

Production et valorisation de l'information opérationnelle dans une entreprise étendue



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KM Business Manager

Agenda



- Production de contenu modulaire: EDMS
- Le portail de support opérationnel InTouch
- Quelques leçons apprises



Introduction à Schlumberger



Oilfield Services

Oil & Gas
Exploration
and
Production
Services

- Reservoir Evaluation and Development
- Schlumberger Information Solutions
- Network Solutions

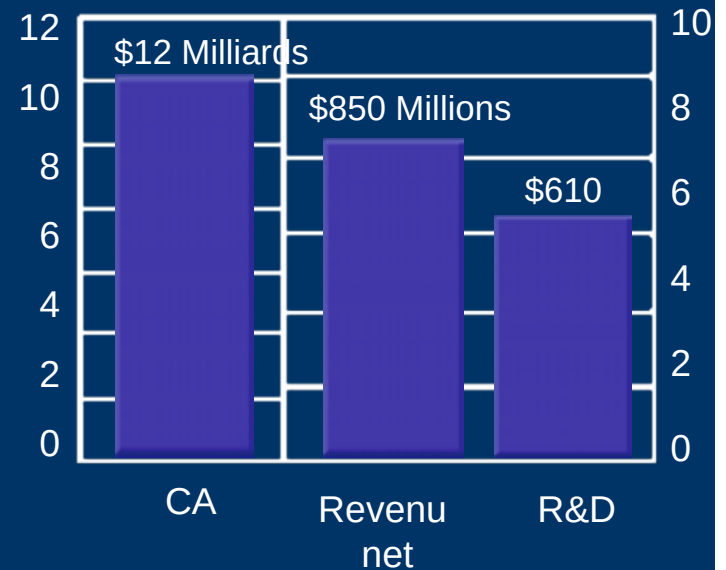
SchlumbergerSema

Consulting,
Systems Integration &
Managed Services

Smart Cards &
Transaction Terminals

- Telecom
- Finance
- Energy and Utilities
- Transport
- Public Sector
- Major Events
- Business Continuity

Schlumberger Limited



84,000 personnes
Plus de 100 nationalités,
100 pays, 1000 sites



SchlumbergerSema



Schlumberger



Une société de service pour le XXI^{ème} siècle

- Des solutions pour des technologies critiques
- Une profonde connaissance des secteurs industriels
- Des capacités en SI pour délivrer des services en temps réel
- Une culture et une couverture mondiale

SchlumbergerSema

Une SSII globale fournissant du conseil, de l'intégration de systèmes, de l'infogérance et des produits à des clients dans les marchés pétrole & gaz, télécommunication, énergie, finance, transport et secteurs publics, en capitalisant notre profonde expertise en ces domaines et nos technologies particulières.

