

AyaBiz®

SOLUTION BENEFITS

- Eliminate paperwork and lost data while improving compliance reporting and drastically reducing audit preparation time and costs
- Eliminate NOPVs, identify and mitigate risk, and manage compliance in ways never before possible. AyaBiz is evidence-based and that lets you know what work has been done, when, at what level of quality, as well as work that has not been done.
- Streamline field workflow by unifying data capture, quality assurance, and audit into a single step.
- Remediate discrepancies and manage by exception in real time.

For more information on AyaBiz and AyaWorks, visit www.ayaworks.com or contact Susan Friedman at 720.837.9500.

Midwestern Pipeline Operator - Standby Ticket System

AUDIT

The Challenge

In response to extensive local development, the State Commission audited a Midwestern pipeline operator. The Commission's focus: Was the operator in compliance with required excavation monitoring procedures?

Response

The pipeline company, an AyaWorks customer, produced detailed records of all required standby tickets within minutes of receiving the Commission's request.

Results

No NOPVs. No further audit requests. A return to standard operations in the compliance office.



Figure 1. Since 2003, excavation damage resulted in over 36 human fatalities and over \$28 million in property damage nationwide - PHMSA

The Case

Before installing AyaBiz, the AyaWorks field data capture and compliance management software platform, the compliance team at this natural gas supplier knew an audit request was an all-hands effort. Like many operators, the company's standby ticket excavation system was a paper-based challenge, a process familiar to many companies in the industry. Excavators phoned the state's One Call system. Phone agents entered data into the One Call database which generated a coded fax that identified risks and

AyaBiz®

Low cost and easy to implement with no capital expense

- Software tools provided as a service so there is no hardware or software to install.
- Tools integrate seamlessly into existing field operations, while improving operational performance and reducing costs.

locations and sent it to the pipeline operator's operations center. Field techs sorted through piles of faxes to find their assignments. In the absence of a ticket management system, one tech could find himself with ten times as many sites to monitor as another tech. Once at the dig site, techs made notes on paper, transcribed the information to spreadsheets, printed the sheets, and dropped them off to be filed.

When a Commission request for information arrived, the compliance team had to scramble to find the relevant paperwork. Once located, concern switched to verifying that the standby operation tickets were both complete and accurate. A particular issue in the past had been the management and verification of patrolling and excavation monitoring tickets done by outside contractors. Each contractor used a slightly different approach to record keeping and data capture.

Finally, paperwork in hand, the compliance team began the labor-intensive compilation of results for response to the Commission. A single audit request routinely took weeks to fulfill—all the while running the risk of an NOPV filing solely for failure to produce the right information.

With AyaBiz, the operator had a 21st century approach to standby tickets. Excavators phoned One Call. Rather than relying on faxes, the operator received data directly from the One Call database. The system automatically generated standby tickets prioritized by risk code. Surveys were accessible on a field tech's Android-based smartphone. The system collected all necessary data in the field, including GPS information, time/date stamps, photos, and required comments. Compliance managers reassigned tickets from one tech to another as workload dictates. Moving to AyaBiz allowed the operator to eliminate piles of faxes, missed priority tickets, and tech downtime traveling to and from the office.

For all its benefits in the field, the Commission's information request demonstrated the value of AyaBiz technology in risk mitigation. Once the operator's compliance team received the audit information request, they rapidly pinpointed the sections of transmission line in question. Rather than turning to spreadsheets and filing cabinets, they turned to AyaBiz:

Tickets > closed tickets

shows: all closed tickets | regions: all | dist (feet): all | search: A-600 14656 matches

Action	Ticket	2100	Close Tx	Start	Assigned To	Work Place	Contractor	Close Line	Closed By	Closed Date
None	13061708150253	N	A-600 105 feet	2013/06/19 8:15:00 am	Close Operator	13061708150253	Close Operator	A-600 105 feet	reassigned	06/17/2013
None	13061707440122	N	A-600 0 feet	2013/06/17 9:45:00 am	Close Operator	13061707440122	Close Operator	A-600 0 feet	reassigned	06/17/2013
None	13061618540055	N	A-600 3465 feet	2013/06/19 7:00:00 am	Close Operator	13061618540055	Close Operator	A-600 3465 feet	reassigned	06/17/2013
None	13061511560111	N	A-600 2710 feet	2013/06/19 7:00:00 am	Close Operator	13061511560111	Close Operator	A-600 2710 feet	reassigned	06/17/2013
None	13061511530109	N	A-600 4311 feet	2013/06/19 7:00:00 am	Close Operator	13061511530109	Close Operator	A-600 4311 feet	reassigned	06/17/2013
None	13061414242026	N	A-600 0 feet	2013/06/18 2:30:00 am	Close Operator	13061414242026	Close Operator	A-600 0 feet	reassigned	06/14/2013
Details	13061411411487	N	A-600 2123 feet	2013/06/18 11:45:00 am	Close Operator	13061411411487	Close Operator	A-600 2123 feet	reassigned	06/14/2013
Log	13061410541233	N	A-600 TSVC1-1 0 feet	2013/06/18 10:45:00 am	Close Operator	13061410541233	Close Operator	NA feet	reassigned	06/14/2013
Reopen	13061409290713	N	A-600 109 feet	2013/06/18 9:30:00 am	Close Operator	13061409290713	Close Operator	A-600 109 feet	reassigned	06/14/2013
None	13061409290713	N	A-600 393 feet	2013/06/18 9:30:00 am	Close Operator	13061409290713	Close Operator	A-600 393 feet	reassigned	06/14/2013

