

Process, Power and Marine Division

SmartPlant Instrumentation

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Support & Certification plan

- 50% of developers time allocated to close TRs from our backlog
- The priority target is to close all critical and regression TRs
- Increased number of HFs in order to fix critical bugs.
 - HFs are not as thoroughly tested as Service Packs or Major releases. Support does very basic functionality testing before HF is released. Occasionally new TRs are found in the released HF.
- Many old TRs still exist in our backlog that certification has begun testing in order to close irrelevant.
- In 2009 we focused on quality , especially in important areas like As-Build, ESL, Explorer, Copy Unit.
- Improved the application test process to be able to begin testing earlier in the cycle enabling us to find and correct TRs before the release.
- Our target to reduce number of opened SRs associated with TR.

Support & Certification plan

- In the last year number of SRs associated with TRs reduced by 10% and expect more improvement with V2009
- Improve the communication with customer, using Interwise to give quick solution.
- Some customers (In Canada) already upgraded to V2009 and others are planning to do so in the coming weeks. These customers successfully tested SPI2009 before upgrading the production.
- Quarterly Webinars are planned by BD to show tips tricks and new features.

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