SCADATend Project Process Overview

Our Commitment:
At SCADATend, we deliver SCADA project oversight and integration services that are on time, on budget, and value-added. Our processes are geared for transparency, accountability, and measurable results—no matter the size or complexity of your project.

Step 1: Initial Contact & NDA
We begin by discussing your project's needs through a confidential consultation. Upon mutual agreement, a Non-Disclosure Agreement (NDA) is executed to protect both parties' proprietary information.

Step 2: Needs Assessment & Discovery
We conduct a comprehensive review of your SCADA requirements, including:

- Identify all Stakeholders and their roles
- Existing systems and platforms
- Operational goals and pain points
- Regulatory requirements (PHMSA, EPA, OSHA, NERC CIP, etc.)
- Stakeholder concerns (Operations, Measurement, IT, and Executive teams)

This assessment is collaborative and includes field personnel, operators, and decision-makers.

Step 3: Process Demonstration (Under NDA)
Once the NDA is in place, SCADATend provides an example of our procedural approach customized to your application. This includes:

- Process documentation
- Workflows and example schedules
- Cost control mechanisms
- Quality assurance methods

Step 4: Proposal & Scope of Work (SOW)
Based on the discovery and client input, we deliver a clear Proposal and SOW:

- Defined deliverables
- Project timeline and milestones
- Roles and responsibilities
- Cost estimates and fee structures

Step 5: Contract Execution
We finalize the terms and sign the contract, including:

- Statement of Work (SOW)

- Service Level Agreements (SLAs)

Step 6: Integrator Selection & SCADA Platform Compatibility Review
We assist in the selection of qualified integrators, ensuring:

- Fair evaluation criteria and unbiased recommendations
- Compatibility between the chosen integrator and project requirements
- Evaluation of the client's and integrator's choice of SCADA software to confirm suitability for the project's goals, regulatory requirements, and operational expectations

Step 7: Contractor Change Order Process Review
Once an integrator or contractor is selected, SCADATend performs a thorough review of their change order process and documentation, ensuring:

- Transparent and fair change management procedures
- Protection for both client and contractor from potential scope exploitation or cost manipulation
- Alignment with the contract's Statement of Work (SOW) and Service Level Agreements (SLAs)

Step 8: Project Launch & Oversight
SCADATend takes charge of project oversight:

- Coordination between client stakeholders and integrators
- Mitigation of scope creep and budget overruns
- Real-time reporting and milestone reviews
- Alarm rationalization oversight and check, including safety-critical points and safety-critical area requirements
- Measurement polling and feed to client flow measurement systems (SOX compliant)
- Other feeds as required.
- System Change Management
- Controller notes interaction (as applicable)
- AI-supported risk analysis and predictive metrics (optional integration)

Step 9: Commissioning & Closeout
We oversee system commissioning, ensuring:

- Verification and validation of all SCADA components
- Required point-to-point commissioning oversight
  - Full point-to-point commissioning is recommended for new systems and critical for best practice documentation.
  - For replacement systems, side-by-side SCADA checks may be utilized when appropriate.
  - Thorough documentation ensures regulatory compliance and provides an additional layer of protection for the client in the event of future incidents.
- Regulatory compliance audits (optional)

- Training and turnover to Operations teams

Step 10: Post-Project Support & Optimization
After project completion, we provide:

- Lessons learned reviews
- Optimization recommendations
- Optional ongoing support contracts for future projects or system upgrades

Our Insurance Coverage
SCADATend maintains the following insurance policies to protect our clients and ensure project security:

- General Liability Insurance: $2 million per occurrence / $4 million aggregate
- Professional Liability (Errors & Omissions): $2 million per occurrence / $4 million aggregate
- Cyber Liability Coverage (available on request or as project scope requires)

  Additional coverage can be arranged based on client needs and project requirements

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Why SCADATend?

- Neutral party with no bias toward clients or integrators
- Proven experience in SCADA project success and failure recovery
- AI-enhanced methodologies for added value
- Insured, compliant, and committed to confidentiality

Next Step:
Discover how affordable SCADATend can be—request a custom process example today (NDA protected).

We Protect Your Project Like We Protect Our Process—Request Access Under NDA

Request your copy for review.

1. Inadequate Support From Senior Management

Without executive buy-in and approval, a system integration can't get off the ground.

It's not only because the capital won't be in place. It can also be difficult to access all the data you need, as some employees can be overly protective of their systems and workflows.

Executives can override these objections and make sure your project team always has the information it needs. This includes data required for critical third-party integrations. (we cover this by identifying the stakeholders).

2. Rushing the Integration Process

All too often, business leaders oversimplify the system integration process. This is especially the case if they're unfamiliar with most of the day-to-day processes that keep their enterprise afloat.

When they're unaware of the work required to optimize those processes, they tend to hurry the project. As a result, they may skip critical steps, such as business process reengineering. (this is one of SCADATend's main competencies).

3. Moving Forward With Unclean Data

In the haste to speed up a system integration, it's tempting to skim over the data cleansing phase.

However, keep in mind that if your data is unclean on one platform, those same issues will transfer over to the other platform. That means you'll go live with duplicate records, inaccurate fields, and more.

To optimize user adoption and prevent costly downtime, your data needs to be clean and ready to use.

4. Tasking IT With Everything

One of the most important things to realize about a system integration project is that it affects everyone across your enterprise. In other words, this isn't a project that should exist in an IT silo.

Treating a system integration like an IT project will leave a vast majority of your workforce in the dark about a project that will ultimately affect every facet of their day-to-day work.

While your IT team will be invaluable during certain parts of the project, they're only one piece of the puzzle. Every department should be closely involved from the start.

6. A Lack of Clear Project Management

Throughout your project, there will be various stakeholders who will assert some type of control over each phase. While you'll need their input and support, you should also have a singular project manager responsible for keeping everything on track.

Without this chain of command, each department will fight to prioritize their interests over others, and the conflict can cause your project to crumble.

This can also lead to scope creep. This occurs when expectations for an integration exceed beyond the pre-defined scope and budget.5. Neglecting Automatic Data Synching - we can oversight this part as well.

A Lack of Cross-Software Knowledge

Any time you integrate two disparate systems, you should have someone on your team who is well-versed in each one. Otherwise, you could miss important insights and connections.

If you have a single employee who possesses a deep understanding of the two systems, then that's ideal. Otherwise, two system experts can work together throughout each project stage.

You can also bring in external software consultants to assist with this endeavor if in-house resources aren't available or knowledgeable. Manual scheduled data transfers can work to an extent, but they don't deliver instant, seamless information access. This is why automatic data syncing is so important.

While you're creating your integration maps, thoroughly lay out all your business processes. Then, map how those processes interact with one another and the types of data that need to be shared. This way, you can clearly understand how often data transfers should occur.

If you're importing files on a daily basis just to facilitate this process, your systems won't be as efficient as they could be.

8. Failing to Test Properly

Before a new integration goes live, there should be a thorough testing phase that ensures the system integration will work as anticipated.

Before running test scripts, it's critical to define specific goals and success metrics. This way, you can assess which aspects are performing to standards and which need to be tweaked before you move forward.