Figure 2. AyaBiz displays all closed standby tickets for the locations in question

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- The compliance manager queried AyaBiz, entering the pipeline identifiers. Immediately, a standard report detailing the relevant standby tickets for the requested sections displayed (see Figure 2).
- At a glance, the manager verified that field techs had completed all the standby tickets and that the compliance review team had approved them. Using AyaBiz technology, he printed and forwarded the report to the Commission, confirming that the company's field techs had properly monitored the excavations. Start to finish? Twenty minutes.

While a timely, complete report met the Commission's needs, AyaBiz could have provided more. The system could have called up detailed evidence of each standby ticket. Field techs had gathered GPS, photo, and excavation-specific data in real time using the AyaBiz app on their smartphones or tablets. Guided by a customized workflow, the field techs, whether company employees or contractors, had gathered every necessary point of information before transmitting back to the AyaBiz system. Had a tech been in the wrong location or failed to enter all of the relevant data, AyaBiz would have flagged an incomplete ticket for the reviewing managers in the compliance office.

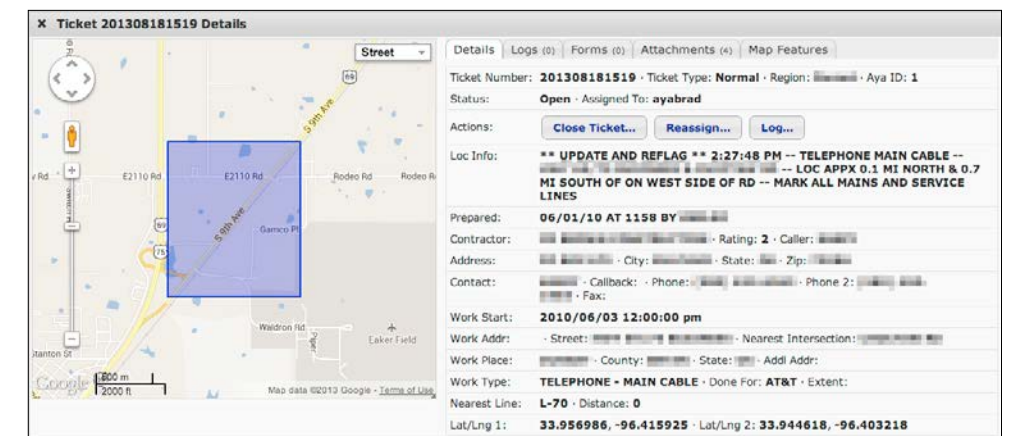


Figure 3. Compliance managers can drill down into the specifics of any ticket



Figure 4. Photos of the site, showing status of work and proving that one can review compliance associated with the ticket.

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✕ Ticket Details	
Details	Attachments 2100 Form 06/14/2013 (x)
Excavation Monitoring and Observation Report	
Date Added:	06/14/2013 · Added By: [REDACTED]
Start Date:	06/14/2013 · End Date: 06/14/2013
ONG Employee:	No · Line Name: c · Line Size: 18
Line Type:	Transmission · Line Region: [REDACTED]
Scope of Work:	[REDACTED] pulled up concrete approach on top of line cit only went down 4 inches
Type of Equipment:	track hoe
Contact Name:	[REDACTED] · Contact Phone: [REDACTED]
Observation Required:	Observation · Painted & Flagged: Yes · Within Scope: Yes
What was out of Scope:	
Actions Taken:	
Line Exposed:	No
Exposed By:	· Exposed Date: 00/00/0000
Pipe Type:	BS · Pipe Condition: Good · Coating Condition: Good
CP Reading:	0 · Pipe Depth (inches): 0
Additional Evaluation:	No
Person Contacted:	· Date Contacted: 00/00/0000
Additional Comments:	

Figure 5. Field tech's monitoring notes are readily available.

From AyaBiz users:

“Risk in our industry does not just end with best practices. If we can’t prove we did it in the field, it never happened. AyaBiz is an evidence-based system that limits the risk of an NOPV by replying to audit requests in a fraction of the time we needed with our old system.”

–Director, Compliance Management Operations

“AyaBiz is better than any other system we have used. It is indispensable—especially for audits. It regularly saves us four to six hours for audit prep work alone on even the most basic information requests.”

–Foreman, Pipeline Field Support

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