

PragmaLINE

Outage Management Solution

Prioritizing your restoration efforts in real-time

KEY FEATURES

- Automated trouble call analysis and outage prediction
- SCADA integration for automatic outage generation and utilization of load data
- Synchronization of AMI data for automated event detection and restoration confirmation
- Substation schematic views with high-voltage device and multiple-feeder lockout capabilities
- Network management functionality to support daily and emergency updates of device statuses
- Automated tracking and archiving of OMS data for post-event analysis and regulatory report generation
- Seamless integration with PragmaCAD mobile workforce management for extended field restoration management



CGI delivers a flexible and high-performance outage management solution essential to optimizing power-distribution operations for guaranteed improvements in reliability, restoration efforts, and overall operational performance. From customer contact to fieldwork completion, PragmaLINE offers a modularized approach to automating and optimizing the electric outage restoration lifecycle.

INCIDENT MANAGEMENT

PragmaUP is driven by a sophisticated and transparent connectivity model that provides intelligent analysis of call and incident information received from CIS and IVR systems, and telemetry data from sources including AMI and SCADA. Access to real-time, vital information from connectivity, customer and equipment databases facilitates critical decision-making and resource allocation for both emergencies and everyday operations.

NETWORK MANAGEMENT

PragmaSWITCH automates the management, preparation, simulation and validation of complex switch plans and supporting objects, such as tags, permits, safety documents and planned interruption notifications. Network management operations may be recorded against as-built or as-is versions of the electric network, based on topology imported from a GIS and supplemented by real-time sources such as SCADA/EMS or AMI.

GEOSPATIAL DISPLAYS

Designed to analyze and model business decisions using geospatial information, PragmaLINE can be easily extended to include the needs of any network-centric service provider. Leveraging its connectivity model, PragmaLINE's geospatial displays generate digital representations of real-world network conditions for greater security and quicker response to the impacts of unplanned events.

APPLICATION INTEGRATION

PragmaLINE's industry-standard API mechanisms and service-oriented architecture allow greater flexibility in deployment and configuration, and simplifies efforts for developing effective interoperability between multiple systems across the enterprise.

PragmaLINE's integrated solution portfolio can provide the foundation for improving outage response and restoration efforts while directly impacting overall operational efficiency, reliability, and accuracy for timely customer communications.

Seamless Geographic Network Graphics

The distribution network connectivity is displayed on a geographically-referenced Landbase which may be enhanced by GIS information supplied by the utility.

Enhanced Network Modeling

The Substation Modeling tool provides an interactive graphical environment for creating and editing substation and transmission connectivity.

Web Presence Components

Overflow call handling operations may be assisted by using PragmaLINE's web-based call taking, which supplies many of the features available in the dispatch client call reporting applications. The PragmaLINE Dashboard provides operations stakeholders with an executive summary of the current state of affairs for network operations, customers affected and trending information for calls and outages.

Regulatory and Operational Reporting

IEEE-compliant reports are built directly from the PragmaLINE model, providing standard regulatory indices including SAIDI, CAIDI, CAIFI and ASAI. A suite of operational reports is available to assist post-event impact analysis.

Alarm and Event Management

Helping to separate important information from the mass of data processed by outage and network management operations, the Alarm and Event Management module provides dispatch operators with alerts and notifications configured to match their areas of interest.

Tagging and Safety Document Integration

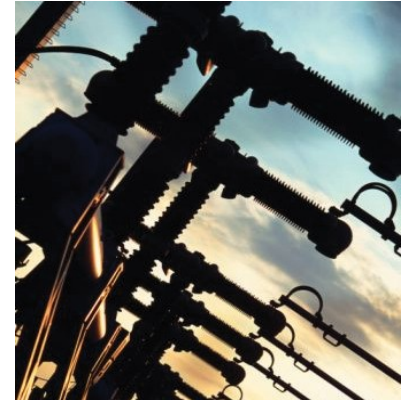
Virtual representations of clearances, work permits and tags are present on graphical and tabular displays, providing an extra layer of security for network management operations. Complete integration with the PragmaSWITCH Switching Step Editing environment allows safety documents to be created, assigned, executed and verified by automated validation routines included in the switching plan creation workflow.

Storm Assessment

PragmaLINE's Storm Assessment module displays a summarized state of affairs for outages and damage currently affecting utility operations. A configurable display provides multiple methods of viewing a storm's impact on the network, segmented by voltage level, device types, and damage type in order to intelligently prioritize repairs and help automate the post-recovery process.

Event Replay

Providing support for operator training, performance testing and post-event analysis, the Event Replay module of the PragmaLINE OMS includes quick and efficient methods of simulating large-scale outage events and re-creating past outage conditions from archived data. Simulated storm events may be created ad hoc or based on an interactive query and selection of past high-volume call and outage events.



KEY BENEFITS

- High-performance outage analysis engine, optimized for rapid fault localization
- Web services integration with key operations systems (CIS, GIS, SCADA, IVR, AMI)
- Seamless management of Distribution, Substation and Transmission network models
- Web-based customer service representative tools
- Integration with mobile field force automation
- Streamlines switching management workflow, including clearances, tags, assignment, mobile integration and customer notification

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