

Operating concept for 100 users or more

Whitepaper

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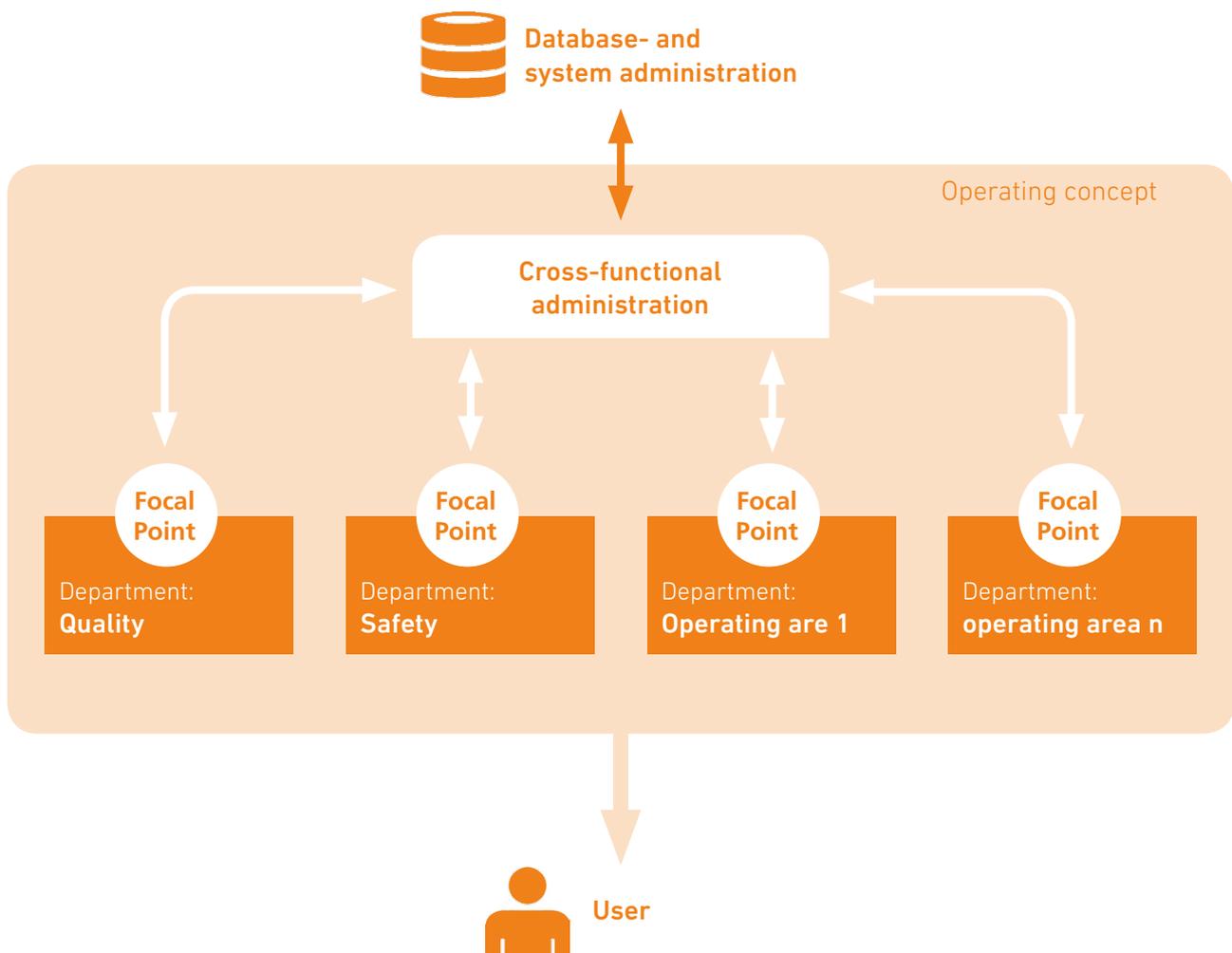
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1 Overview

The eControl incident and safety management system supports the operator in the achievement of quality objectives, safety requirements and economic objectives.

The level of target achievement is determined by the complexity and structure of the individual objectives (measurement, quality and possibility of analysing information) and the quality of the mapping of the company's process and organisational structure. The implementation of an adequate operating concept enables a positive influence on both factors.

The organisational units and functional carriers involved for a systems operation of 100 users or more are shown schematically in the diagram below:



2 Database and system administration

The database and system administration function guarantees the operational availability of the database, webserver, system services and the availability of storage capacities (document archive etc.).

- **System platform**
Provides the database, webserver, operating system and network requirements
- **Backup and recovery**
Ensuring suitable data backup for the overall system (database, service log files, configuration and installation parameters)
- **Monitoring**
Ongoing monitoring of the database, webserver and services (METAR, NOTIFIER etc.)
- **eControl maintenance**
Installation of system patches and updates
- **System enhancements**
Installation of application modules and system upgrades

3 Cross-functional administration

Cross-functional administration plays a central role in the mapping of the company-specific organisational structure and process structure. The cross-functional administrator guarantees:

- **the implementation of data protection and security**
- **the coordination of sector-specific requirements**
- **a central user support**

The functions of cross-functional administration are described briefly below:

- **Data protection and security**
Implementation of technical and organisational conditions, for example from the area of operational participation rights
- **Cross-functional events**
Analysis of processes and potential for improvement in cooperation with the departments; Comparison of statistical and reporting requirements with system evaluation options (quality of data available); Development and maintenance of cross-functional event and control definitions
- **Support of sector-specific administration**
Organisational and software specific support of the departments in the mapping of sector-specific tasks
- **User management**
Set-up and maintenance of users; User rights (Who can do what?); Event rights (Who has access to whose data?); Former users; routine check of all assigned rights; Template management
- **System enhancements**
Coordination of the introduction of and training in system components
- **Application guidelines**
Development and maintenance of application guidelines for the use of eControl
- **Technical application support**
Receipt of and support with technical user problems, pooling of suggestions for improvement as the cross-functional contact; communication with the software manufacturer and the departments to manage software patches and updates

4 Sector-specific administration

Sector-specific administration identifies the potential for improvement in organisational procedures.

The creation and ongoing adaptation/improvement of event and control definitions by the department guarantees optimal use of eControl through extensive process knowledge. These are the prerequisite for needs-oriented support of users in the daily operation of eControl.

The eControl administration interface supports a targeted distribution of user rights to sector-specific administration and thereby the continuous implementation of data protection and data security requirements.

- **Process descriptions**

- Identification of potentials for improvement
- process analysis/-description
- coordination with cross-functional administration
- Implementation

- **Application guidelines**

Sector-specific administration is responsible for the creation and ongoing monitoring of compliance with the application guidelines

- **Professional user support**

- **Professional interpretation of statistics and reports**

- **Identification of user training needs**

Reflection on the user's suggestions and requirements by the sector-specific administration ensures the desired acceptance by eControl.

5 User

The capture and maintenance of

- **Events**
- **Checks**
- **Measures**

is performed exclusively by the user.

eControl

Process Management

Operation Management

Safety Management

Audit Management

Qualification Management

Compliance Management

Environmental Bird Control Management

Customers:



District Government of Upper Bavaria



Customers international:

