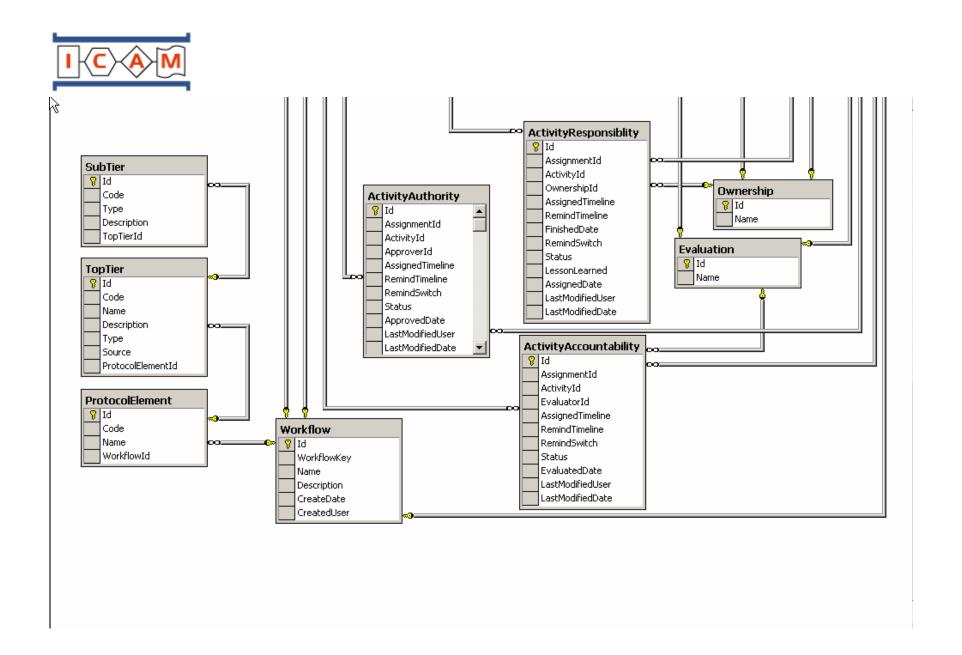






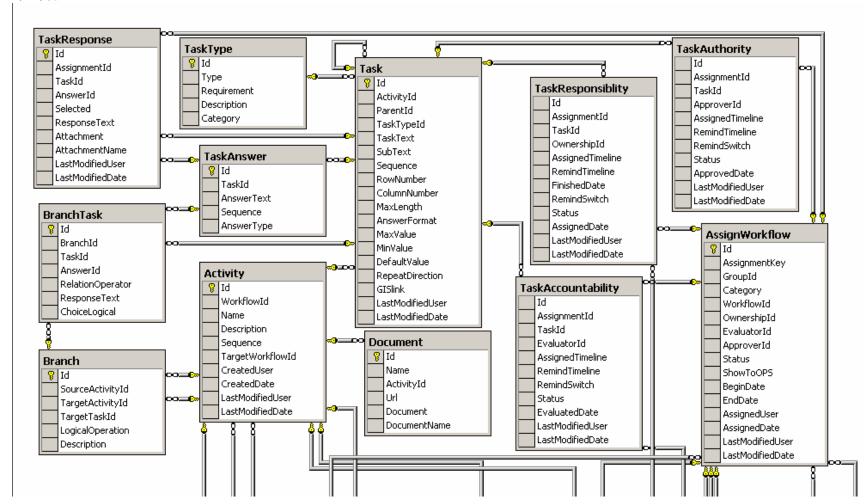
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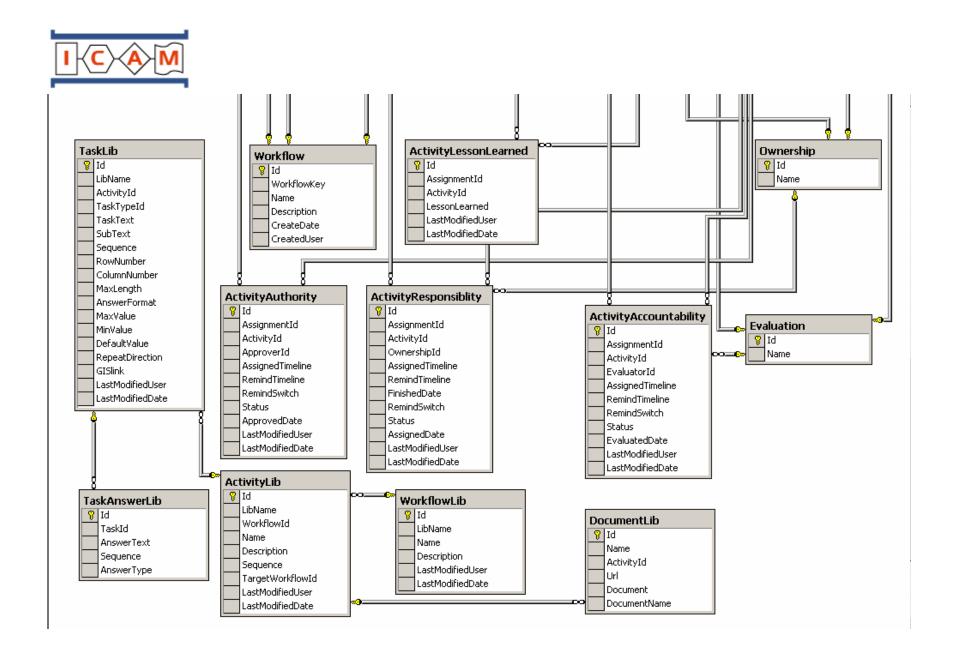