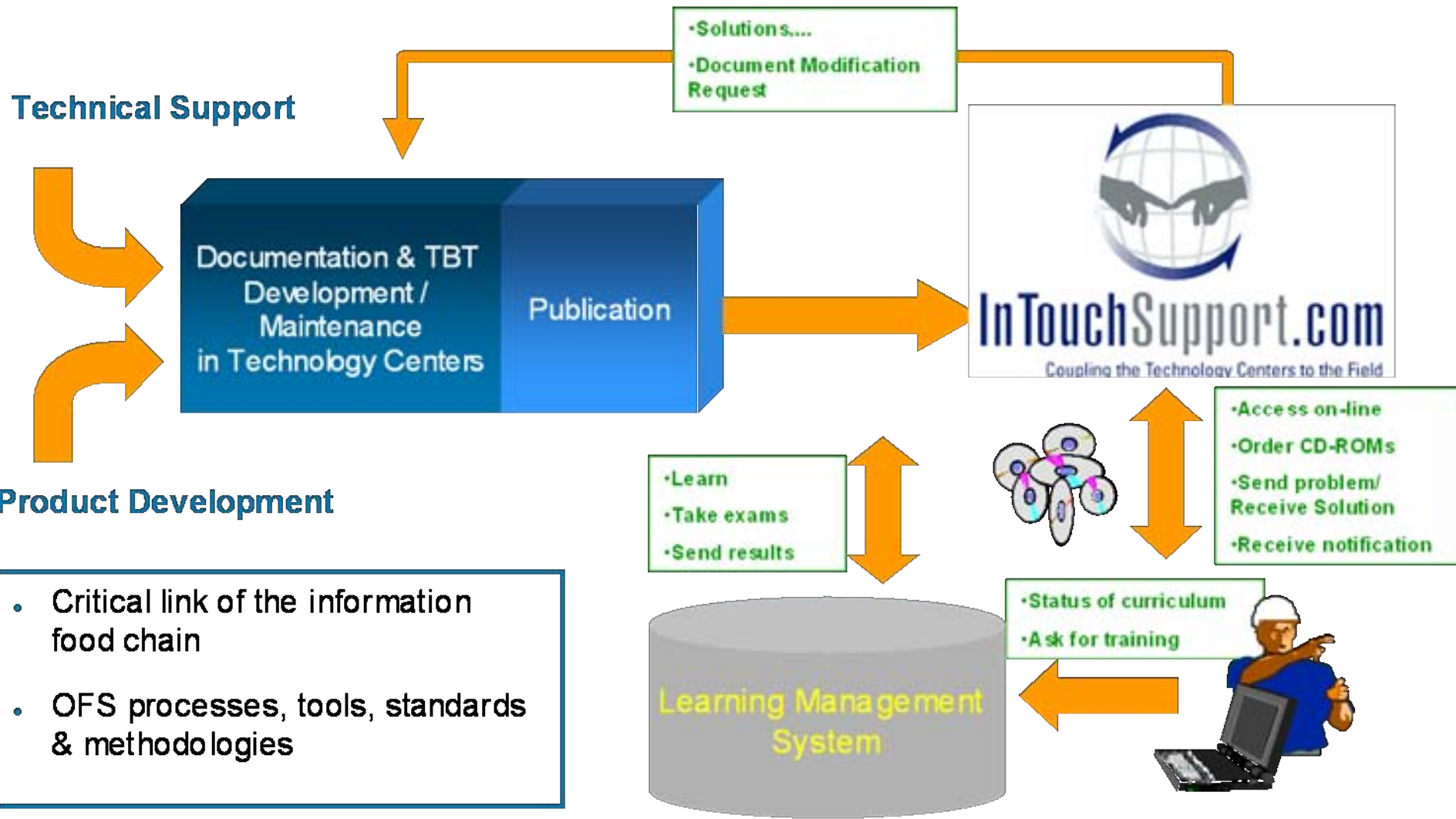


EDMS: Production de contenu



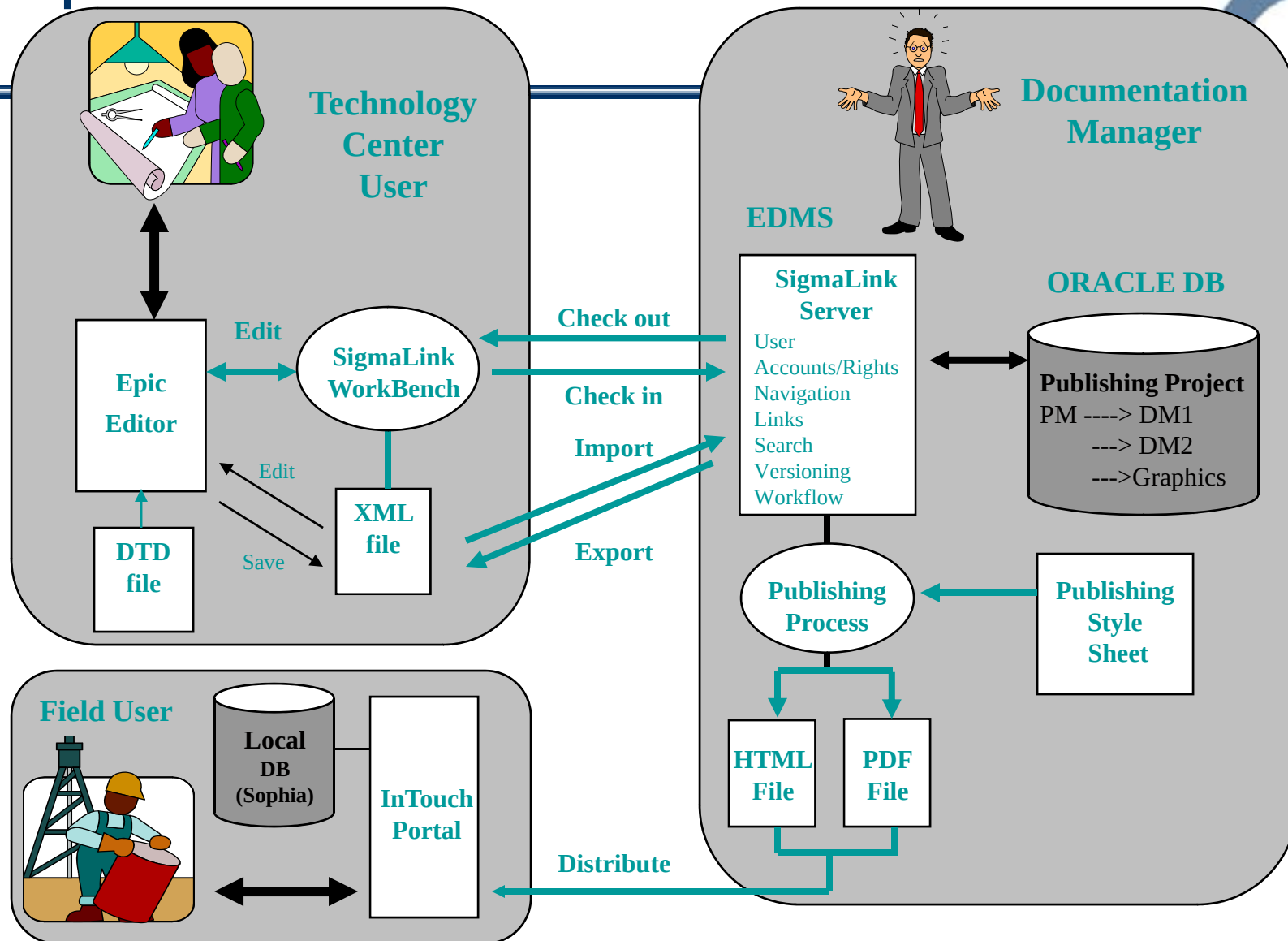
- Projet de 11 M€ sur 2 ans (2000-2001)
- 400 utilisateurs (rédacteurs techniques, concepteurs de formations interactives, experts utilisateurs occasionnels)
- 20+ bureaux d'études dans le monde
- Documents techniques et outils de formation (TBT) produits en XML, gérés sur un serveur
- Publiés en HTML et PDF
- Pour 14000+ ingénieurs et techniciens de Oilfield Services dans le monde
- Disponibles sur le portail de support opérationnel interne (InTouchSupport.com)

