

Project Doc-OLT



*Formation interactive et Documentation
Différentes et pourtant semblables*

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Program Manager, OFS-IT

24 septembre 2000
KM Forum

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Overview of Schlumberger

- Schlumberger is a worldwide leader in technology services, solutions and IT services with 84.000 employees in more than 100 countries. It comprises two business segments: Oilfield Services and SchlumbergerSema. In 2000, Schlumberger revenue was \$9.6 billion.
- Oilfield Services is the leading supplier of services and technology to the international petroleum industry. It provides virtually every type of service to the upstream exploration and production industry.
- Three Product Groups represent the Oil & Gas Exploration and Production Services
 - Reservoir Evaluation and Development
 - Information Solutions
 - Network Solutions

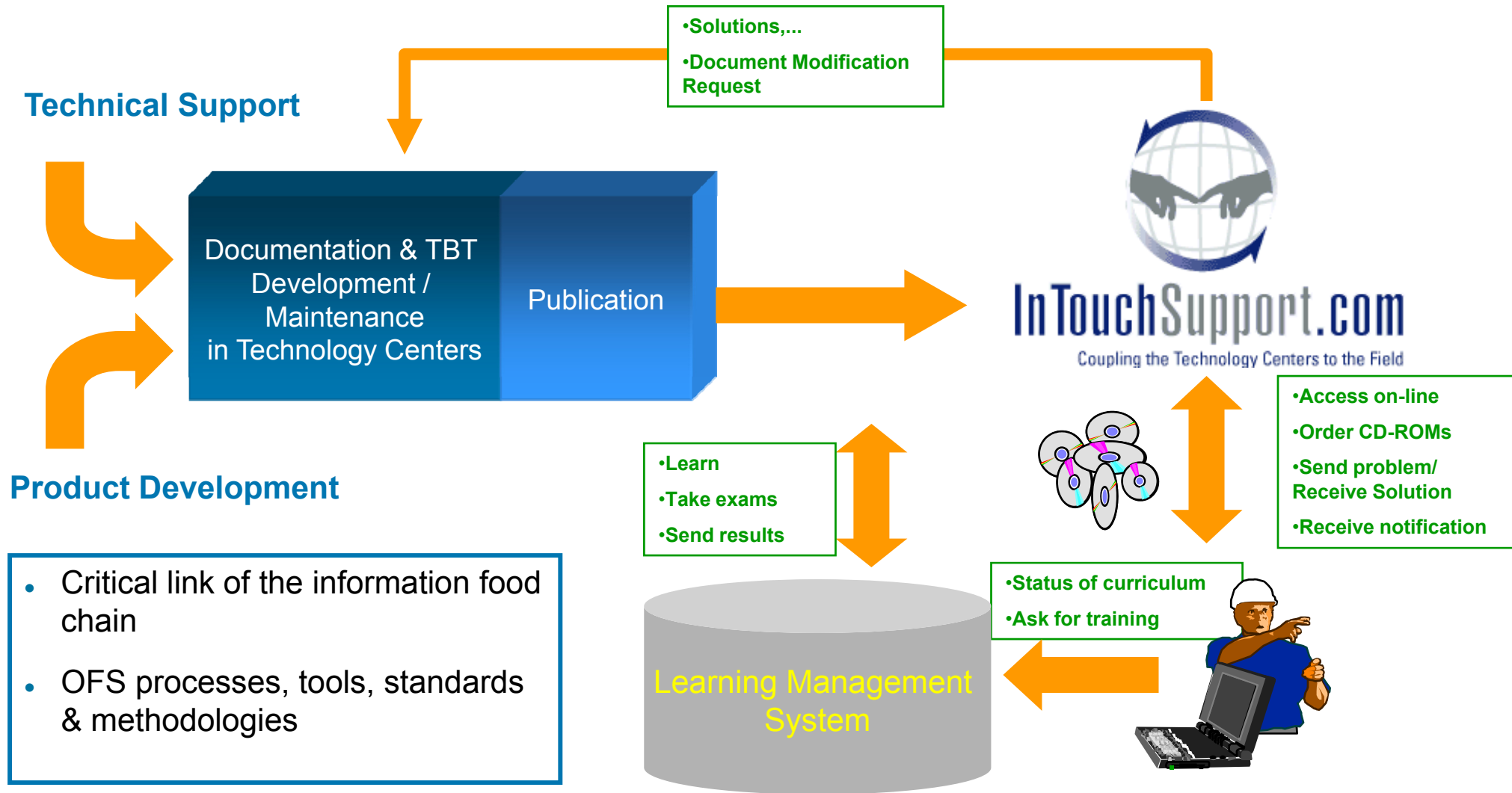


What is TBT?

