

Instructions for O.C. s following a failure

Ingrassia Monday, June 25, 2001

In the event of a failure that cannot be immediately resolved from the MCR, the O.C. s shall do the following:

- Make note of the failure in elog (formerly shiftlog).
- Send CAS to investigate the problem.
- If the solution is more than a simple reset, send an operator to observe/assist CAS.

If the problem causes the program to be delayed for more than 6 minutes:

- Ensure that the Operations Journal is updated by on Shift Operators.

If the problem persists for more than ½ hour:

- Go to the fault location and get a first hand report.

If a call in is needed:

- Make sure that the proper call in list is initiated, that the people on it are called in the right order and that voice messages are left when possible.
- If someone is not home and does not return the MCRs call/page then call the next person on the list.
- Once someone is contacted, make note of the person in elog.
- Remind them that, upon arrival, they must check in with the O.C. Instruct them to inform the O.C. of any additional personal that need to be called in.
- Make note of any additional persons called in for the problem in elog.
- Inform the lead person on the job that, once a repair is completed or otherwise resolved, a report must be made to the O.C. prior to leaving.

~~If the problem will cause~~ After 1 hour ~~or more~~ of downtime:

- Contact P. Ingrassia. If he cannot be reached, Contact P. Sampson.
<http://www.cadops.bnl.gov/AGS/Operations/CallLists/mrcallinlist.htm>
- Get additional first hand reports from the location of the failure on a regular basis.
- Be prepared to convey up to date and accurate information to those calling the MCR for an update.

IF the system specialist has worked on the problem for over an hour

- Contact the system engineer to inform them of the situation of their equipment.

~~If the problem will cause~~ After 3 ~~or more~~ hours of downtime:

- Contact W. MacKay and/or A. McNerney and inform them of the situation.

Once the program is re-established, a complete and accurate description of the failure and fix should be written into elog.