Processus Documentation et Formation



Le cycle vertueux => documentation et formation à jour tous les jours

Le processus détaillé



Principes généraux: "source unique" et "documentation XML modulaire"

Édition de modules XML



Epic Editor - InstanceTopic.xml

File Edit Find View Insert Entities Table Tools Options Format Window Help

topic-not-in-toc

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label — Rotary Pu

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text — Rotary p

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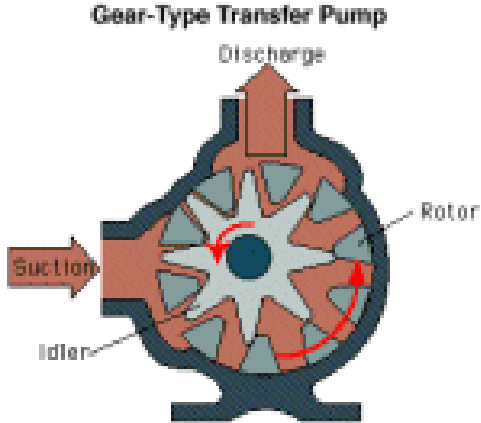
list-item

Subtopic Rotary Pumps

Rotary pumps are positive displacement pumps that operate by turning a rotating member inside a housing in such a way that the rotation moves the oil through the transfer pump.

- 1. Gear Type Transfer Pump**

An electric or diesel engine drives the rotor that drives the idler shown in the "Gear Type Transfer Pump" drawing.



Gestion dans un DMS



SigmaLink Workbench 2.1 - Online (SugarLand-Server2 - SLS-1.201@2000/05/18 13:49)

Application Edit Search Information Object Result List Workflow Desktop View Tools Window Help

SPCBeta

in Title Case insensitive

Beta/12

Preview

Publishing

Freeze Publication

SPCBeta

- Carol_B
- May - Please delete
- IDEAL 7.0
- skk_training - please
- Gunadi Kumawan
- dm
- susan_2
- TBT_training
- susan
- TBT_workshop
- Ference
- donovan-training-up
- SimPuba_Learning
- Windline Cables
- HSPM
- FEanalysis
- WITS 3.0
- Dowell_SWBT
 - FracFluidsSpan
 - FracFluidsEng
 - CTManufSpan
 - CTManufEng
 - Legacy