- All training done on a computer, be it directly connected on the Network, for example on the Web, or be it via a CD-ROM.

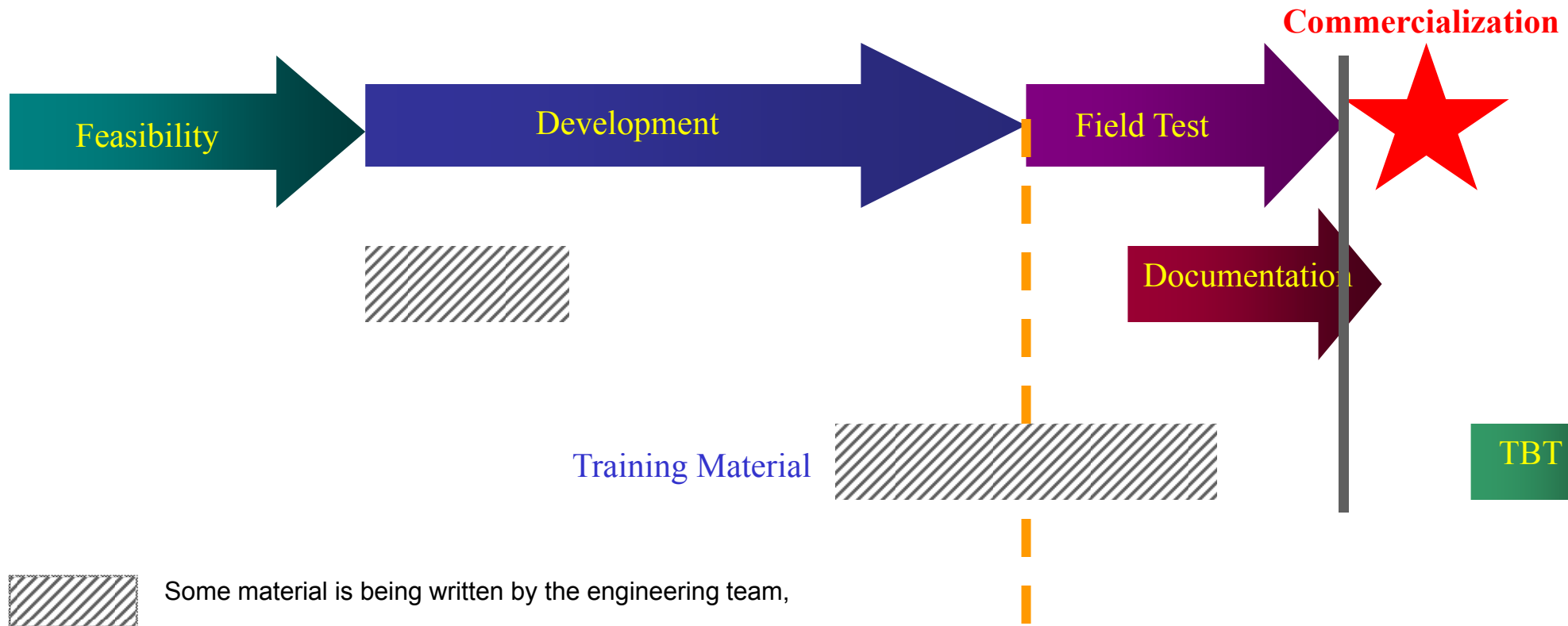
Operations 2000 Glossary

Documentation and TBT processes



- Critical link of the information food chain
- OFS processes, tools, standards & methodologies