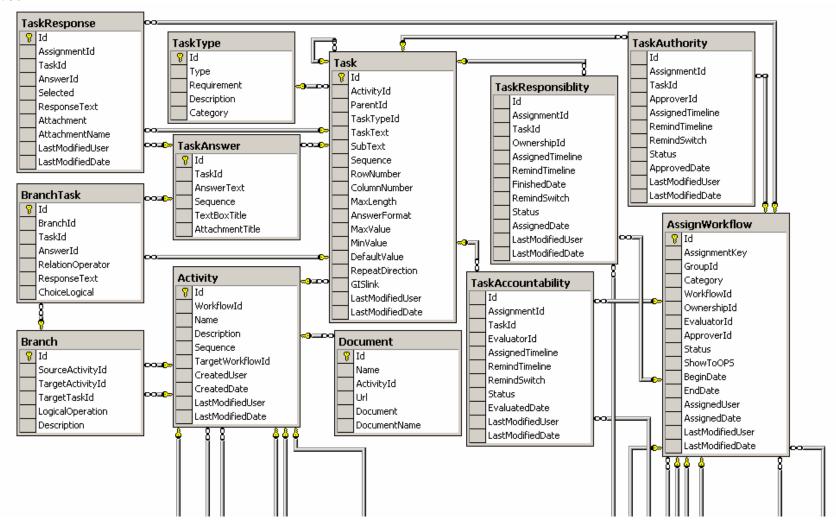
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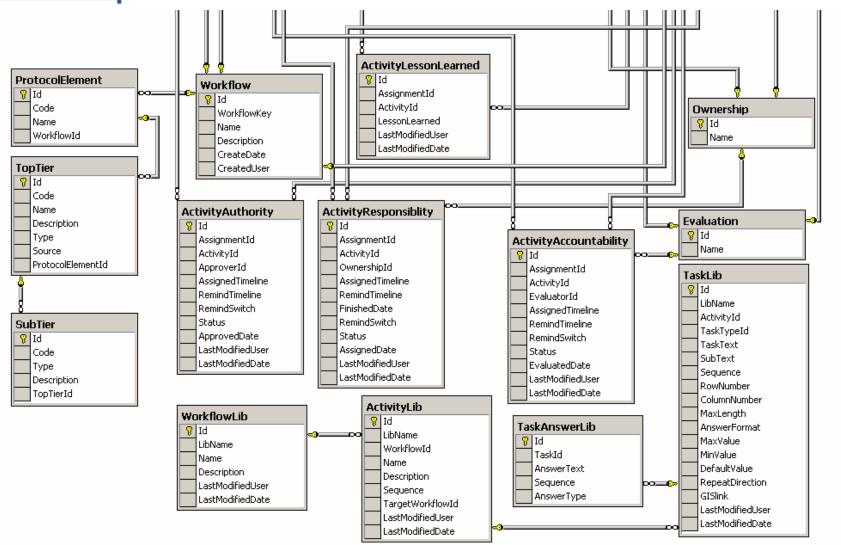




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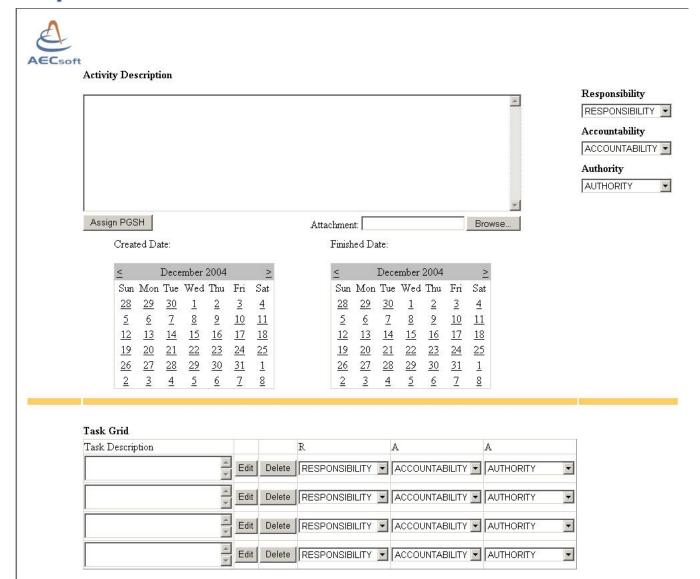






