

Service Level Agreement – Bumi Armada Kraken



Project description:

Eldor provides general service support for the ICSS, PLC's and Telecommunications systems installed on Kraken FPSO, with the objective to reduce the technical and commercial risk to the facility and help ensure asset integrity through year-on-year operation.

- Service Desk - Provide an onshore 24/7/365 emergency telephone.
- Support & call-out facility
- Operating System & Anti-Virus patch management
- Back-up system management and testing of back-up on ICSS and PLC's
- Offshore Support - Back-to-back support
- Lifecycle Management Support
- Host and Maintenance of reference/ Training System

Eldor responsibilities and deliveries included but not limited to:

- All immediate first line production and development issues.
- Daily routine, critical, corrective, and preventative maintenance activities as required.
- Minor modifications to the ICSS and system PLC's ensuring alignment with formal change control procedures.
- Immediate IT/Cyber Security reviews and actions
- Provision of hands-on training for site personnel