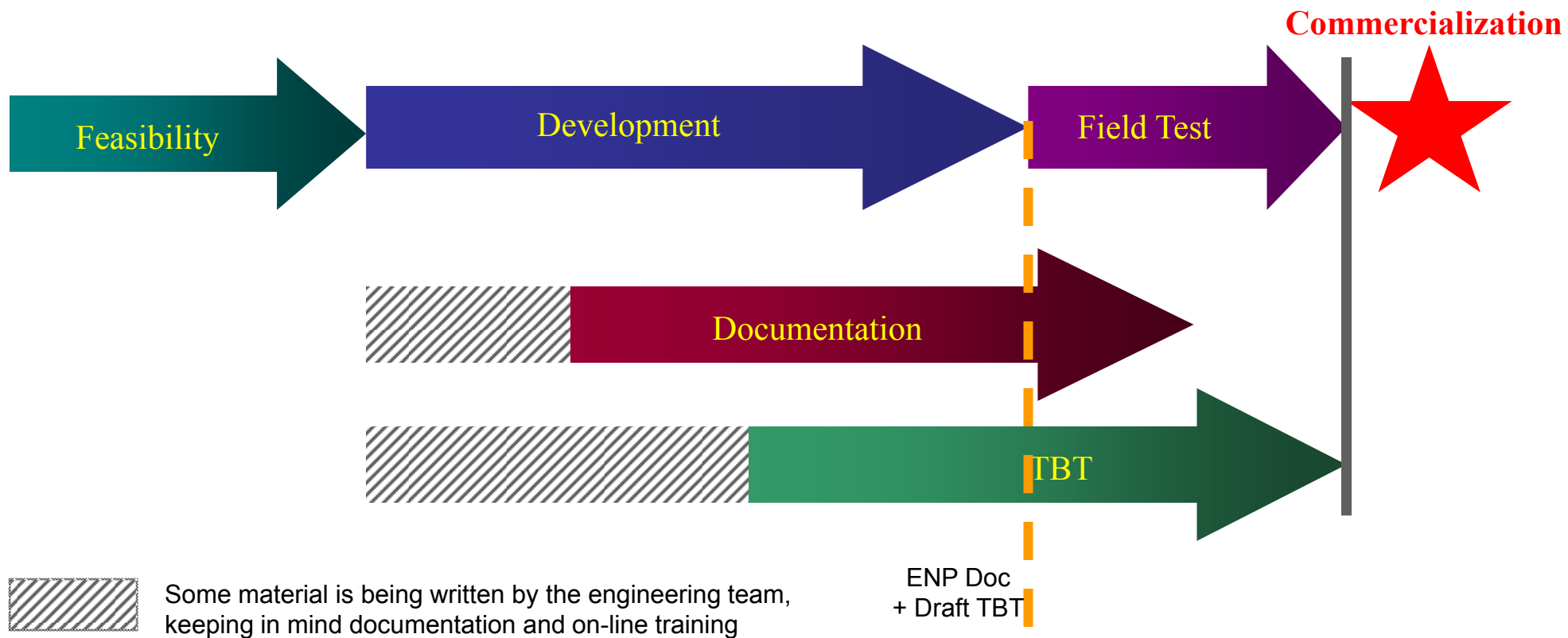
Phasing of documentation and TBT OLD



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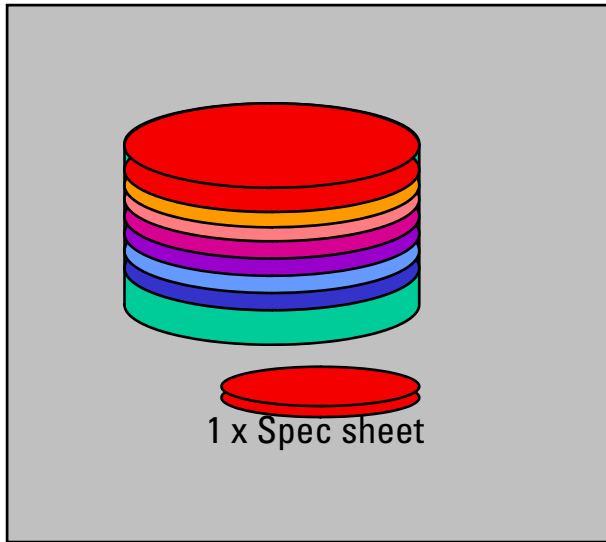
Phasing of documentation and TBT NEW



