

Requirements for Pre-Notification of Maintenance of CO-OPS and Partner Water Level, Meteorological, Air Gap, Storm Surge, and Visibility Stations

Procedure Number: SOP # 6.2.5.1

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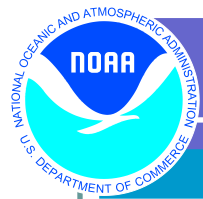
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1. **Title** SOP # 6.2.5.1 Requirements for Pre-Notification of Maintenance of CO-OPS and Partner Water Level, Meteorological, Air Gap, Storm Surge, and Visibility Stations
2. **Purpose** This SOP addresses the required pre-notification communications of maintenance, repair and/or replacement of CO-OPS and partner owned stations. These procedures are designed to ensure that critical coordination takes place prior to station maintenance. These procedures also ensure that appropriate engineering / instrument lab personnel are aware that breaks in data transmission should be expected and that there may be changes to station configuration parameters due to station maintenance.

Background/History CO-OPS uses in house field crews and works with a variety of partners and contract firms to maintain Water Level, Meteorological, Air Gap, Storm Surge, and Visibility Stations around the US. Pre-notification of station maintenance is important to ensure that engineering / instrument lab personnel are available to assist if needed, and are aware of potential breaks in data transmission that would otherwise set in motion the generation of a Razor Ticket and remote troubleshooting of the station. Additionally, this will ensure that the most current station configuration parameters are fully documented and disseminated. Station maintenance can be either a site visit or a remote connection to a station that will result in a change to hardware, software, or configuration parameters. A site visit or remote connection to a station to verify information or export data is not considered maintenance.

3. **Scope/Applicability** This SOP applies to all CO-OPS personnel and CO-OPS contracted personnel performing maintenance of CO-OPS and CO-OPS partner owned Water Level, Meteorological, Air Gap, Storm Surge, and Visibility Stations. All CO-OPS field parties and field contractors are required to coordinate with the Operational Engineering Team (OET) , Chesapeake or Seattle Instrument Lab (as appropriate), and the Task Manager (if applicable) at least one business day (24 hours) prior to station maintenance. In cases of emergency maintenance it is recognized that it may not be feasible to provide 24 hour notice, however, notification shall still be made prior to beginning maintenance.
4. **Main Processes** Pre-Notification of Planned Maintenance of CO-OPS and Partner Water Level, Meteorological, Air Gap, Storm Surge, and Visibility Stations.



5. **Detailed Sub-Processes/Checklists:**

Pre-Maintenance Notification: It is the responsibility of the Field Crew Chief (either contractor or CO-OPS personnel) to send an e-mail notice containing the maintenance date and approximate time to nos.coops.oetteam@noaa.gov, CIL@noaa.gov / SIL@noaa.gov, and designated task manager (if applicable) before planned maintenance. Notification can also be made verbally during a formal pre-trip meeting if that meeting includes representatives from both OET and CIL/SIL. This notification ensures that CO-OPS staff will be available for consultation and initial data review during maintenance.

Instrument Lab personnel (CIL / SIL) are available Monday through Friday, 7 am to 6 pm / 7 am to 3:30 pm (Eastern / Pacific, respectively). Weekend / holiday / after-hours technical assistance must be pre-arranged and is offered only on an “as available” basis.

E-mail or pre-trip meeting notification should contain the following information:

- Station name and ID
- Type of maintenance activity
- Planned dates and times of maintenance

Schedule Changes: It is the responsibility of the Field Crew Chief to send an e-mail containing notice of changes in the maintenance schedule nos.coops.oetteam@noaa.gov, CIL@noaa.gov / SIL@noaa.gov, and designated task manager (if applicable).

6. **Quality Assurance/Control:** The Field Crew Chief is responsible for ensuring compliance with this SOP. Failure to comply with this notification requirement will result in negative performance remarks submitted to supervisors, task managers, and TOMIS (if applicable), as well as possible delays in receiving government furnished equipment. For contracted work, delays caused by untimely notification may also be considered a failure to give the government the degree of cooperation required under provisions of the Federal Acquisitions Regulations and constitute a material breach of contract and result in denial of or reduction in payment for services.
7. **Management/Responsibility:** The Engineering Division is responsible for maintaining this SOP.