

PHYSICAL TECHNICAL TALK

What Does It Take to Deliver Effective Remote Engineering Support

Date : 23 Oct 2026 (Friday)
Time : 6:00 pm - 8:00 pm
Venue : Auditorium 2 (6117),
Monash University Malaysia

Registration fee:

- Student Member: Free
- IEM Member: RM15.00
- Non-Member: RM70.00

Synopsis

As organizations optimize dispersed assets, remote engineering support has evolved from a cost-saving concept into a strategic capability enhancing safety, reliability, performance, and operational excellence. This session explores how engineering teams provide high-value technical support without physical site presence.

Drawing on practical experiences, the talk examines essential building blocks including defining interfaces between site and remote teams, establishing governance, leveraging digital tools, managing technical risk, and building trust with frontline operations. Participants gain insights into supporting maintenance, reliability, integrity, projects, and threat management while maintaining engagement with asset teams. Common challenges such as limited data visibility, shifting priorities, stakeholder alignment, and balancing responsiveness with rigor are also discussed.

Participants discover how remote engineering improves productivity, accelerates problem solving, reduces third-party reliance, and scales scarce expertise. The presentation concludes with a vision for future operations powered by digital technologies, predictive analytics, and centralized engineering hubs.

A seasoned engineering leader with over 17 years of experience across upstream oil & gas, LNG, GTL, and global operations, Patricia Ong serves as a Facilities Engineering Lead, driving operational excellence, digital transformation, and reliability improvement across global assets.

A causal thinker and digital evangelist, she delivers business value through reliability-centered maintenance, brownfield execution, process optimization, and mentoring engineering talent.

She holds a Master of Petroleum Technology from Curtin University and is a Certified Maintenance & Reliability Professional (CMRP), bringing deep expertise in engineering governance, reliability, and global team leadership.



PATRICIA ONG
Speaker