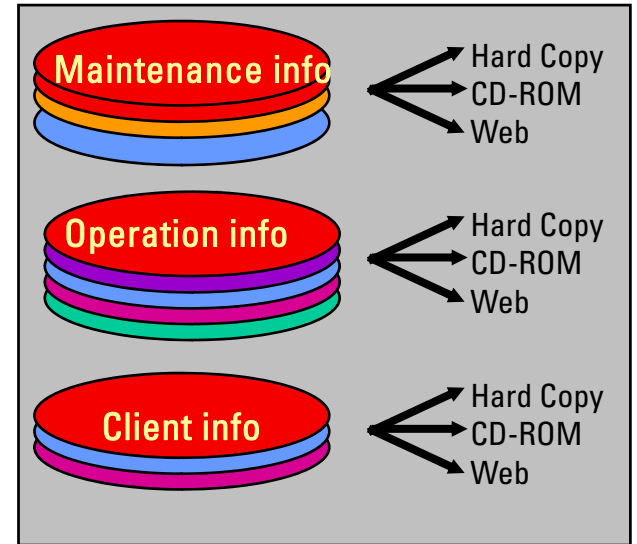
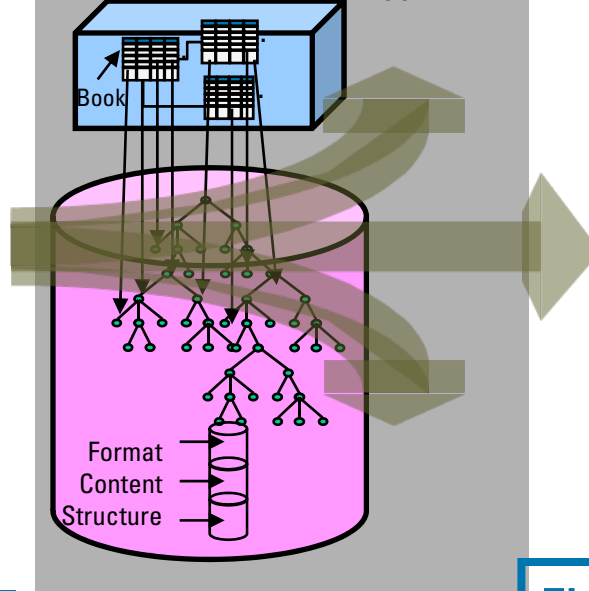
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Doc./TBT Concept



EDMS in the Technology Center



Tech Center advantages:

- Content focus, single source reuse
- **Quicker** and **easier** to update
- Focussed, managed process
- Makes standard doc types possible
- **Reduces** cost of support

Field advantages:

- Standard web browsing
- **Quicker** updates
- Powerful search (metadata, classification)
- One stop shopping, InTouchsupport.com
- Standard look & feel
- **Quicker** downloads of just the module needed

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InTouchSupport.com

Coupling the Technology Centers to the Field

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EDMS: Structure of Repository

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

Title	Document Title	WF state ID	Ch...
..			
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	-

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

8 item(s)

berger

Authoring in XML Editor

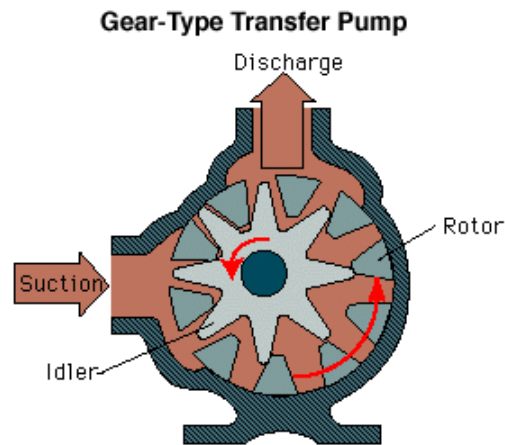
The screenshot shows the Epic Editor interface with the following components:

- Menu Bar:** File, Edit, Find, View, Insert, Entities, Table, Tools, Options, Format, Window, Help.
- Toolbars:** Multiple toolbars containing icons for file operations, editing, and navigation.
- Left Panel (XML Tree):** A hierarchical tree structure showing the document's XML elements, including 'topic-not-in-toc', 'label', 'content-unit', 'text', 'list-ordered', and 'list-item'.
- Main Editor Area:** Displays the rendered content of the XML document, including a subtopic heading and a descriptive paragraph.