Title	Document Title	WF state ID	Ch
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FracFluidsSpan	<empty>	2	-
FracFluidsEng	<empty>	2	-
CTManufSpan	<empty>	2	-
CTManufEng	<empty>	2	-
Legacy	<empty>	2	-
Publishing_Module	default	2	-
Data_Modules	<empty>	2	-
Graphics	<empty>	2	-

Draft (2) Reviewed (3) Approved (4) Ready (5) Distributed (6) Obsolete (7)

8 item(s)

Publication Web (HTML)



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TABLE OF CONTENTS ▶

2 QHSE ▶

2.2 Safety And Health ▶

search this document

Owner: SWS-OSP
Author: default
EDMS UID: System
Identified
Release Date: Provisory
Version: 1
Reference:
Published: 15-May-2001
17:32:16

HR440B Injector

◀ previous

next ▶

2.2

Safety And Health

The following are general safety precautions. Personnel must understand and apply these precautions during all phases of operation and maintenance of this equipment. Specific precautions will be included in the text for certain potentially hazardous operations in the form of **WARNING** or **CAUTION** statements. Some of the warnings appear in the text of this publication but are presented here for emphasis.

2.2.1

Qualified Personnel

Only qualified personnel should be authorized to operate and perform maintenance on this equipment.:

2.2.2

Personal Protective Equipment (PPE)

Personnel operating and performing maintenance on this equipment must wear suitable protective clothing and equipment.:

2.2.3

Safety Practices

Overall good safety practices must be adhered to at all times when setting up, operating, shutting down and maintaining this equipment. It is the equipment owner's/operator's responsibility to ensure that good safety practices, personnel training programs, and safety practices are maintained.:

2.2.4

Unauthorized Personnel

Keep unauthorized personnel away from the unit when operating, servicing, or performing maintenance.

