Introduction

- TOTAL E&P UK PLC
- Information Management Model
- What have we done?
- Project Team Roles & Responsibilities
- Service Delivery Model
- Lessons Learned

An overview of TOTAL E&P UK

- TOTAL E&P UK is the Group’s upstream subsidiary in the UK
- 660 people (including 150 UK expatriates currently on overseas postings)
- The company is headquartered in Aberdeen and has an office in London
- Fourth-largest operator in the UK North Sea (production and reserves)

TOTAL E&P UK’s operations

- The company produces around 9% of the UK’s oil & gas needs
- Invested over £1 billion in the UK North Sea in period 2001-2005
- The company operates three offshore platforms – Alwyn, Dunbar and Elgin/Franklin – and the St Fergus Gas Terminal onshore
- St Fergus processes up to 20% of the UK’s natural gas requirements from some 20 offshore fields

What tools are used?

- Extend Foundation
- Secure & Share
- Process Management
- Platform Access Management
- Document Management Roll Out
- SAP
- PDMS
- Plans, SAP, PDM
- KMS - Knowledge management
- IP - Integrated processes
- Subsea & jackets
- Links with SAP
- PIP - Project planning
- Design docs
- Maint & inspect
- Final reports
- Presentations
- Operations
- Geoscience
What Have We Done?

How?
• Roll out by department
• Developed & refined a methodology & communication plan

What?
• Documentum is the core EDMS
• Defined IM targets for all departments
• Rolled out 350 full function customers, 200 more by March 2006
• Over 200 read only users
• Identified & secured key documents

Deliverables
• Document schedules (sharing, security, retention)
• Guidelines & procedures
• Improvement plans

Roles & Evolution

IM Champion
Internal Customer

Methods & Tools Support

Project team
• Business analyst
• IM specialist

IM Service Delivery
• IM specialist

Continuous Improvement

Lessons Learned (1)

• It's more about behaviours than technology
• Think up front how you will sustain it

Change Management
• Management buy-in is critical from the top down
• Business case must address the business issues
• There must be a benefit for the customer - focus on value
• Communication is key: you cannot do too much
• As much a change for IM as for the customer
• It needs constant follow up: very proactive service delivery & improvement

Lessons Learned (2)

Project Plan/Delivery
• It takes time: minimum of three elapsed months for a department
• Start small and grow – but there is a danger in being too minimalist
• Departmental approach can reinforce silos
• Think about sequence – cross company processes
• Assess organisational change/other initiatives: threat or opportunity?

Technology
• Customer expectations of search are shaped by Google
• Email is a challenge

Service Delivery Model

• Centralise the IM staff in IS (21 baseline, 9 project)
  • Engineering & operations
  • Geoscience & Drilling
  • Business
  • Information Centre
• Rationalise number of service providers
• Single provider: Tribal Technology (11 baseline, 9 project)
• Adopt a service delivery model with defined services and service levels
• Add value and access best practice & innovation
Thank you