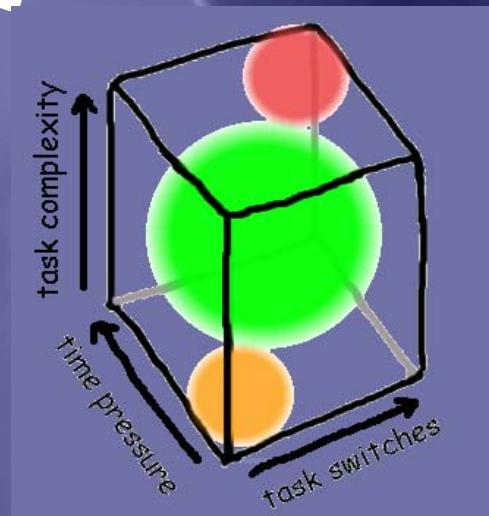
Critical Scenario Analysis

Workshop results group 2

TNO Human Factors



Situation Awareness Bottlenecks (task and context)

Time occupied

- Steady state operation
- Preparing handover

- Largely office-based, multiple tasks

Level of information processing

- Low to medium

- Medium to high

Situation Awareness Bottlenecks (task and context)

Task-set switches

- Routine monitoring of 6 processes
- Communication with field
- Communication with supervisor

- Responsive mode

Other

Disturbance Assessment Bottlenecks (task and context)

Time occupied

- Focussed to diagnose cause of deviation

- Call from the field
- Focusses on current problem

Level of information processing

- Uncommon pattern
- Switch to Knowledge based
- Second source of info perceived to be unrelated

- Common activity
- Rule based

Disturbance Assessment Bottlenecks (task and context)

Task-set switches

- Vertical switch to higher level

- Single process (no switching)

Other

Decision Making Bottlenecks (task and context)

Time occupied

- Would like to solve problem, no action taken
- Change in emphasis

- Rapid response to field info
- Common pattern

Level of information processing

- Low/Medium level

Decision Making Bottlenecks (task and context)

Task-set switches

- None (stays on 2nd level)

Other

Direction and Control Bottlenecks (task and context)

Time occupied

- Low
- Waiting for info

Level of information processing

- Low

Direction and Control Bottlenecks (task and context)

Task-set switches

- Low

Other

Other remarks

- Appropriate level of application?
- How to build overall event model?
- What is High/Medium/Low?
- task set switching
- level of information processing
- What does time occupied?
- Is it applicable to normal operations?
- Does it need to be command and direct?
- Does it have to be process control interfaces?
- How do you map the dimensions to the model?