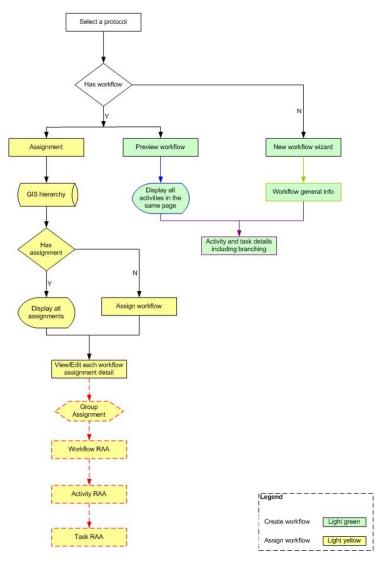
## Appendix "B" Early Administrative Functionality





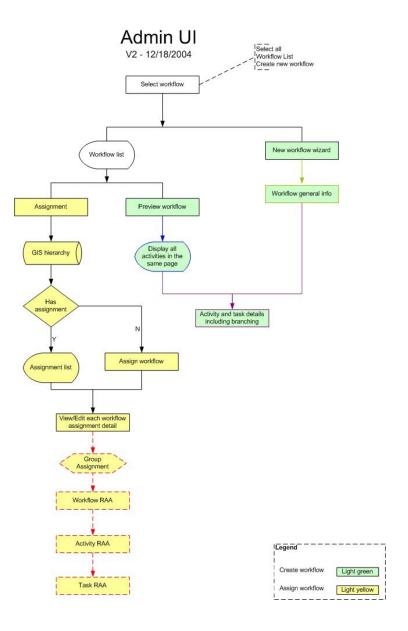


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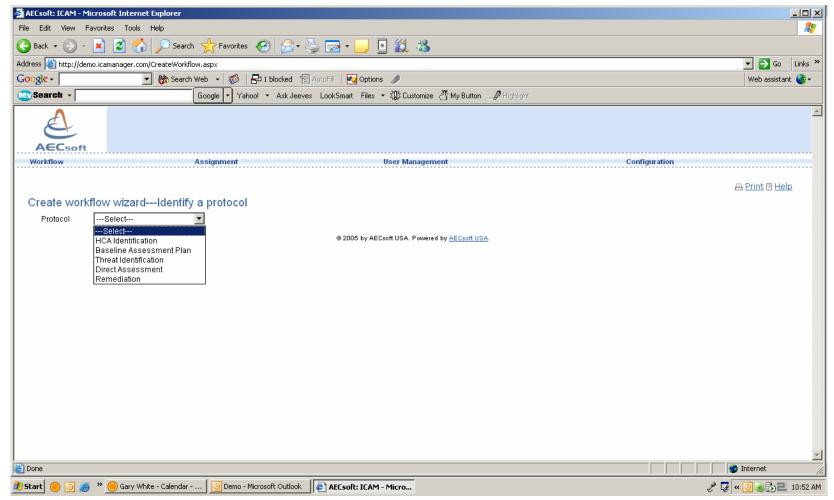


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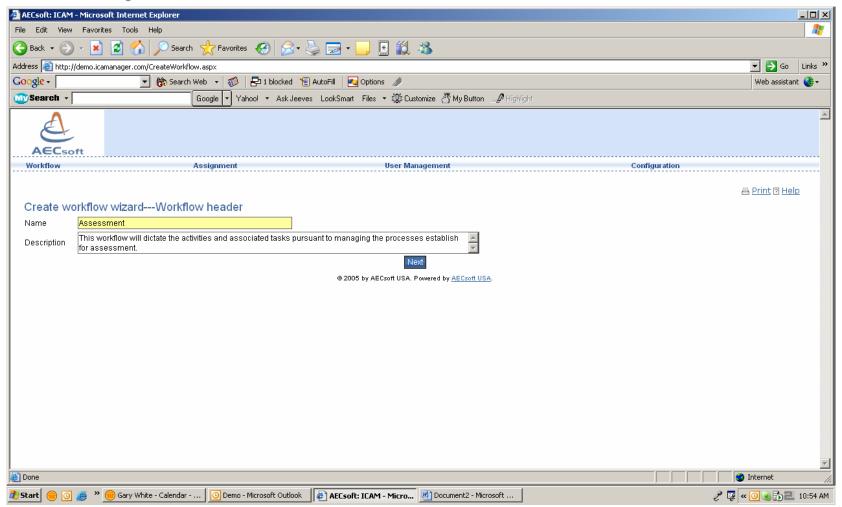


