

Saudi Aramco Geoscience Domain-Based Support Model for Efficient Exploration Software Applications Services

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ABSTRACT

The rapid growth and dynamic changes in the exploration business requires an efficient and robust software applications support model. The existing support model utilizes a one-on-one support contact approach in which a support professional is known among user communities as a subject matter expert of a software application. In today's complex multi-user environment, this model faces the challenge of efficient support delivery. This involves finite resources across a wide range of geoscience applications, long service request and routing processes, and a lack of support history metrics to assess the quality of services. Therefore, an efficient support model is required to address these challenges to meet business demands and improve customer satisfaction levels. Saudi Aramco has recently adopted an enhanced support model organized in the form of geoscience perspectives such as wellbore analysis (1D), G&G interpretation (2D) and modeling (3D). This involves the customization of the existing support model through the development of a new software solution, "ASK Support", that serves as a single point of contact for customers to capture their service requests. This software solution automates and streamlines all support activities across various services and software applications. Another aspect of the support model is "geoGuide", which is a knowledge system designed to capture applied geoscience workflows covering a wide range of Exploration business processes. All published content goes through a series of vetting stages, including initial draft approval, technical review, content review, and final approval prior to publication in geoGuide. The easy availability of searchable workflows helps geoscientists accomplish their work more effectively. This new support model has helped Saudi Aramco to meet Exploration business challenges by providing efficient and timely support services. Customer requests are now efficiently captured, processed and resolved resulting in improved and consistent resolution time. The availability of the service request metrics also helps to conduct performance assessments leading to the reduction of service resolution time by 60%. geoGuide enables the capture and sharing of knowledge, maximizes utilization of Exploration software capabilities and minimizes nonproductive time. Finally, adopting this model makes it easy to access a wide range of geoscience workflows that provide a "jump-start" guide for young and experienced new hires.