↑page top

SchlumbergerSema

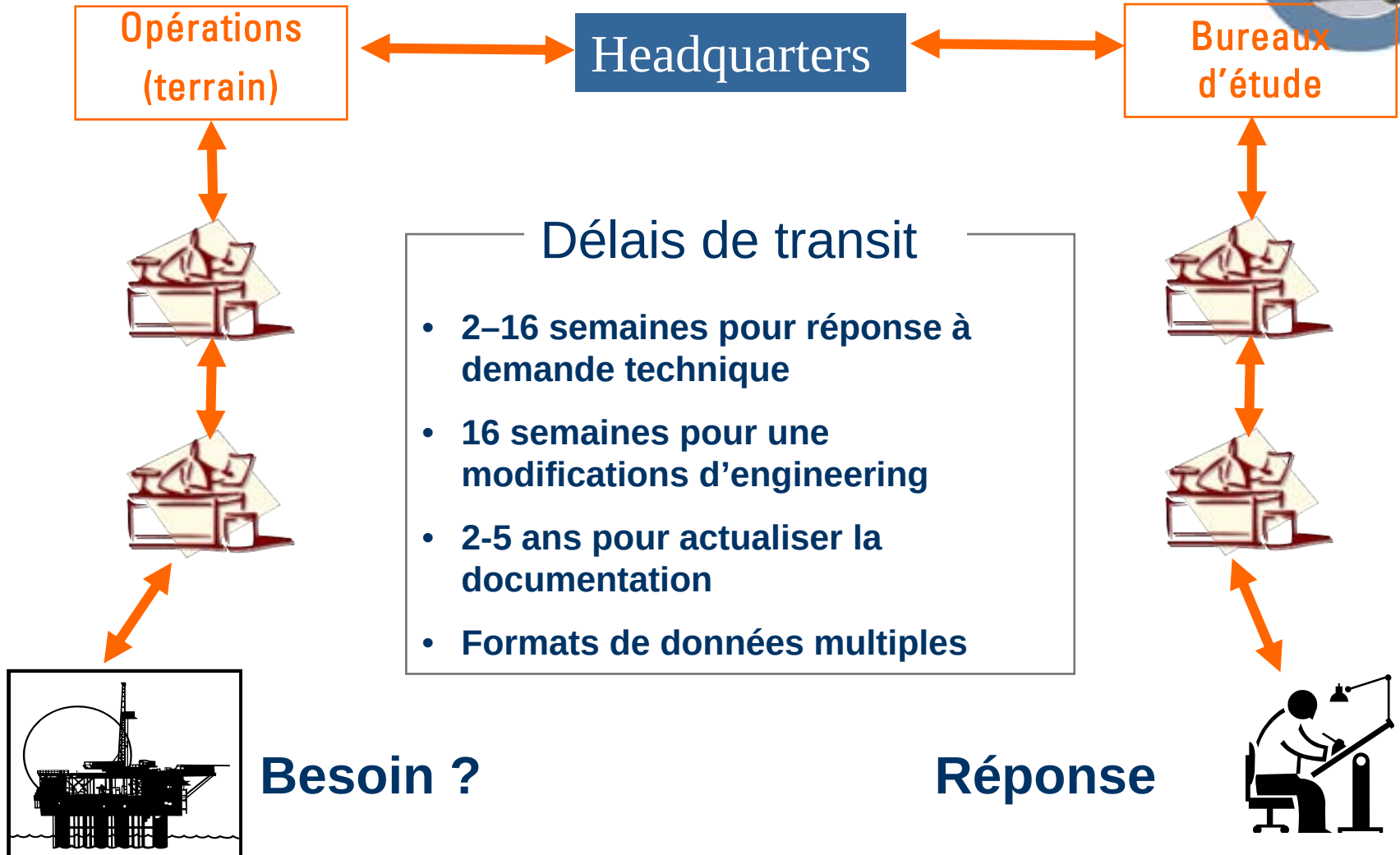
SchlumbergerSema



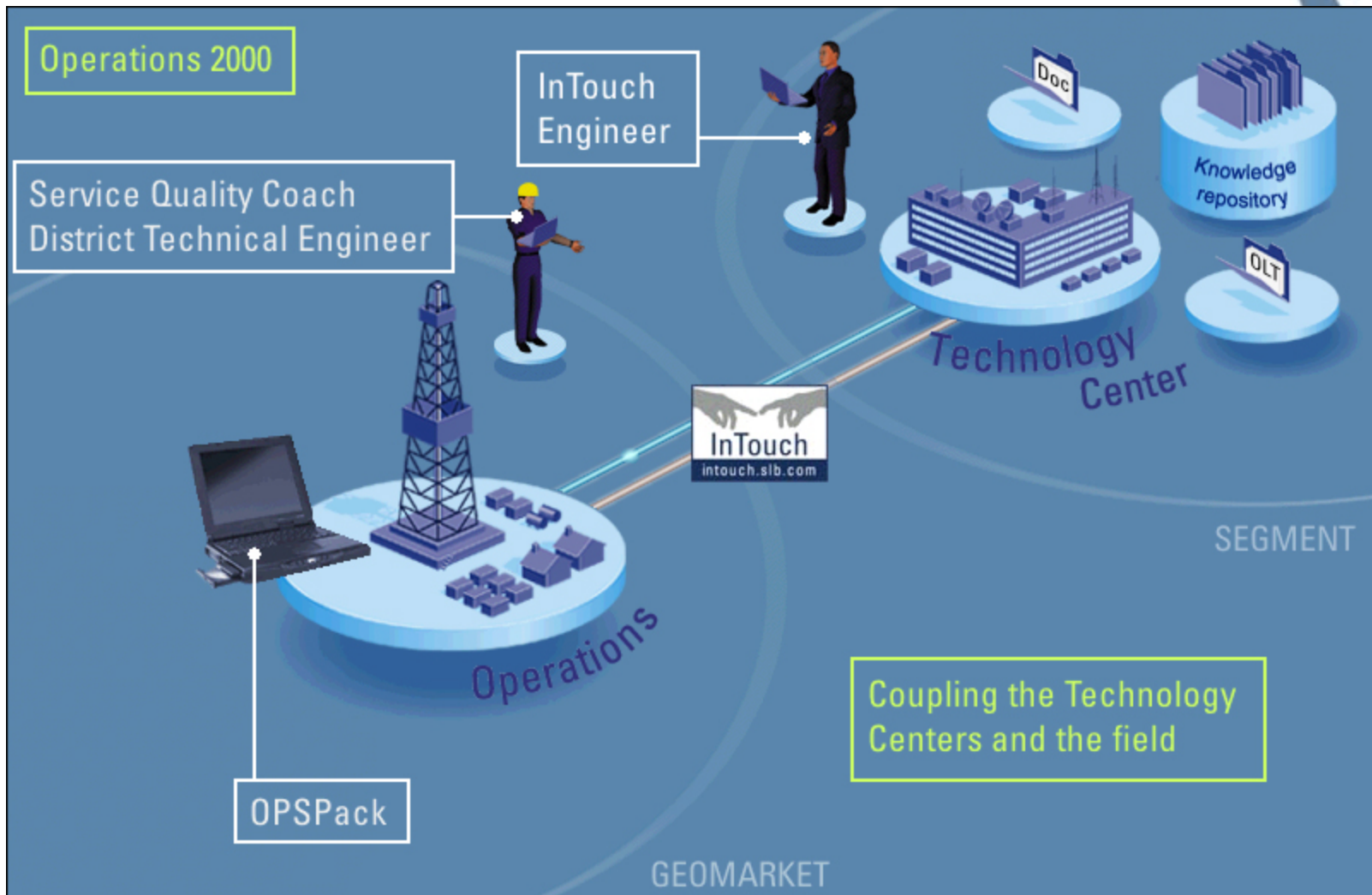
- Un des projets de l'initiative "Operations 2000"
 - Ré-organisation majeure des Services Pétroliers (1996 .. 2000)
 - des "Lignes de Produits" vers les "Segments"
 - Des Régions / Pays / Districts vers les Geomarchés
 - Meilleure adaptation au caractère cyclique de l'activité