## Appendix "C" Various Screen Shots of Proposed GUI Functionality

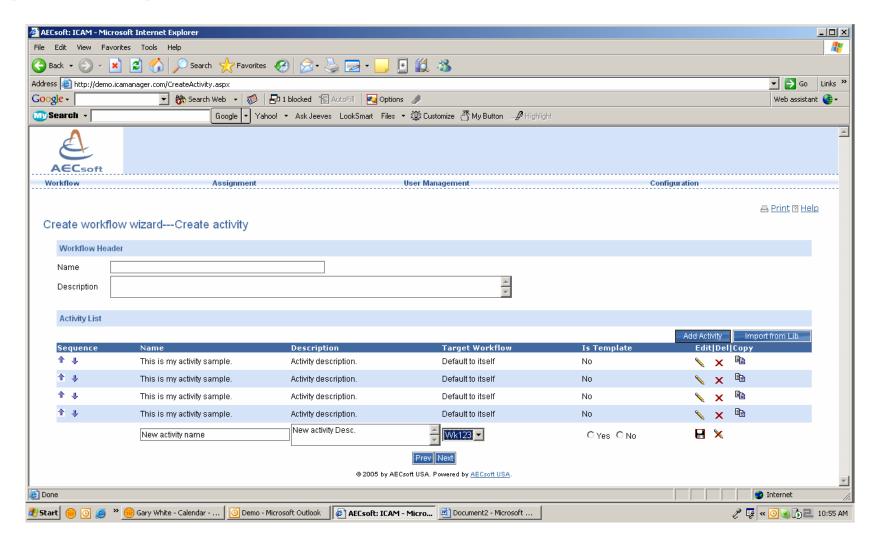




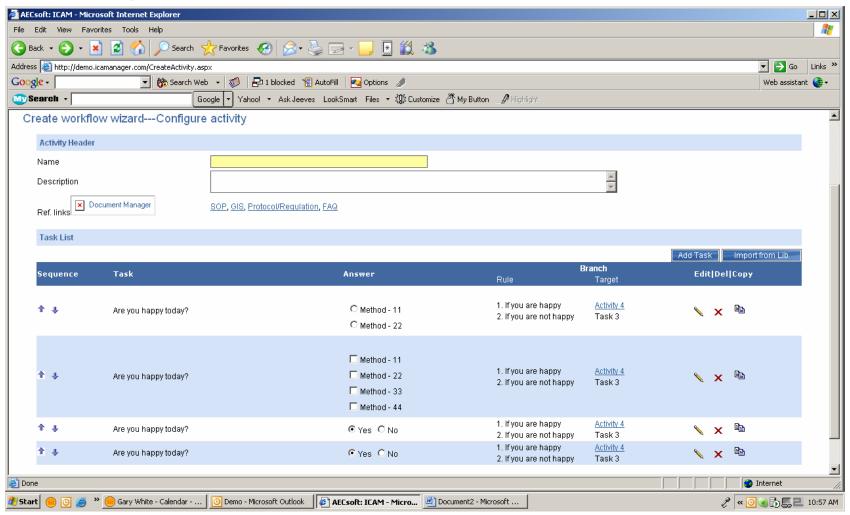




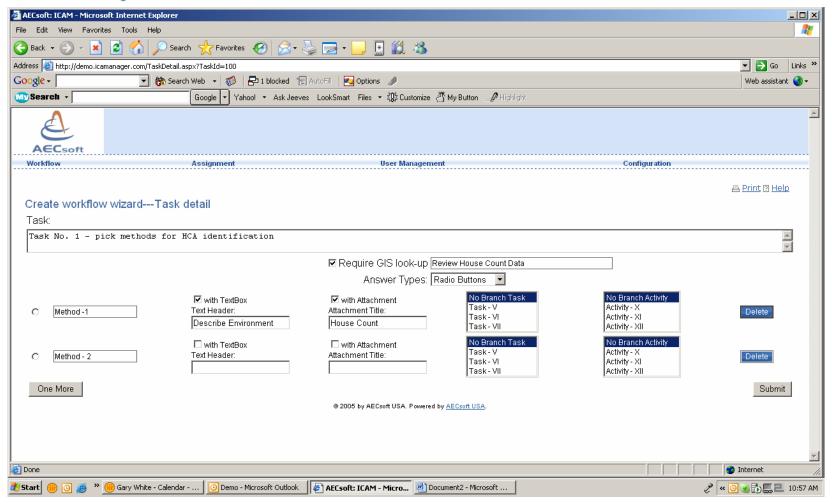




