Cisco Workforce Continuity for Critical Oil and Gas Infrastructure

Enable critical operational teams to maintain continuity during crisis and incident events

Oil and gas companies need to ensure safe and reliable operations 24/7, including during crisis and incident scenarios. These scenarios often require that plant and field teams rely on a temporary operating model that may include a small onsite crew interfacing with a dispersed team working remotely.

The teams responsible for plant or field environments are traditionally located onsite, and their operations workflows and procedures rely on face-to-face interactions throughout the day. When teams like this are dispersed during a crisis or incident, these workflows are less effective and can impact operations. Equipping these dispersed teams with the right collaborative tools can help them maintain day-to-day operational continuity as they operate in this hybrid model.

When only a subset of the operations staff is kept onsite, it is important to have systems and procedures in place to support both remote experts and remote operations.

Benefits

Oil and gas environments should use secure connectivity and collaboration technologies to maintain operations during crisis and incident scenarios:

- Plant and refinery operations
- Midstream operations
- Production field operations

Cisco’s approach supports temporary changes to the operating model to help ensure that teams continue to work together effectively for day-to-day and emergency tasks when a subset of a team remains onsite:

- Dispersed teams
- Remote experts
- Remote operations

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Remote experts, whether internal or third-party resources, assist the onsite skeleton crew with critical events that impact production. Effective remote expert engagement requires secure access to machines and assets, paired with rich collaborative tools to share situational awareness about the problem.

Remote operations allow employees to monitor, maintain, optimize, and (if allowed) control aspects of an operational system from home or from another offsite location. Key to this capability are strong cybersecurity controls, including secure remote access and strong authentication.

“No matter what is happening in the world, we believe it is vitally important to help support the continued operation of technical infrastructure for utilities, oil and gas, and manufacturing organizations. Cisco helps provide solutions to keep critical industries up and running.”

— Wes Sylvester
Global Industries Solutions Group Director for Manufacturing and Energy, Cisco
We’re here to help

For additional information on our Workforce Continuity solution, visit our Oil and Gas Portfolio Explorer. Looking for resources and other Cisco solutions for your oil and gas environment? Go to https://cisco.com/go/oilandgas or contact us at Ask_Industry@cisco.com.

Communicate and operate anywhere

During normal business operations, oil and gas organizations rely on their local plant and field personnel for safe and reliable workflows. This paradigm is challenged when business continuity plans are enacted. Connecting remote workers with each other and into the operational domain requires an in-depth security posture as well as rich collaboration functionality to facilitate continued operations.

Cisco enables business continuity for critical technical infrastructure in times of crisis by supporting temporary changes to the operating model to ensure that teams continue to work together effectively. With Cisco you can seamlessly and securely connect dispersed work teams and operations and leverage the knowledge and experience of experts remotely.

Dispersed teams

Allow back-office workers, engineers, operators, and others to maintain continuity and normalcy of operations as well as ensuring a high level of employee communications, resulting in:

- Distribution of responsibilities and technical risk across multiple failure points
- Reduced risk due to exposure to harmful environments
- More coverage by taking advantage of time zones and alternate facilities and locations more dynamically
- Reduction in office costs and short-term arrangements

Remote experts

Engineers, operators, field workers, and laborers can maintain communications while continuing to access high levels of proficiency and collaboration. As a result:

- Access to higher levels of experience is ensured despite travel restrictions
- High level of oversight and expertise can be maintained with a reduced staff
- Continued support is provided to “boots on the ground” personnel deemed essential to operations

Remote operations

Operators gain the ability to work from “anywhere” regardless of changing situations and dynamic conditions, providing:

- Ability to operate at near full coverage as opposed to a “skeleton crew” situation
- Capability to more easily continue “business as usual” operations
- Less reliance on physical security measures, which place strains on police and other public resources