



**Frequently  
Asked Questions**





## A proven solution for managing permits-to-work & improving operational safety

IntelliPERMIT™ is a unique software solution for managing permits-to-work in hazardous operating environments. IntelliPERMIT™ raises the levels of safety on your plant by improving the integrity of and management control over the permit-issue process.

Here are some common questions and answers that will give you insight into this unique software solution from ApplyIT.

### Frequently Asked Questions

#### “What is IntelliPERMIT™?”

IntelliPERMIT™ is a proven software solution for managing your entire permit-to-work process with an emphasis on safety and reliability. It helps to ensure that hazards are correctly identified when maintenance work is going to take place, and that the necessary safety precautions are adhered to. Authorisation of permits is controlled and audited to ensure compliance to procedures.

#### “Is IntelliPERMIT™ a completely paperless system?”

IntelliPERMIT™ ultimately allows you to print a paper permit that can be taken onto the work site, however, because IntelliPERMIT™ stores and manages the preparation and authorization of permits electronically, the system is not prone to the same problems that manual, paper-driven systems face:

- Inaccurate or missing information
- Illegible writing and carelessness when filling in the permit
- Uncontrolled changes to the permit after it has been issued
- Loss of hard copies
- Unauthorised signatories

#### “Does the system generate an audit trail?”

IntelliPERMIT™ generates a comprehensive audit trail of all users' actions that is highly visible to management and other users of the system. The ability to modify permits is restricted to only certain authorized individuals and is dependant on the status of the permit. A record of all permits is retained in the database and historic permits can be easily retrieved from the archive so there is no need to file hardcopies.





## IntelliPERMIT™ improves plant safety by enforcing procedures & rules for safe work

**“How will IntelliPERMIT™ improve the integrity/quality of permits issued on our plant?”**

When issuing a permit-to-work, IntelliPERMIT™ uses an intelligent “rules engine” to help the user identify hazards that may be present and ensures that the correct precautionary measures are taken and required PPE is used to protect workers from these hazards. The permit issue process is carefully controlled & audited to ensure compliance with your procedures.

**“Will we have to change our procedures to fit the system?”**

No. The system has been designed with the understanding that permit issue procedures differ from one organisation to the next, and even from one operating unit to the next within an organisation. IntelliPERMIT™ has been designed to handle this complexity and provides management with easy-to-use tools to configure the system's rules to match your own clearance procedures.

**“What if circumstances arise that were not considered when the system's rules were set up?”**

IntelliPERMIT™ can allow users to contravene certain rules by raising an exception. The details of the exception together with the reasons provided by the user are routed to a line manager for investigation. Rather than simply bypassing the system, this allows users to continue with the desired course of action but makes them responsible to management for their actions. Management can also use this feedback to review the rules in the system and revise procedures to cater for various situations that may arise on the ground.

**“Will the system allow users to abdicate their responsibility to properly consider the possible risks involved with their work?”**

IntelliPERMIT™ has been designed to enforce safe work procedures without removing ultimate responsibility for plant safety from the users. The IntelliPERMIT™ user interface has been designed to allow for efficient use, while preventing users from performing actions without having considered their responses. For example, when prompting the user to specify the safety precautions required, the list of questions can be returned in random order. Any incorrect responses are highlighted afterwards to the permit issuer who must then correct the answer. This prevents users from “clicking without thinking”.





## IntelliPERMIT™ provides complete control to prevent unauthorised signing of permits

### “How do permits get signed in IntelliPERMIT™?”

Instead of signing with a handwritten signature, all permits are authorized and accepted using an electronic signature/password.

### “Do electronic signatures have a solid legal standing?”

Yes. The concept of electronic signatures is quite common nowadays. (eg. In the banking industry, the use of PIN codes at bank ATMs or on internet banking sites.)

To ensure a solid legal standing, contractors and employees should be required to sign a declaration when issued with their electronic signature, stating that they acknowledge the responsibilities of keeping the signature confidential and that they accept its legal standing.

### “Does IntelliPERMIT™ make use of any other forms of user authentication other than electronic signatures?”

IntelliPERMIT™ has an optional add-on that allows for biometric identification by means of fingerprint scanning. In addition to this IntelliPERMIT's open architecture allows for integration with other identification or access-control devices as required. (e.g. palm/iris scanners or swipe cards.)

### “Can contractors sign for a permit in the system?”

Contractors coming on site receive training on the principles and use of your organisation's permit system as part of their induction. Once they are deemed competent to accept and sign-off permits, they are registered as a contractor in IntelliPERMIT™ using a simple wizard. They are issued with an electronic signature that will permit them to perform certain transactions in the system for a defined period of time.

In the case of work teams that come on site, two scenarios can apply:

- The supervisor can be trained and registered in IntelliPERMIT™. He/she will then be responsible for accepting the permit on behalf of his/her team and the remaining team members are listed on the permit as 'Members of Working Party'.
- Alternatively, each member of the team can accept and sign off on the same permit.





## IntelliPERMIT™ is built on best-of-breed technologies with rapid integration capabilities

### “What technologies does IntelliPERMIT™ use?”

ApplyIT is a Microsoft Certified Partner, which means that we have the skills and resources to deliver top quality software using the latest technologies available. IntelliPERMIT™ uses the Microsoft SQL Server database platform and the application server runs on the .NET Framework. The API is exposed as Web Services which means that XML-based integration with other applications can be rapidly developed.

### “Is IntelliPERMIT™ web-enabled?”

The IntelliPERMIT™ software can be installed on client PC's or alternatively, users can access it via their web browser. The web interface simplifies deployment of the software on large sites and can provide online access to current clearance information across the enterprise. Information about permits is instantly accessible to management and other stakeholders via a web-based interface that can be integrated into your company intranet or portal.

### “How does IntelliPERMIT™ integrate with my Plant Maintenance system?”

Permits can be linked to Work Orders in your Plant Maintenance systems and the details of the Work Order can be automatically incorporated into the Permit. This streamlines the process of creating a permit and ensures that all the details pertaining to the job are accessible to the person issuing the permit.

### “Is IntelliPERMIT™ integrated with SAP Maintenance or any other Maintenance Management Systems?”

IntelliPERMIT™ has been successfully integrated with SAP PM and has a fully documented API that allows for rapid integration with other 3rd party maintenance packages.





**IntelliPERMIT™ is built on industry best practice & has  
been proven in the most hazardous environments**

**“Has IntelliPERMIT™ been proven in the field?”**

IntelliPERMIT™ has been proven extensively over a number of years, in a range of manufacturing environments.

The first version was implemented in 1998 at a biotechnology manufacturing plant in South Africa. Over the years, experience from day-to-day operations, as well as new technologies have been incorporated resulting in the most advanced, comprehensive permit management system available.

**“How does operations staff typically react to the implementation of the system?”**

In most operational environments new systems are initially treated with some reserve. There are many reasons for this, but the leading factors include a general propensity to resist change, combined with experience of failed systems and resulting higher work loads.

IntelliPERMIT™ is simple and user-friendly allowing users to become confident in using the system in a short space of time and making the process of issuing permits more efficient. This encourages user acceptance of the system.

Other key factors in ensuring that IntelliPERMIT™ is embraced by plant operators, maintenance staff as well as onsite contractors include:

- effective change management
- input and involvement of key individuals from operations & maintenance departments
- interactive training

For further information about case studies/references for IntelliPERMIT™ visit [www.applyit.com](http://www.applyit.com)

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