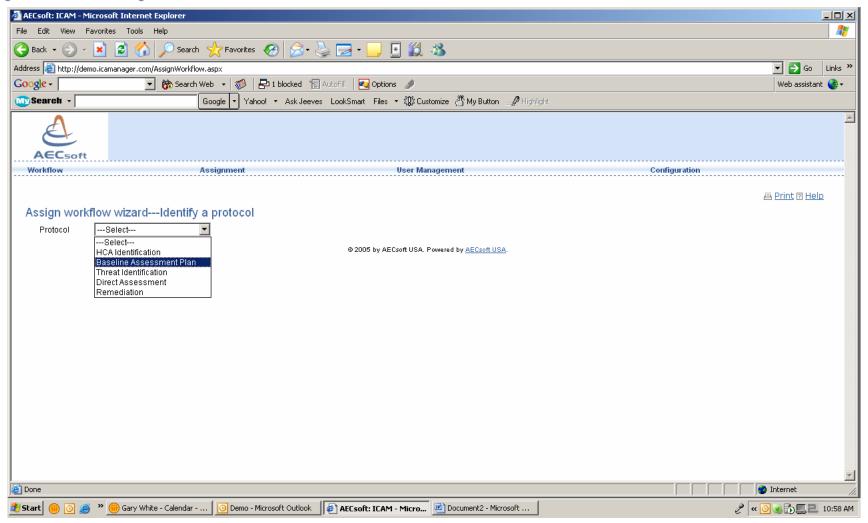




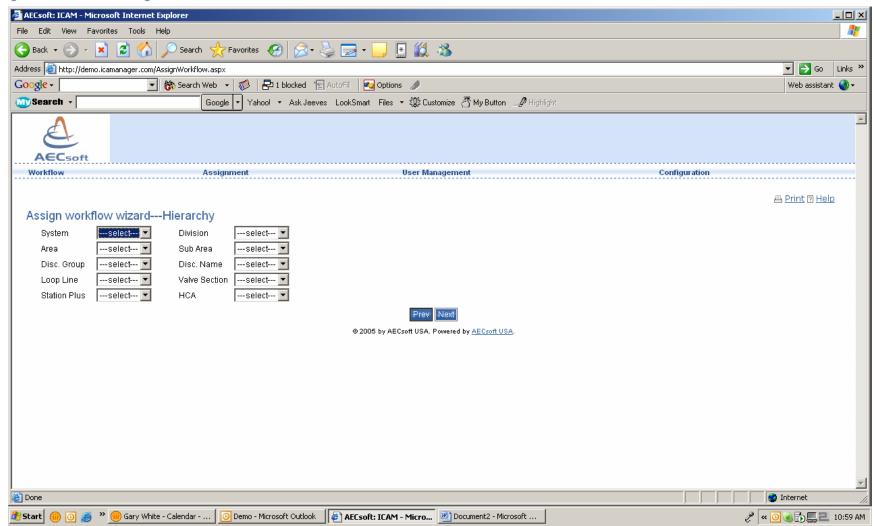




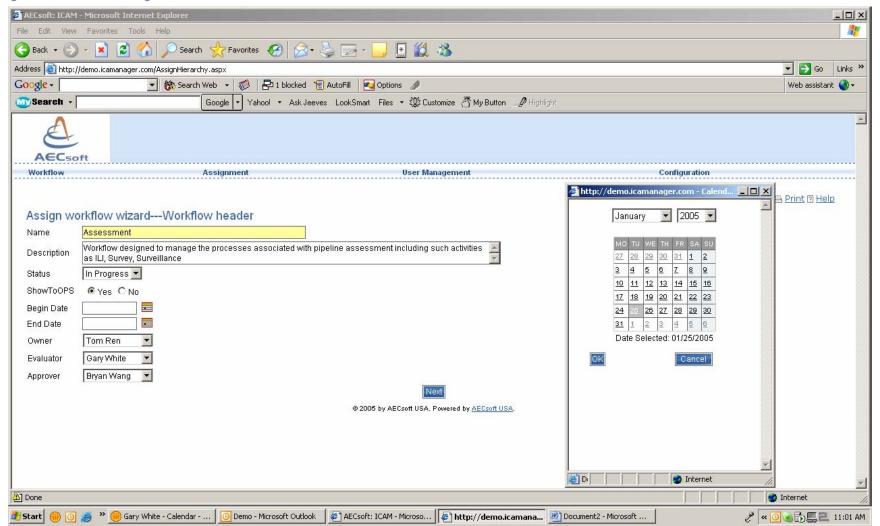




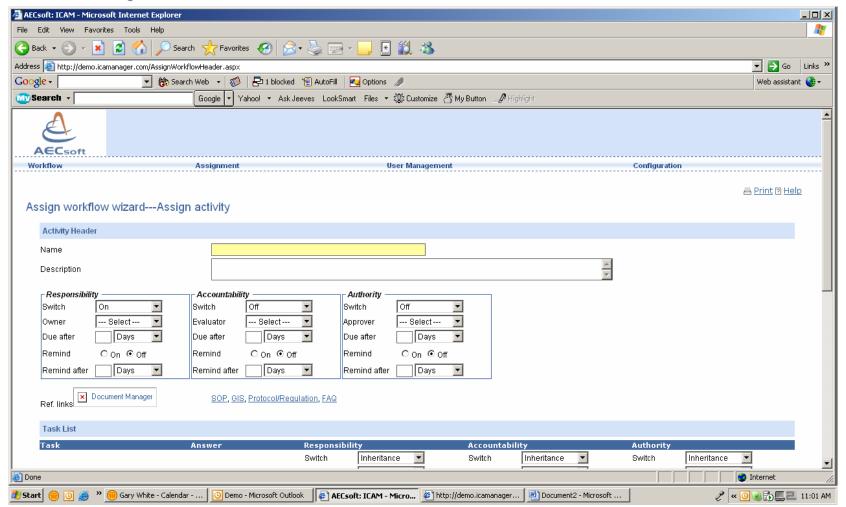




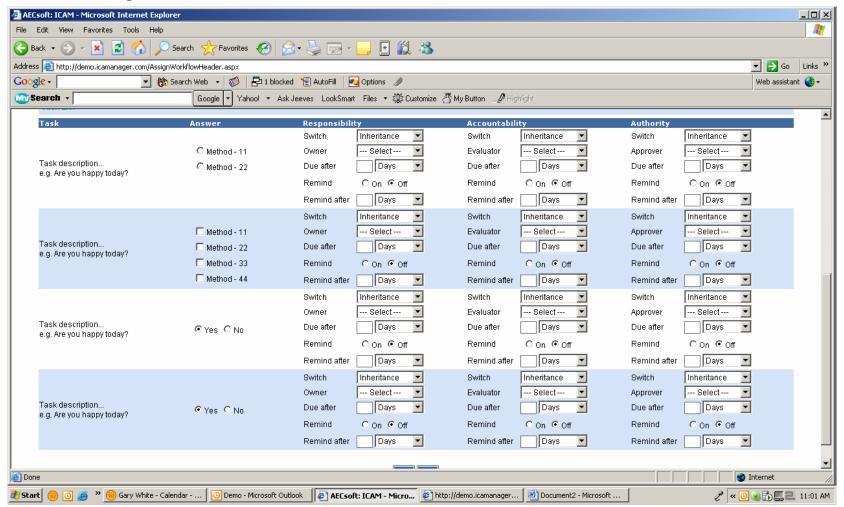