Devenir une Organisation efficace qui supporte le déploiement rapide de nouvelles technologies et qui permette un échange technique direct et rapide entre les centres de compétence et les opérations pour fournir le meilleur service aux clients

L'attente était la difficulté



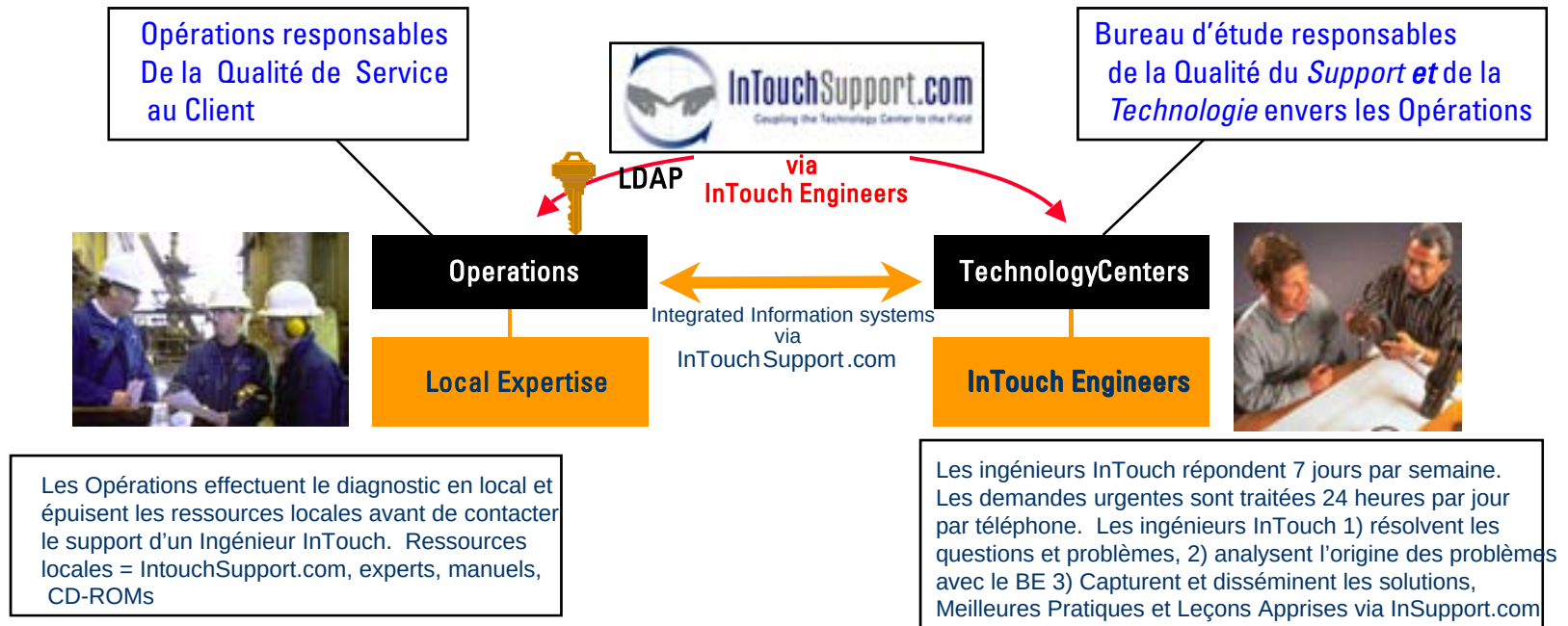
La Solution : InTouch



InTouch: Concept



Apply everywhere what we learn anywhere



InTouch est l'interface au Centre de Technologie qui fournit un support technique et opérationnel central de la technologie Schlumberger aux opérations

