

Service General Specification

Remote Maintenance Service

SGS 43S99X05-01E

Release 2.0



The First Aid Cross symbolizes not only our curative services but also our preventive maintenance measures. The arrow symbolizes our speed and precision.

Overview

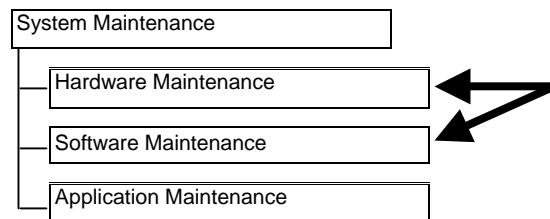
Remote Maintenance Service (RMS) is a Yokogawa VigilantCare™ service that helps in diagnosis of hardware or software problems that may already exist or are beginning to appear. It is utilized as a tool in conjunction with regular corrective and schedule maintenance services in order to maximize availability of installed systems.

Fully trained, skilled Service specialists utilizing a dial-up modem or VPN network connection and comprehensive diagnostics to detect system anomalies. Remote maintenance patrols can be scheduled on a periodic basis depending upon contract level. When done regularly, maintenance patrols can reveal changes in the operating system and limit potential for an unscheduled shutdown

Remote maintenance also offers the fastest possible response to system problems thereby minimizing downtime. Once defective components are identified, the Service Specialist can advise the customer's technician on how to repair the defect. Or a Yokogawa Field Service Specialist can be dispatched to arrive on site with the necessary parts to effect the repair.

Positioning

The Response Center provides for telephone or network based diagnostic maintenance of the system hardware and software.



Functional Overview

The Remote Maintenance Service provides for the following diagnostics:

- Yokogawa Hardware
- Yokogawa Software
- Yokogawa Operating System

These diagnostics are performed on a periodic patrol basis and on an on-demand basis when contracted. The first quarterly patrol is performed beginning three months after installation of the RMS software with further contracted patrols done on a specified period depending upon contract level thereafter. In order to perform these patrols and on-demand diagnostics, Yokogawa contacts the user to notify them of the pending connection and to arrange for the security measures for access.

When a patrol is complete, a report of all diagnostics including any issues discovered is discussed with the user and a copy provided for their records.

Security

The Remote Maintenance Service is a very secure remote connection to the system. This is accomplished through two levels of security and the design of the RMS functions.

The phone line itself is connected to a modem with either the modem power switch or an external phone line switch. It is not possible to dial into the system without first contacting the end user to turn on the switch. Similarly a network connection is made through a private virtual network (VPN). When the connection is established, a user login and password are required to connect to the system. Without this logon and password the system cannot be accessed. This login and password are only provided to qualified remote maintenance service specialists.

In addition, for modems, a call back modem configuration is also available as an option to further secure the connection.

Once a connection is established, the RMS diagnostics functions are run. These functions only read data and do not make changes to the system. These functions have been designed to disallow changes to the system. When a system change is desired, other software must be used. However, this software cannot be used or changes made without the permission of the user. This is a procedural security measure that is required for all remote maintenance service specialists.

All system access under the Remote Maintenance Service is documented and provided to the end user as a record of the access to the system. This is a procedural security measure that is required for all remote maintenance service specialists

Availability By System

The Remote Maintenance Service is available for Yokogawa CENTUM systems. A reduce set of functionality is available for some of these systems. The flowing list describes the systems and their available functionality:

CENTUM-XL, CENTUM CS (ICS/PICS), CS 3000
On-demand Trouble Shooting
4 Quarterly Reports

CENTUM CS on HICS, CS 1000
On-demand Troubleshooting
No Quarterly Reports

Ordering Instructions

The Response Center service is purchased on an annual basis. Please contact your local Service Sales Representative for more information.

Trademarks

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