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.



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iberger

Web Output (HTML)

OBMT Online Training

TOC | Figures | Tables

1 Purpose of this Training

2 Prerequisites

3 General Overview -
Purpose of the Tool

4 OBMT Measurement
Principle

5 Hardware Description

5.1 OBMT assets and
ratings

5.2 Auxiliary downhole
equipment and
accessories

5.3 Determining if the
DHRU is present

6 Electronic functions

7 Safety

7.1 Hazards common to
all dipmeter family tools

7.1.1

Mechanical/hydraulic
section

OBMT Online Training

private 

2 Prerequisites

Engineers using this OLT should have basic familiarity with open-hole logging tools, and should have completed the basic resistivity OLT modules on calibration theory, resistivity, telemetry, and inclinometry (under construction). A basic knowledge of dipmeter/imager principles and applications (OLT under construction, recommend the FMI Training Book) is also required, though the most relevant information on this topic is reiterated in this module.

Publisher:

Owner: default

EDMS UID: 139953

Release Date:

Version:

Reference:

Published: 20-Sep-2001 14:17:40

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Hard Copy Output (PDF)

Bookmarks | Thumbnails | Articles

- OBMT Online Training
- 1 Purpose of this Training
- 2 Prerequisites**
- 3 General Overview - Purpose of t
- 4 OBMT Measurement Principle
- 5 Hardware Description
- 6 Electronic functions
- 7 Safety
- 8 Dipmeter kinematics and job pl:
- 9 OBMT Combinability
- 10 OBMT Calibration
- 11 OBMT Log Quality Control
- 12 OBMT special maintenance
- 13 OBMT Post-Test

OBMT Online Training

Page 2-1

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What's New Bookshelf Pending Expertise My Workspace Content Tickets

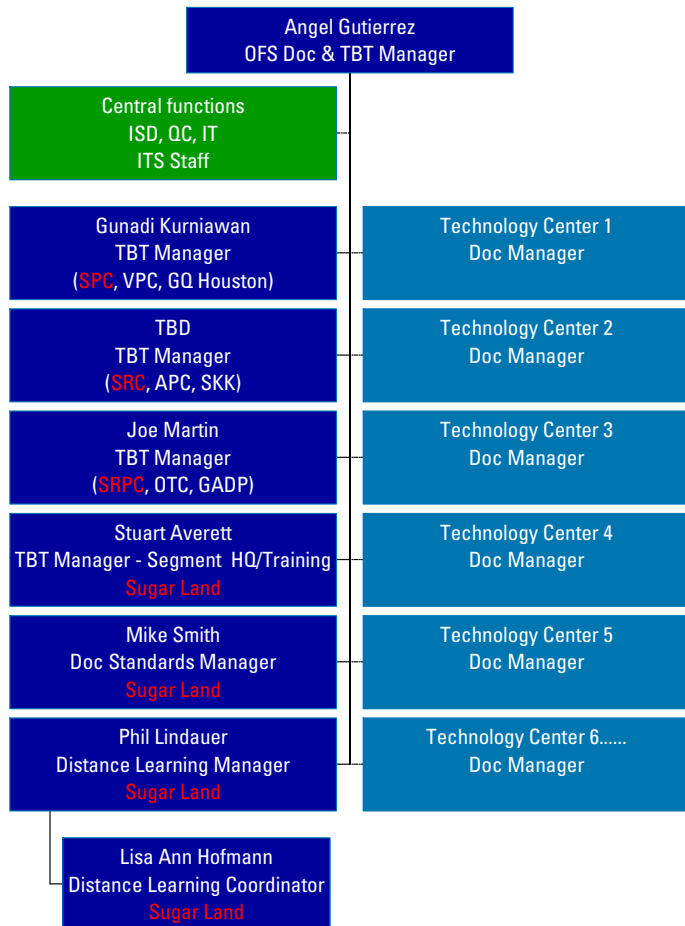
ID	Type	Title	Summary	Shared By	Last Reviewed Date	Actions	Remove This
10 Case(s) Were Found Page 1 of 1							
3037986	Best Practice	How to reduce the time for image loading.	In Sigmalink, check the option "download included entities on demand"	Lefeuve, Nicole	21-Sep-01		<input type="checkbox"/>
3011220	Training	EDMS 02: Documentation and TBT v1.01	This TBT addresses the value of documentation and technology based training (TBT) in Schlumberger.	Martin, Joe	21-Sep-01		<input type="checkbox"/>
3007603	Solution	Removing blank pages from EDMS PDF output files	Remove the PDF sections and renumber all pages with unique PDF page numbers.	Smith, Michael	20-Sep-01		<input type="checkbox"/>
3006283		Slow Sigmalink Response	1. Attach graphics offline and import file with included graphics 2. Do not download included entities during file edit	Nishikawa, Mary	18-Sep-01		<input type="checkbox"/>