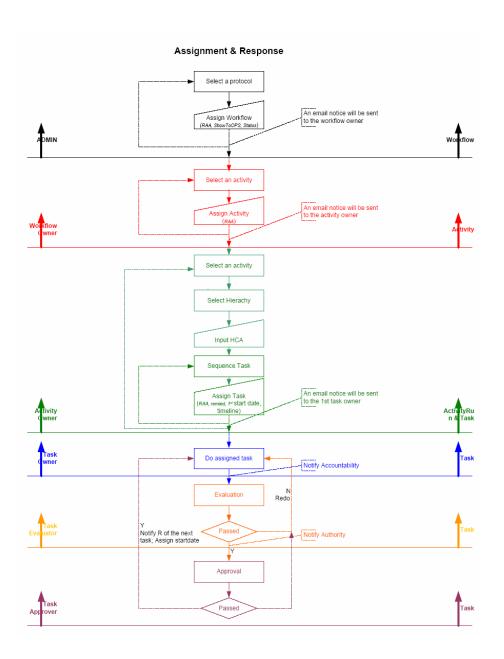






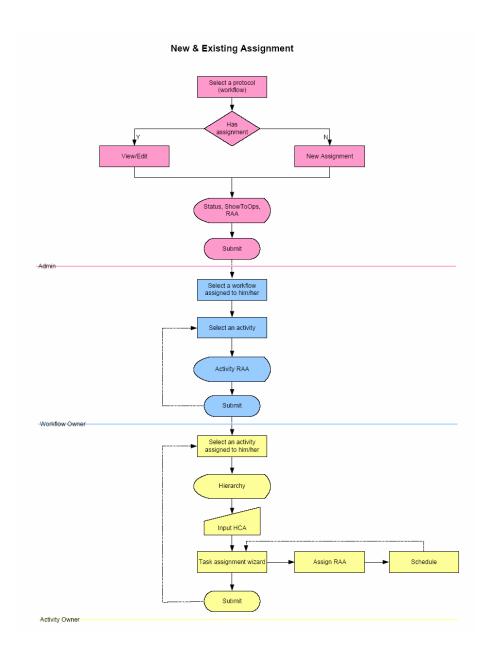
# Appendix "D" Proposed Process for Assignment of Responsibility, Accountability & Authority





