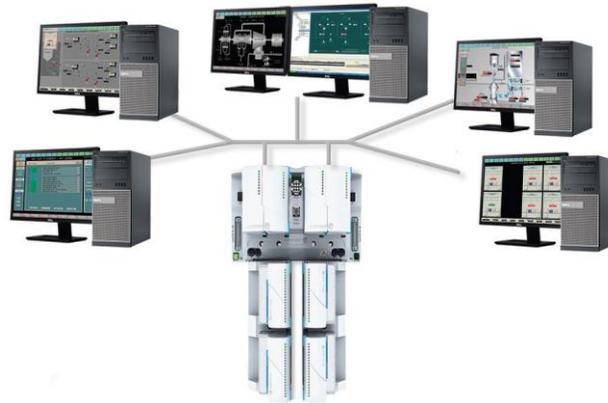


Global Instrumentation and Control

System Support Services (S³)



Westinghouse System Support Services (S³) is an integrated technical support package available to customers with Westinghouse Ovation™ based digital control systems. This scalable support package provides a coordinated means to address both platform problems and application-related issues for operational instrumentation and control (I&C) systems in nuclear units to support healthy Ovation system operation. Benefits to the customer include **long-term system maintenance and surveillances** as well as **support for emergent issues** in a timely, effective and efficient manner. Basic packages include telephone, internet and software update support. Additional features are available and packages can be tailored to meet customer-specific needs and constraints.



Internet Support

Customers are provided access to the **Westinghouse I&C S³ website**. This site allows for direct **submission of support requests** via an input form, and provides a **secure location** for Westinghouse and the customer to **share files**.

Telephone Support

Customers are provided with a **dedicated phone number** for comprehensive non-emergency telephone support. Support for emergent issues is available **24 hours a day, 7 days a week, 365 days a year**. Off-hour response times are generally **less than one hour**.



Software Update Support

Software update support is provided to ensure that the customer is notified of and has access to the **latest security patches and software versions**. We virtually transmit **anti-virus software updates** to the customer for installation on a target system. Westinghouse also provides notification and access to **Microsoft® Operating System** security patches for download from the Emerson website.

Benefits of S³

- Ability to submit support requests via telephone or internet 24 hours a day, seven days a week, 365 days a year
- Ability to quickly and easily connect with cognizant support personnel
- Integrated capture and communication of issue information
- Coordinated Westinghouse/Emerson support
- Westinghouse/Emerson cognizance of current system (platform, application) status and history
- Timely resolution of issues
- Response by a Westinghouse engineer within one business day of issue submittal

Background

Westinghouse and Emerson have a well-established alliance partnership that provides integrated I&C system nuclear solutions for both new-build and retrofits, based upon the proven and widely used Ovation distributed control system. Extending this alliance to after-market system support of installed operational systems, Westinghouse and Emerson leverage their strengths and capabilities to benefit the nuclear power generation industry.

Description

The basic components of an S³ package are:

- Telephone Support
- Internet Support
- Software Update Support

Additional services can be included in an S³ package based on the customer needs.

Additional Services Available

An S³ package can be tailored to meet any customer's needs. The following sections are examples of the additional services which can be included in an S³ package.

Software Update Applicability Investigation

As part of the base S³ package Westinghouse will notify the customer when software patches and updates are available. Westinghouse can further **evaluate these updates** for applicability on a customer's specific system and **make recommendations** for which patches to install.

Software Update Installation

The base S³ package provides updates to the customer to be installed by the customer. Westinghouse can also perform the **installation of Ovation and Windows operating system patches**. Additionally, **testing plans** to validate system functionality after a software installation can be developed for the customer, as applicable.

System Lifecycle Management

Westinghouse will **track the installed Ovation components** at the customer site for obsolescence issues and End of Life notification from suppliers. This allows for a gradual and more **cost-controlled system refresh** as compared to a wholesale system upgrade. Westinghouse can work with the customer to develop a **modular component replacement program** to extend life of system.

Preventative Maintenance

Westinghouse will perform corrective maintenance activities to support healthy system operation. **Workstation logs and Ovation alarms are reviewed** for anomalies and recommend corrective actions as appropriate. A **Quarterly Evaluation Summary of Logs and Alarms** can be provided. Additionally, customers can request a **site visit by a qualified Westinghouse Engineer** to review system status, review error logs, hard disk usage, memory usage, and maintenance requirements.

Ovation and SureService are trademarks or registered trademarks of Emerson Process Management. Other names may be trademarks of their respective owners.