Lesson Learned

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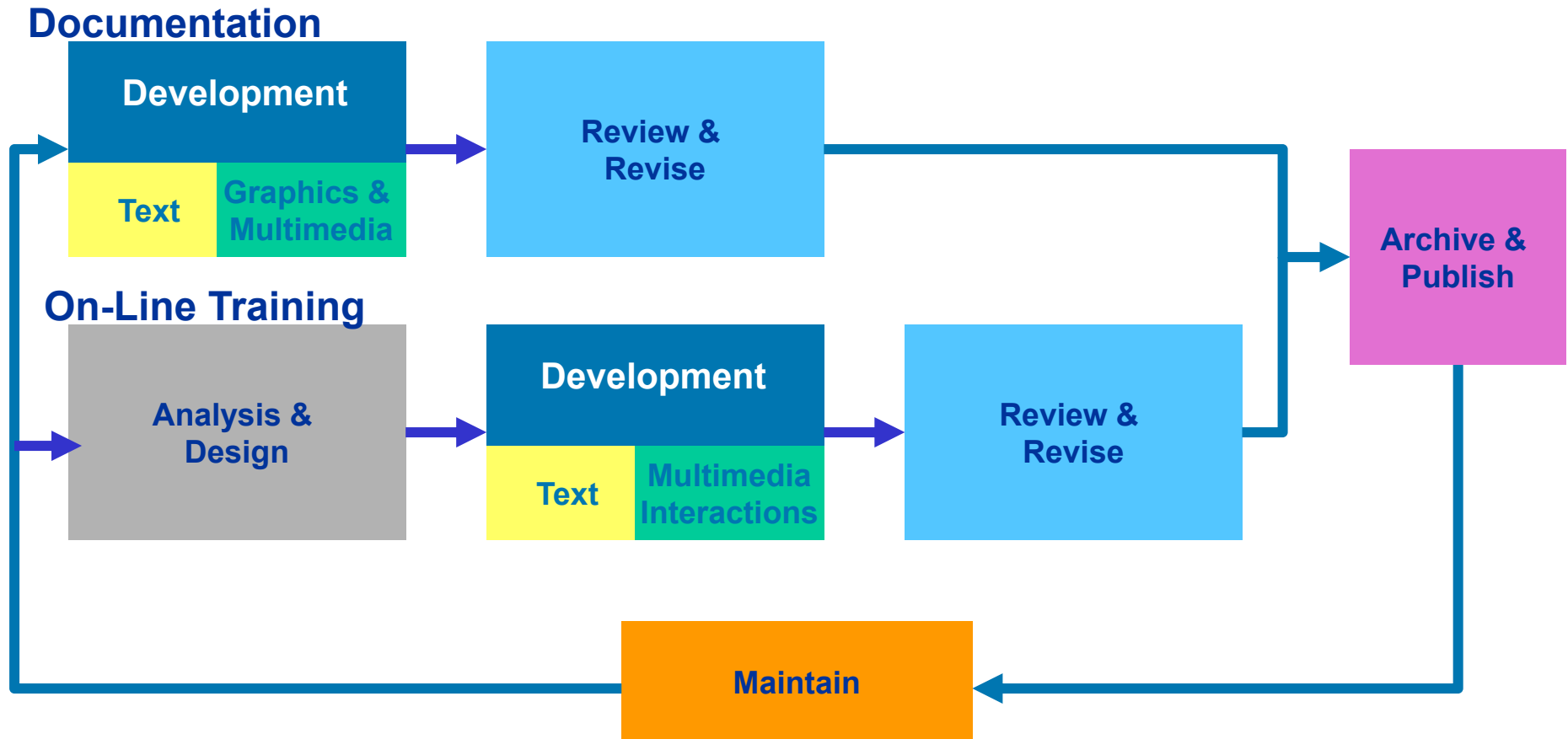
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Documentation & TBT Organization

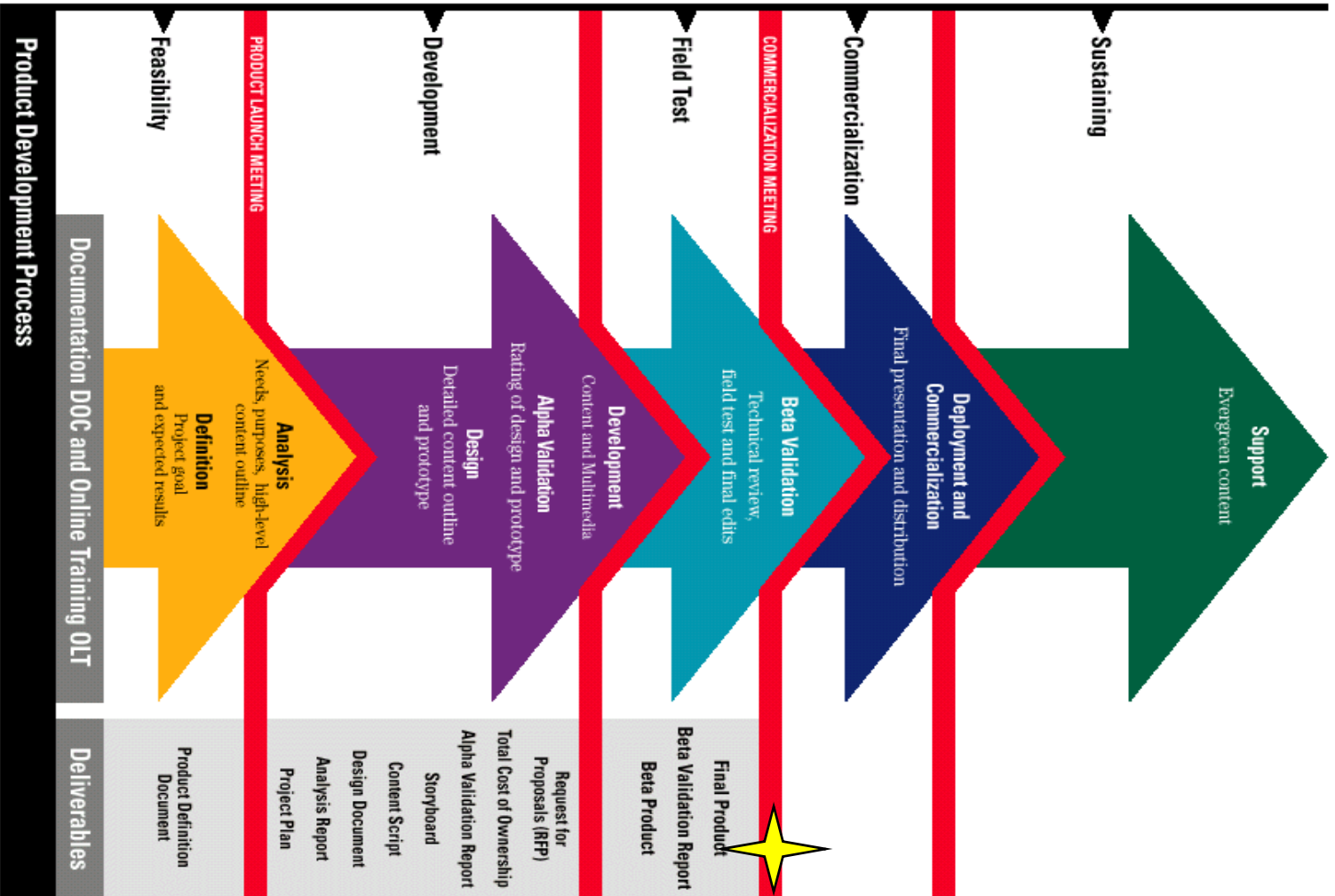


- Coordinate with Technology Center & Training Organization to define documentation and TBT needs
- Budget & Plan for resources to maintain service level
- Support Technology Center in creation & maintenance of documentation and TBT
- Provide tools, standards and methodology for documentation and TBT
- Manage & Qualify external vendors
- Align OFS goals with NExT initiative
- Manage the process of obsolescence
- Sustain IT tools for production and publication of documentation and TBT
- Manage evolution/upgrade of IT tools

Documentation and TBT development process



Product Development Process



Examples of Online training methods

- Tutorial
 - Screen by screen
 - Concepts understood before moving on next concept
 - Linear - “from point A to point Z via the alphabet” (minimal branching)
- Lecture
 - Several “scroll bars” of information
 - Significant branching
 - No-linear - no requirement to return to the same point you left
- Case Study
 - Screen by screen
 - Linked (typically) to a lecture or a tutorial

Different From Documentation...

- Learning is a **planned** result of training or instruction.
- Content is structured to facilitate retention and application of information.
- It utilizes Instructional Design which is “... a technology for the development of learning experiences and environments which promote the acquisition of specific knowledge and skill by students.” [Merrill, et al 1996](#)
- It tests if knowledge has been acquired
- It uses verified learning strategies that make learning more efficient, effective, and appealing.

...And Yet Similar

- Audience
- Similar development process, resources
- Authoring tools
- Data formats
- Document Management System (EDMS)
- Content experts
- Common components
- Distribution channels
- Maintenance, obsolescence processes

Why and Who?

- Decrease time to competency