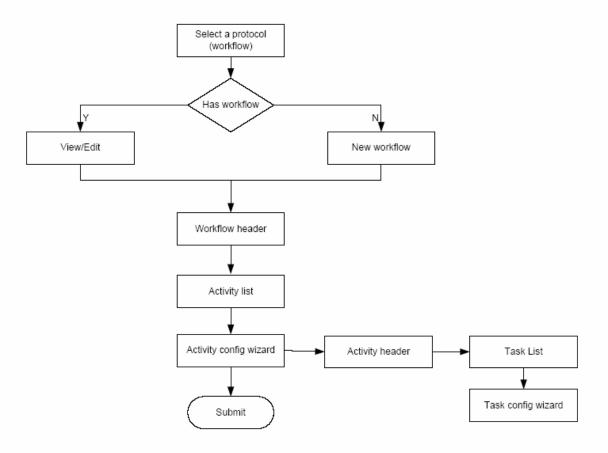
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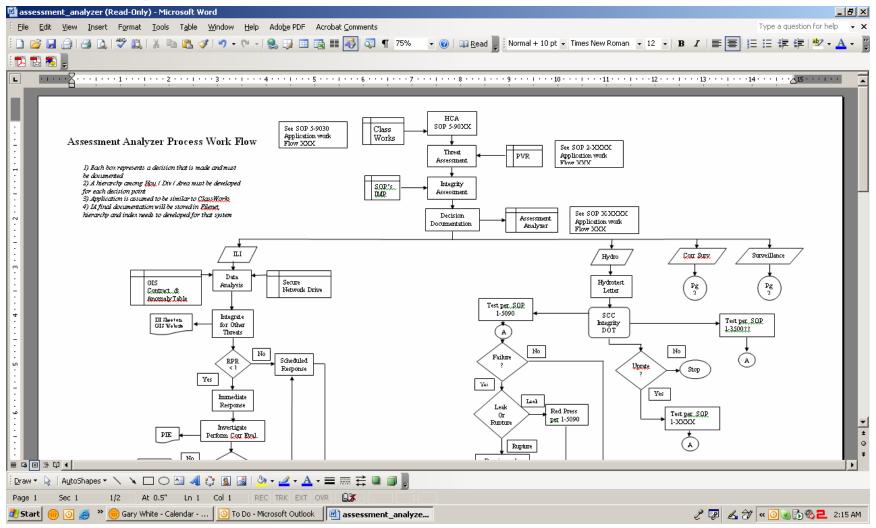
#### New & Existing Workflow Wizard



