

SONAHESS – CASE STUDY



The Learning Hub

A Competency Assurance and Training solution that tracks and reports on operational competence.



"We have worked successfully with I2D2 to develop what we believe to be a world class Competence Management and Assurance System. During that time we have found them to be very professional and exceptionally responsive to our needs. They have also displayed an intelligent and pragmatic approach to problem solving. We are very satisfied with the final product which we intend to recommend and promote for adoption throughout Hess operational centers across the world (Hess)."

Eddie Cameron SONAHESS Training Manager

THE DRIVER

In 2007 I2D2 won the contract to supply software (The Learning Hub) to plan and track workforce competency across systems introduced by SONAHESS during the refurbishment of the Gassi El Agreb (GEA) oil field Algeria. We worked with SONAHESS to enhance our software (*i_CAT*) to meet their specific operational needs.

SONAHESS is a joint operating company of **Sonatrach** – Algeria's government-owned natural gas and oil production and refining company and **Hess Corporation** – a leading global independent energy company engaged in the exploration, production, refining, marketing and distribution of crude oil and natural gas.

The refurbishment, one of the largest oil and gas engineering projects in North Africa, has increased output, prolonged the life of the field and minimized ongoing environmental contamination caused by flaring gas. Refurbishing the oil field required a step change in technology – new processes, new systems, new equipment and new work methods. In order to assure the safe operation of the refurbished plant, and protect SONAHESS' \$1 Billion investment, a comprehensive program to develop workforce capability was required.

THE GOAL

The overriding SONAHESS competency assurance objectives were for a solution:

- To track and report on overall competency and compliance as well as 'training' completed
- Relevant to the specific GEA facilities, systems and positions - site specific operational competency
- Able to be managed and maintained by the SONAHESS workforce
- Able to be understood with minimum competency jargon
- That incorporated site specific competencies, historical data from legacy systems and competencies from other standards such as OPITO
- Designed to enhance the skills and knowledge of the workforce
- Able to promote and support nationalization of the workforce

Prior experience had shown SONAHCESS that paper based competency systems fail because they do not provide the summary data that is essential for planning and monitoring workforce development. In addition, the administrative burden maintaining them means that they fall into disuse. Although SONAHCESS looked at the online systems that were available, these were seen to be over simplified and focused on tracking and reporting on training rather than competency.

THE SOLUTION

Meeting the high level goals required a close collaboration with SONAHCESS stakeholders. Frequent site visits ensured we understood the enterprise culture and captured the operational requirement. We are indebted to the SONAHCESS personnel whose experience, support and commitment made the project a success.

- We worked with SONAHCESS to develop a **robust competency assurance plan and supporting processes**. The competency plan implemented is a blueprint for developing workforce capability that begins with commissioning and continues throughout the life cycle of the oil field.
- We enhanced our existing software modules (*i_CAT*) to give SONAHCESS competency standards that are based upon industry standards such as OPITO, but are tailored to real operations – **site specific competencies for systems, equipment and processes**.
- We customized the software to **embed the SONHCESS brand, workflows and culture**.
- We provided **centrally maintained operational competencies** that are based on recognized standards, such as OPITO, but also include the skills and activities specified site operating and HSE procedures.
- We provided **links to controlled documents** such as procedures and drawings held in the OPIDIS document management system.
- We **validated and migrated data** including years of historical competency and training records.
- We assisted in **implementing an assessment process** that can recognize levels of competency and also track and record existing workforce competency through 'grandfathering'. For audit purposes the system automatically generates an audit trail of changes to assessment records and other 'controlled' information. Certificates and other evidence of competence can be scanned and uploaded.
- We made modules available to SONAHCESS personnel and contactors via the 'Learning Hub' **an intranet that is simple to use**. The software interface has been translated so **language is not a barrier for users**.
- Management reports are available to give **real time reports that include and gap analysis on both workforce competency and training required**. Because the reports show operational competency rather than generic skills, management have an instant objective measure of workforce capability on safety critical systems, processes and positions. This is important because a key issue for SONAHCESS is **developing talent in the national workforce to take over key systems, facilities and job functions**.
- As the SONAHCESS preferred supplier of online training we have delivered **in excess of 100hrs of royalty-free HSE and Process e-learning lessons**. The lessons that deliver the site specific knowledge required to carry out the SONAHCESS procedures and also captured the experience and expertise of the process trainers.

THE NEXT STEP

The Competency Assurance and Training solution implemented for SONAHCESS is a blueprint for developing workforce capability. We can provide you with the software, processes, boilerplate competency profiles and experienced personnel who will get you up and running in the shortest possible time.

A fuller description of the features, functions and benefits of our competency management and training solution - *i_CAT* - can be found on our website – www.i2d2.com or email info@i2d2.com.

"I2D2 have been exceptional in their ability to understand and adapt to GEA's challenging requirements. There is no comparison between their effort and commitment and that of other companies that we have worked with - just excellent."

Phil Lewis - SONAHCESS IT Manager