

# Pragma<sup>®</sup>LINE

## Outage and Network Management

**F**lexible modeling capabilities and high-performance incident grouping and analysis is essential to enhancing power-distribution operations. CGI's PragmaLINE solution offers a modularized approach to automating and optimizing the electric outage restoration lifecycle while directly influencing overall operational efficiency, reliability, and accuracy for timely customer communications.

### INCIDENT MANAGEMENT

Driven by a sophisticated and transparent connectivity model, Incident Manager 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

PragmaLINE is easily extended to include the needs of any network-centric service provider. Leveraging its connectivity model, its 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.



### 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's PragmaLINE solution provides a comprehensive set of tools to help utilities improve the interoperability of customer and operational data for instant service reliability improvements and workflow optimization.

### SEAMLESS GEOGRAPHIC NETWORK GRAPHICS

The distribution network connectivity displays a geographically referenced land base that 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 is assisted by using the PragmaLINE web-based call taking which supplies many of the features available in the dispatch client call reporting applications. Dashboards provide 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 Manager 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 PragmaSWITCH's Step Editing environment allows safety documents to be created, assigned, executed and verified by automated validation routines included in the switching plan creation workflow.

### EVENT REPLAY

Providing support for operator training, performance testing and post-event analysis, the Event Replay module 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
- Streamlined switching management workflow, including clearances, tags, assignment, mobile integration and customer notification

#### ABOUT CGI

Founded in 1976, CGI is a global IT and business process services provider delivering a portfolio of industry-centric software solutions coupled with high-quality business consulting, systems integration and outsourcing services. With 69,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects.

We partner with utilities across the globe to provide the knowledge and expertise to enable automation of the industry's best practices for enterprise asset and resource optimization.

For more information about CGI, visit [www.cgi.com/utilities](http://www.cgi.com/utilities) or email us at [info.util-sol@cgi.com](mailto:info.util-sol@cgi.com).