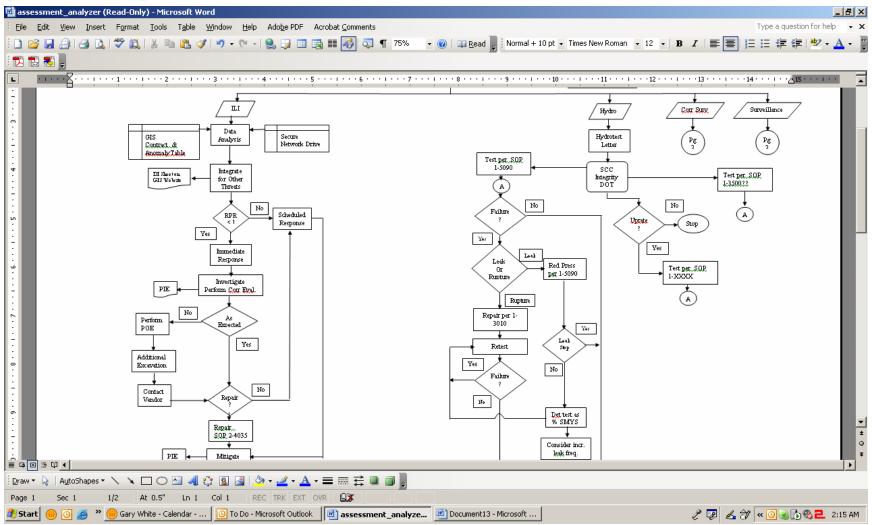


# Appendix "E" Sample Workflow to be Incorporated into ICAM (Includes activities, tasks with decision branching)

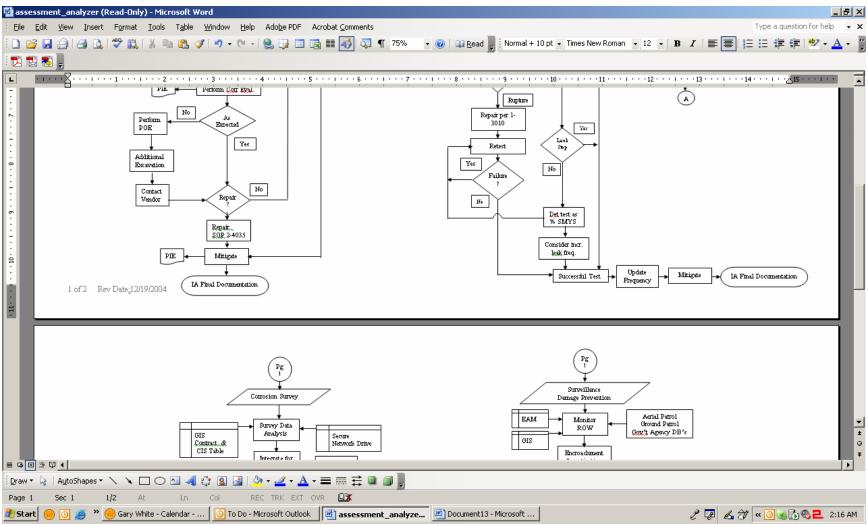




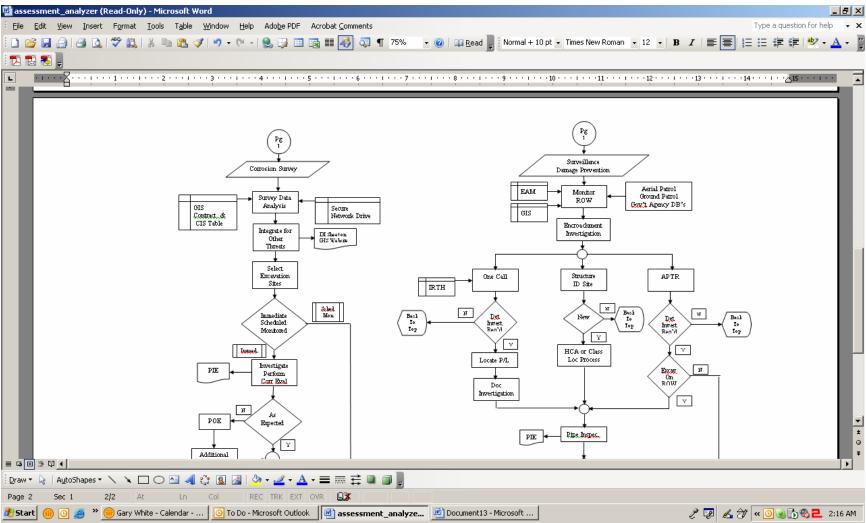




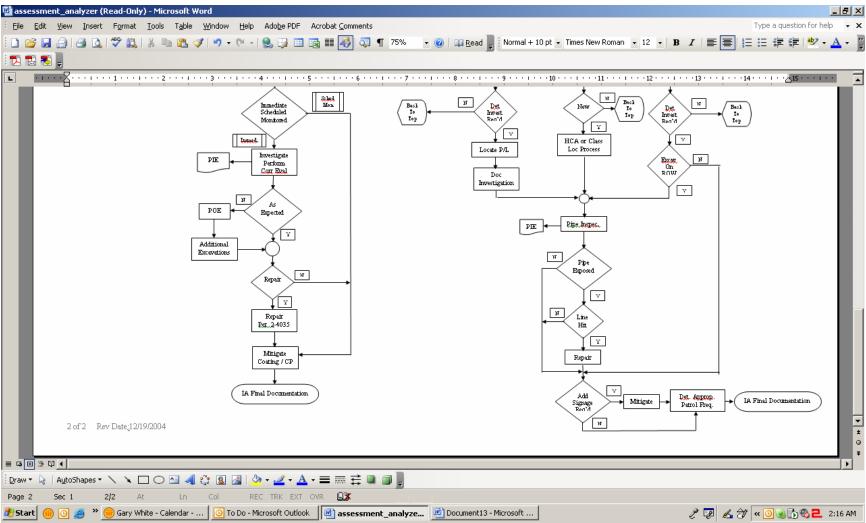














## Appendix "F" Request for Phase II Consideration

#### 1. Abstract

- a. Phase II funding will be utilized along with co-funding from industry to completed the coding and logic required to connect the database and the GUI that were developed in Phase I. Additionally, these funds will go toward the testing and development in alternate platforms such as Oracle. Finally, development will begin on a mapping tool that will allow ICAM to query existing databases in order to ultimately integrate activity data with the pipeline data.
- b. Demonstrations are already being scheduled using the prototype developed in Phase I. A number of Tier 1 transmission pipeline operators have expressed interest in using a system like ICAM. We are also in discussion with a number of potential implementation partners such as RCP.

#### 2. Significance

a. Development and commercialization of ICAM will be significant in that its use will allow operators to manage their processes in an auditable fashion pursuant to the OPS requirements. The processes that may be managed include not only those mandated by the OPS Inspection Protocols but others that will increase the operator's internal efficiency. From the OPS perspective, the audits to be performed will require less man power, time and expense.

#### 3. Quality of Design & Development Plan

a. Phase I resulted in the creation of the graphical user interface for the various roles including administration and end users such as workflow, activity and task managers. The other deliverable from Phase I was the database design that has been blessed by industry as having all the components necessary to address the current requirements, with the proper interaction rules to allow for all activity to be viewed by the hierarchal location of the asset down to the HCA level.



b. Phase II will complete the application through the development of the logic and code necessary to connect the GUI to the database, provide for testing a trouble shooting, include redevelopment into alternate platforms and address the future potential of the system through interaction with existing databases to allow for total integration of both activity and pipeline data sets. Additionally various implementation options will be explored and defined.

#### 4. Commercialization Plan

- a. A complete Sales & Marketing plan will be developed that will include the following components:
- b. Branding
- c. Market size by Tier
  - i. Tiers based on miles of transmission piping
- d. Market size by Type
  - i. Transmission
  - ii. LDC
- e. Market size by Alliance
  - i. Consulting / Implementation Firms
  - ii. Peripheral Software Providers
- f. Price points by market segment
- g. Implementation options
  - i. License
  - ii. Lease
  - iii. ASP Model

#### 5. Budget Justification

a. Considering the existence of co-funding we are only requesting 50% of the total funds required to complete ICAM and take it to market. Our goal is to obtain \$150,000 in co-funding with the same amount being matched by the SBIR. As of this writing we have \$50,000 committed and expect the remaining amounts to be available within 60 days.