InTouch: les Composants

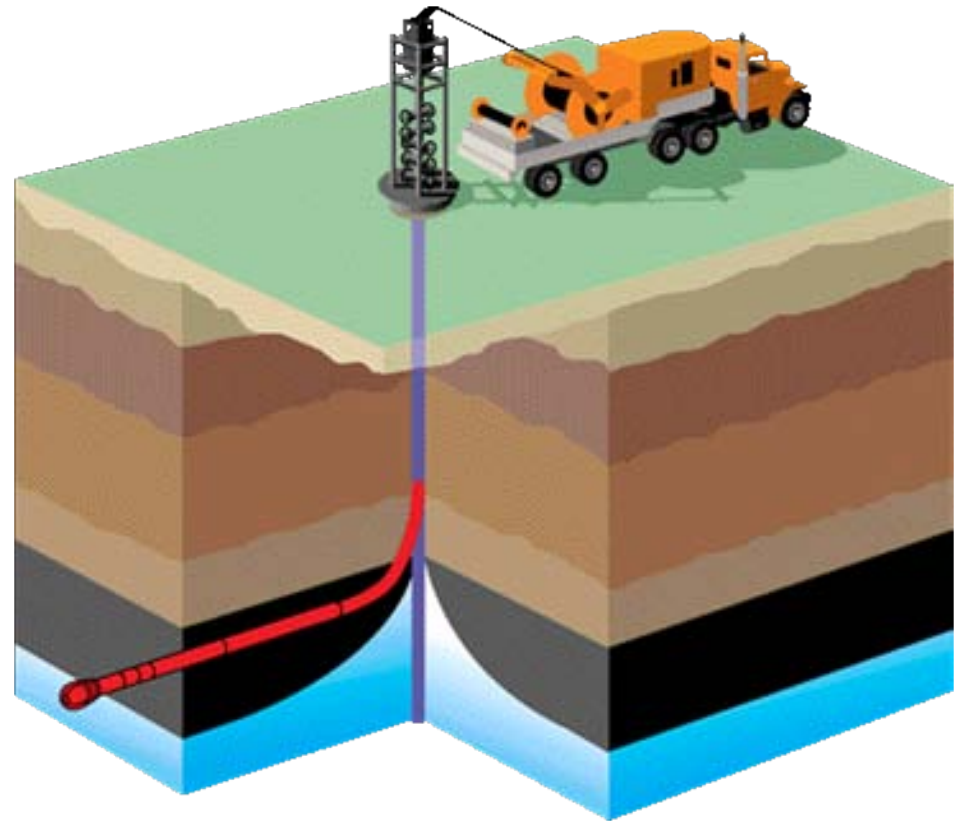


- Une Infrastructure Réseau Globale, PC standard
- Un portail unique vers la base de ressources techniques
- Plus de 88 Helpdesks distribués dans les BE, 24/7
- Une base de connaissances validée
- Formation interactive et Distribuée
- Documentation en ligne, constamment actualisée
- Un annuaire des expertises

Personnes, processus, technologie, contenu



- Portail unique vers la base de connaissance
- Formation à distance interactive, en-ligne
- Documentation à jour, tous les jours



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Filter by a Content Type: All		Search These Results:			FIND
Relevance	ContentType	Description	Shared By	Last Modified	
100%		EDMS Support Reference Page (#3258991) EDMS Support Reference Page	Morey, Karen	03-Jun-02	
100%		Documentation and TBT for Speakers of English as a Second Language (#3260540) Authoring guidelines for a particular population	Rousseau, Meta	03-Jun-02	
100%		Do's and Don'ts for Analysis and Evaluation (#3260544)	Rousseau, Meta	31-May-02	
100%		Copy a list from Word to EDMS (#3019585) Easy copy of a numbered/ordered list from a Word file into EDMS	Cheron, Pascale	29-May-02	
100%		Finding the source of an EDMS "SGML parse error" (#3052759) Signalink issues an SGML parse error and fails to check in a DM when it contains special characters unrecognized by SL.	Cazes, Pascale	27-May-02	
100%		Excel Import Option: Exclude Font Options (#3019152) Uncheck all font options when doing an import of Excel tables into Epic.	Nishikawa, Mary	21-May-02	
100%		Teleworking: Advantages and Challenges (#3260552) Interest in teleworking is increasing in organizations world wide and Schlumberger is no exception. Advantages are clear, but several factors deserve careful consideration.	Rousseau, Meta	15-May-02	
100%		SOPHIA Hardcopy Catalog (#3280026) List of hardcopy manuals available from SOPHIA.	Cazes, Pascale	02-Jun-02	
100%		Creating cross-references in EDMS using DTDv3 (#3020834) Job aid for creation of LINK cross-references	Lefevre, Nicole	23-May-02	
100%		SLB paper at XML Conference- December 2001, Orlando, Florida (#3264061) Deployment of an XML Documentation and Training Project Across a Multinational Corporation	Cazes, Pascale	23-May-02	
100%		Urls with special characters in EDMS (#3203734) Replace "&" by "amp;" in the href attributes.	Lefevre, Nicole	29-May-02	
100%		No PDF output for IO (#2048097) When you name your IO (Information Object) in Signalink, do not use the parenthesis "()".	Lefevre, Nicole	26-Apr-02	
100%		Warning: Check all Symbols in Table Cells after V2 to V3 conversion (#3250013) All numerical values with symbols need to be checked in table cells of V2 to V3 conversions	Nishikawa, Mary	12-Apr-02	