- Provide alternative, convenient access to training
 - Travel expenses reduction
 - Used as a reference
 - Can be used for Just In Time Training
 - Not a replacement of Classroom training
- Continuously updated material
 - Electronic format
- New recruits
 - Incorporated in the Training program
 - Used as material in Training Centers
- Field people / Sales and Marketing at Product introduction
 - Used for fast Product introduction



TBT should cover the introduction to the product or service as a minimum

Key requirements for successful TBT

- Interactive
 - Computer must provide the majority of the stimulus
 - Use of Multimedia
 - Simulators -what happens if you do this?
- Modular
 - Learner chooses when and how long to spend on any given topic
 - User defines the path of learning
- Needs to be different
 - What makes people want to use this tool
 - Fun
 - Visually pleasing
 - Interactivity (multimedia)
 - “Cool factor”

Future for Technology Based Training

- Technology
 - XML vs HTML - Modular, dynamic, content sharing
 - Navigation & Interface evolution
- Pre & Post Assessment
 - Tailor content to what user requires (user level)
 - Feed back results into LMS (*later*)
- Interactivity
 - Flash animation with interactivity - simulators, games etc.
- Level
 - Level one is addressed - Principles and Applications
 - Level 2 is required - Technique and Operations

How can the field contribute?

- Level 2 – Field input needed!
 - Technology centers do not always have the “operational” knowledge
 - PEPTEC TBT was build from field projects
- Segment will drive this process
 - Technology centers will determine the needs
 - New products
 - Existing Services
 - From InTouchSupport.com and RITE root-cause analysis
 - Technology Center Technical Manager to feed requirements
- Development Process
 - Owned by Tec Center with guidance from OFS TBT Managers

Questions?

