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EMRS Maintenance Requests

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

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_____/signed/
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Director, Central Region

8/6/2016
Date

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1. Scope

Changes to Central Region owned and operated system hardware, software and communications are transmitted to Central Region field offices as official maintenance requests using the national Engineering Management Reporting System (EMRS). Alternatively, changes to nationally owned and operated system hardware, software and communications may also be transmitted by CRH to Central Region field offices using EMRS. EMRS maintenance requests are the sole source of official notice of maintenance or modifications (including Information Technology Systems) to accomplish system changes that apply to multiple Central Region offices.

Service changes that require software configuration changes are also transmitted via an EMRS maintenance request.

2. Definitions

EMRS Maintenance Request: An EMRS Maintenance Request is a maintenance request transmitted through the NWS EMRS system which requires field offices to perform some action. This action may involve installation of or changes to hardware, software or communications components; changes to software configurations to accomplish a service change; and audits of hardware or software components and configurations.

EMRS maintenance requests include a description of the work to be performed, as well as directions to access further instructions and documentation on completing the work. The instructions include timelines for performing the work as either routine or emergency and which staff is designated as the project lead or point of contact to accomplish the work. . Offices must close out EMRS maintenance requests when the work is completed, which ensures accurate reporting of system availability time. .

Maintenance News: Maintenance News is an EMRS feature that permits communication of information of interest to office staff via the EMRS system. Once your EMRS account is established, you can subscribe to various maintenance news topics using the Add/Edit Subscription function.

Program Manager: The program manager is defined as the person with the authority to request a change to a system or service. This might involve installation of new hardware, software or configuration changes to systems, services or communications devices. The Program Manager will often (but not necessarily) be a regional office employee and will usually have some management responsibility for the affected system or service.

3. Roles and Responsibilities

Program Manager: The Program Manager develops or obtains the maintenance requirements, documentation, test plans and deadlines. This information is incorporated into the EMRS maintenance request by the program manager.

Chief SFD: The Chief SFD is the approving official for IT maintenance requests that affect multiple offices to accomplish changes to Central Region systems, or for maintenance news items. The Chief SFD is responsible to ensure that approved changes are consistent with regional policies and practices.

MIC or HIC: The MIC or HIC is responsible for oversight of changes to systems at the local office. The MIC or HIC provides staff and funding resources to accomplish system changes according to documentation and schedules within an EMRS maintenance request. The designated lead on the project, either the ITO or ESA, is responsible for coordinating the work is performed.

ESA: The ESA serves as the local office point of contact for system changes which affect hardware, software and communications infrastructure. The ESA is responsible to coordinate assigned EMRS maintenance requests with appropriate persons at the office, working with the MIC as appropriate. The ESA is responsible to report completion of an assigned EMRS maintenance request via the EMRS system.

ITO: The ITO serves as the local office point of contact for system changes which affect application software and operational software. The ITO is responsible to coordinate assigned EMRS maintenance requests with appropriate persons at the office, working with the MIC as appropriate. The ITO is responsible to report completion of an assigned EMRS maintenance request via the EMRS system.

CHIEF, IT Branch: The Chief of the CRH IT Branch is responsible to ensure that information in the EMRS maintenance request or maintenance news item is complete and accurate. After review, the IT Branch Chief will submit the EMRS maintenance request or maintenance news item for approval and then implement the system change or communicate the maintenance news item via EMRS. For EMRS maintenance request the IT Branch Chief will track completion after the due date and generate a report on maintenance request completion. This report will be forwarded to the Chief SFD and program manager for subsequent action if necessary.

4. Process

- a. Program Manager will obtain any necessary approvals as necessary for system changes or maintenance news, including NWSEO coordination.
- b. Program Manager will obtain, or develop, necessary documentation, instructions, test plans or similar documentation which will accompany EMRS maintenance requests or maintenance news item.
- c. Program Manager will complete an EMRS maintenance request form and send to IT Branch Chief. EMRS maintenance request template can be found on the CRH intranet. Maintenance news item format is plain text.
- d. IT Branch Chief will validate that all information required for transmitting the EMRS maintenance request or maintenance news item is complete. Determination will be made regarding the field office Point of Contact (ESA, ITO, either, both) and deadline for completion.
- e. IT Branch Chief will obtain SFD Chief approval for change or maintenance news item transmission and then transmit via EMRS.
- f. For EMRS Maintenance Requests, IT Branch will provide technical support for implementation of EMRS maintenance request during the implementation period. This may often require assistance from the program manager as well.
- g. For EMRS Maintenance requests, IT Branch will pull an EMRS completion report after deadline and deliver to SFD Chief and Program Manager. At this time responsibility for IT Branch ends. Program manager and SFD Chief will coordinate actions with MIC or HIC at offices which have not completed an EMRS maintenance request.

APPENDIX A

EMRS WORK ORDER REQUEST

STOP! Read these instructions!

- 1. This document is written as a template or model for the EMRS item you are about to write or revise.*
- 2. The directions printed in italics are for you to follow in writing your request.*
- 3. When you have complied with the directions, **delete them!** (See next page.)*
- 4. Write to your audience and don't assume they know the system or subject as well as you do.*
- 5. Example document - <\\intra.crh.noaa.gov\metdat\EMRS\Templates\EMRS Tech Order Example.docx>*

TITLE:

PURPOSE:

SITES AFFECTED:

SHORT DESCRIPTION OF WHAT NEEDS TO BE ACCOMPLISHED:

COMPLETION DATE:

ESTIMATED TIME TO COMPLETE:

REGIONAL PROJECT MANAGER:

REGIONAL POC FOR TECHNICAL ASSISTANCE :

WFO/RFC POC(s):

LINKS TO ADDITIONAL DOCUMENTATION:

SPECIAL INSTRUCTIONS REGARDING EQUIPMENT/SUPPLIES/PROPERTY/DISPOSAL (If Applicable):

SPECIAL INSTRUCTIONS REGARDING FUNDING FOR TRAVEL/PROCUREMENT (If Applicable):

SPECIAL INSTRUCTIONS FOR REPORTING COMPLETION (If Applicable):