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★★★★☆

Best Practice
Good Idea

- ▶ add to bookshelf
- ▶ provide feedback
- ▶ share
- ▶ add to reference page
- ▶ print
- ▶ close

▼ **File Attachments:**

- ▼ Field Attached Files
- ▼ Sophia Attached Files

▼ **Classification Info**

▼ See Related Contents

▼ See Reference Pages

▼ See Feedback

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Documentation and TBT for Speakers of English as a Second Language

Content ID: 3260540
Shared By: [Meta Rousseau](#)
Submitted Date: 19-Dec-01
Last Reviewed: 03-May-02
Validated By: Karen Morey

Keywords: training, documentation, course, english, second language, ESL, authoring, writing, tips, communication, guidelines, communication guidelines, readability, EDMS
Helpdesk: EDMS SUPPORT
Segment: Oilfield Services
Status: Valid
Confidentiality: Private

▲ **Summary**
 Authoring guidelines for a particular population

▲ **Reason for Best Practice**
 A significant percentage of Schlumberger's work force speak English as a second language. A few simple guidelines can assist writers to provide this population with information that they can more readily interpret and apply.

▲ **Best Practice Details**
 Many Schlumberger employees speak English as a second language. Typically, this population requires more time to interpret and apply written information. Below are eight (8) rules of thumb that will enable documentation and Technology-Based Training (TBT) development teams to create materials that are more readily understood and applied:

▲ Classification Info

Equipment\Oilfield Services\EDMS
 Function\Training
 Function\Training\Course Design
 Function\Training\On Line Training

▲ Feedback

Average rating: ★★★★★ (3 feedback)

Question

Average Response

Is the content relevant to the field user and does it provide enough substance to make it valuable and worthwhile to the field user?

YES

Is this content clear and understandable?

NO

Will this content result in quality improvement?

YES

Will this content result in a positive Client Satisfaction impact?

YES

- ▶ 12-Apr-02 Louis-Pierre Guillaume - Replace "4th-grade reading level" by "10 years old reading level"
- ▶ 23-Apr-02 Michael Smith - Perhaps add cross-reference to resources defining reading ages
- ▶ 23-Apr-02 Meta Rousseau - TBT stands for Technology-Based Training (also known as on-line training or web-based training)

InTouch: Quelques Chiffres



- Investissement initial: 28 Millions US\$, coût récurrent annuel 5 Millions US\$
- Économie estimée: >150 Millions US\$ annuels
- 165 positions nouvelles (*InTouch Engineers*, experts) compensées par élimination et redéploiement de 200 positions de management technique intermédiaires
- Temps de Réponse
 - 95% de réduction pour la réponse aux demandes techniques
 - 75% de réduction pour l'actualisation des modifications d'engineering
- Leçons Apprises
 - Dédier suffisamment de ressources pour que les initiatives de Gestion des Connaissances facilitent (plutôt que se rajoutent à) la charge de travail quotidien
 - Reconnaître et stimuler les comportements souhaités

Quelques Leçons Apprises



- Le défi : créer une culture de partage de connaissances
- Se concentrer sur les problèmes clés du business
- Les Communautés virtuelles sont essentielles (CoP)
 - Unité organisationnelle de base en KM
- La technologie n'est pas tout, mais ...
 - peu de progrès sans elle
- Importance du contenu
 - "Qu'y a-t-il pour moi?"
- Chacun peut contribuer, les ITE valident l'info
- Importance de la récompense et de la reconnaissance (par communauté, management)

Personnes, processus, technologie, contenu

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Information Overload?

