

**AWIPS INFORMATION NOTE 2 (for Electronic Systems Analysts)**

Engineering Division

W/OSO32: LTB

**SUBJECT** : Maintenance Problem Reporting

**PURPOSE** : Provide procedures for reporting problems with contractor support at AWIPS Development and Deployment sites.

**BACKGROUND**

AWIPS hardware and contractor furnished software is maintained by contractor engineers and technicians under the following arrangements:

- o Terrestrial communications (FTS2000 and Metro Fiber Systems) equipment is maintained via service contracts administered by National Weather Service Headquarters, Telecommunications and Dissemination Branch (W/OSO15).
- o Contractor furnished software and all other equipment is maintained under the AWIPS contract with PRC, Inc. (PRC) administered by the NOAA Systems Acquisition Office (SAO3). PRC manages contract maintenance; corrective and preventive hardware maintenance is performed by Hewlett Packard and GTE subcontractors.

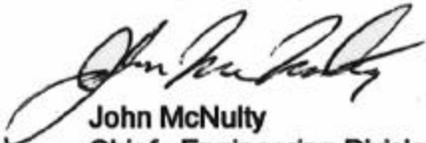
The complete AWIPS maintenance concept, including key functions of the Network Control Facility (NCF), is described in AWIPS Information Note 1, AWIPS Program Information.

Successful implementation of the maintenance concept requires continuous NWS visibility and quality control of maintenance performance. The objective of this quality assurance (QA) process is to help each element, starting at the AWIPS site and continuing through the contractor(s) to the NOAA and NWS headquarters staff, to be immediately responsive to maintenance issues. A secondary, but also vital objective is to implement the QA process without the imposition of burdensome reporting requirements on NWS field activities.

The problem reporting procedure described in Attachment 1 is designed as a first step in implementing a comprehensive AWIPS maintenance QA process.

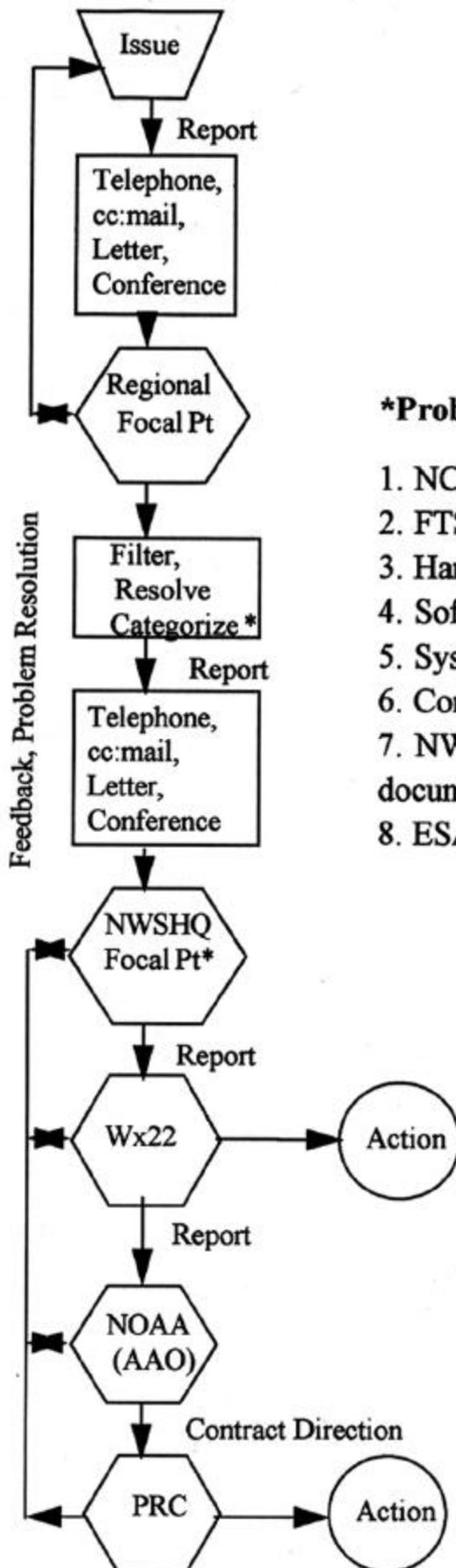
**PROBLEM REPORTING PROCEDURE**

Procedures in Attachment 1 are for narrative reports of real or perceived problems with the timeliness and quality of maintenance; they are not designed to replace trouble tickets, discrepancy reports, or Engineering Management Reporting System requirements.



John McNulty  
Chief, Engineering Division

# AWIPS ISSUE/PROBLEM REPORTING PROCESS



## \*Problem categories and NWSHQ Focal points

1. NCF responsiveness and performance: OSO21, R. Thigpen
2. FTS2000 issues: OSO151, E. Lichtenburg
3. Hardware maintenance: OSO32, W. Fellows
4. Software maintenance: OSO32, L. Barkakati
5. System Administration issues: OSO32, L. Barkakati
6. Contractor training manuals: Wx22, D. Clark
7. NWS maintenance/system admin training, site engineering documentation : OSO32, W. Fellows
8. ESA, ET staffing and workload issues: OSO32, W. VonFeldt