Assessing and Managing Controller Workload

What is the Best Methodology

Alicia (Ali) Gibson

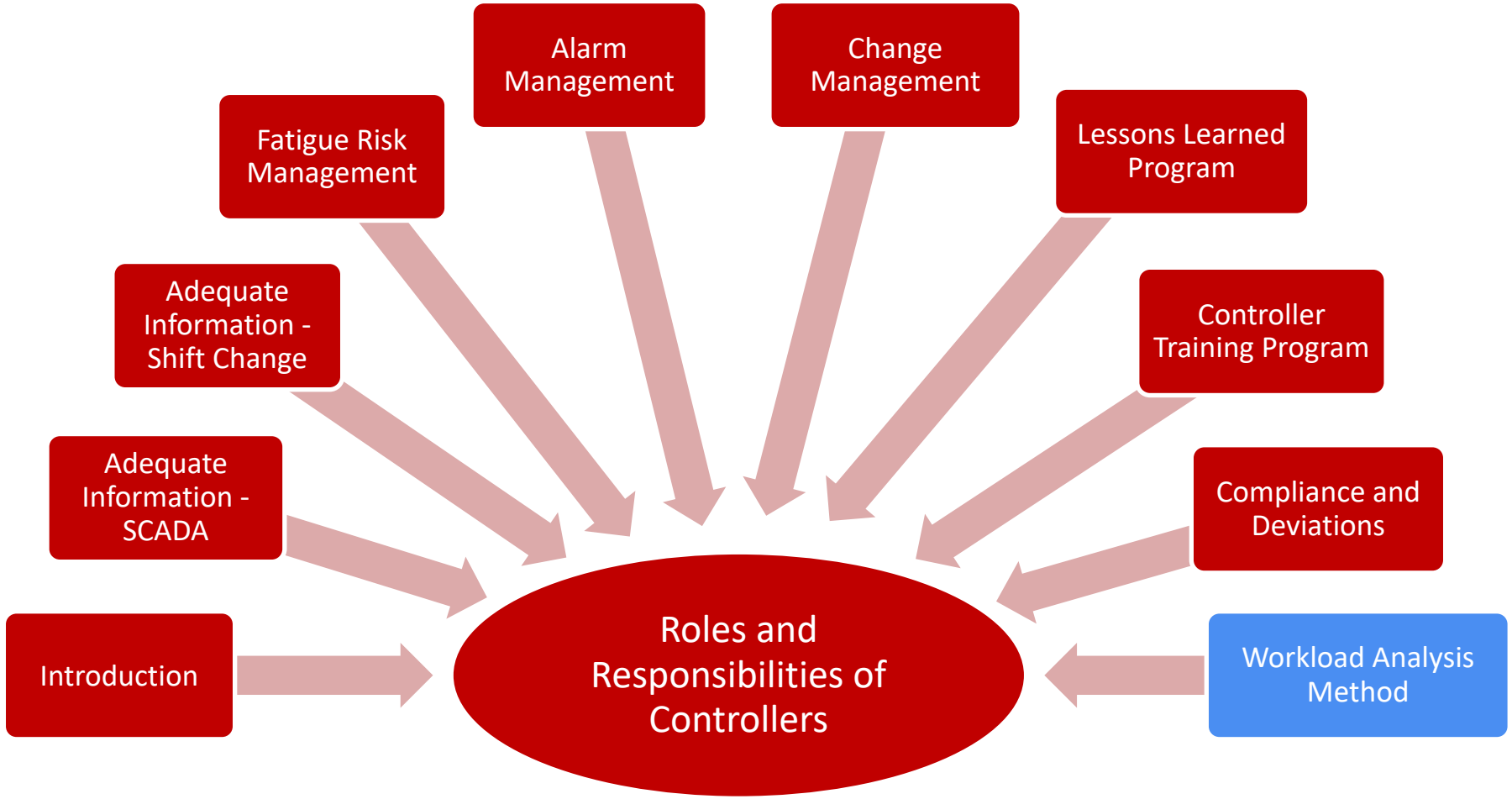
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CRM Topic Area – Relationship to Controllers



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Controller Workload Assessment

- Choosing a Methodology
  - What?
  - How?

Questions – Ask at any time during the session

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Assessing and Managing Controller Workload: What is the Best Methodology?



Observation Methodology

- Resources
- Subjective
- Invasive to the Controller

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Assessing and Managing Controller Workload: What is the Best Methodology?



Hard Data Methodology

- Resources
- Objective
- Does not include the Controller

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Assessing and Managing Controller Workload: What is the Best Methodology?

Combination Methodology



Controller Perception Methodology

- Resources
- Objective
- Includes the Controller



Hard Data Methodology

- Resources
- Objective
- Excludes the Controller

Time on Task & NASA TLX

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System (Hard) Data – Full Year

- SCADA Events
- Alarm Events
- Abnormal Operating Conditions
- Emergencies

U.S. PHMSA is now asking for more:

- MOCs
- Required Reading
- Point to Point Verification
- Other?

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Controller Workload Assessment: Hard Data

Sources:

- SCADA System
- Alarm Management software
- MOC software
- Excel spreadsheets
- Other?
- MaCRoM

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Controller Workload Assessment

Managing Controller Workload effectively requires the results first – and then choosing where to make changes or improvements

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QUESTIONS?

Alicia (Ali) Gibson
ali@pipelineperformancegroup.com
+1.404.449.9696

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