

# International Software User Group Focus Group

API RBI User Group  
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The Equity Engineering Group, Inc.  
Houston, Texas





**E2G believes customer input is  
essential to creating a superior  
product**

# Customer Feedback Initiative

- Initiate Focus Group activities to solicit market input
- Establish mechanism to be proactive in addressing implementation problems
- Identify additional skills and individuals to address feedback
- Create a network installation information packet to support:
  - Instructions for 2-tier and 3-tier installation for optimum performance
  - Tips for using MS SQLServer and Oracle database applications
  - Proper license and contract for software use
- Additional information, as identified by User companies

# Focus Group

- A structured market research process used to improve products and services through market feedback
- Typically consists of 8-12 people
  - Common denominator of experience and interests
  - Lively interactive discussion among participants
  - Helps amplify the understanding of problems, issues and strategies for sponsors who need to incorporate honest marketplace thinking into the development of new products
  - Moderator guides group to address pre-selected topics and exercises authority of the sponsor to "focus" the group on these topics, i.e., to keep people on subject
  - Moderator is responsible for managing time efficiently and eliciting full participation by all

# Focus Group Objectives

- Continuously improve the value of API RBI software to inspectors and reliability analysts by:
  - Obtaining customer feedback on functionality and software ergonomics
  - Testing new ideas and enhancements
  - Fostering software and technology “ownership” among users
  - Using input to assure successful improvement and minimize rework

# Subjects for Discussion

- API-E<sup>2</sup>G Software Agreement
- Training & Certification for RBI project managers/facilitators
- Identifying international opportunities
  - U.S. conferences
  - International conference
  - Other conference opportunities, e.g. Risk Target Forum
- Software usage aspects
  - How do we improve the software?
  - Software interface enhancements: area filter, populating inspection comment field with inspection effectiveness description
  - GUI enhancements
  - Reports (inspectors and reliability analysts), analysis e.g.
    - + risk and cost benefit
    - + Impact of lengthened turnarounds
    - + Process changes
    - + De-bottlenecking impact on equipment reliability and risk
    - + Interfaces for communication with other software packages, e.g., CMMS (computerized maintenance management programs), IDMS programs, etc.
  - Interface screens (inspectors for evergreening, data entry and report generation, corrosion loop etc.)
  - Interfaces for communication with other software packages, e.g. CMMS (computerized maintenance management programs, enterprise programs IDMS, etc.)
- Software technical aspects
  - Additional industry segments: wrappers for chemical, petrochemical, upstream, pipeline
  - Additional modules: furnace, boiler, creep, small bore piping
- Prioritizing and establishing industry teams for development



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