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C-A OPERATIONS PROCEDURES MANUAL

2.9 Availability Reporting System and  
Trouble Reporting System

Text Pages 2 through 5

Hand Processed Changes

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Approved: \_\_\_\_\_ Signature on File \_\_\_\_\_  
Collider-Accelerator Department Chairman Date

D. Passarello, P, Ingrassia

## **2.9 Availability Reporting System and Trouble Reporting System**

### **1. Purpose**

- 1.1 To describe the C-AD Availability Reporting System and the C-AD Trouble Reporting System.

### **2. Responsibilities**

- 2.1 MCR Operators/Coordinators - Initiate Trouble Reports and Operations Log.
- 2.2 Trouble Report Committee -
  - 2.2.1 Reviews Trouble Reports.
  - 2.2.2 Pursues root causes for equipment problems and poor work practices.
  - 2.2.3 [Chief Engineers] Recommend changes to group leaders to change work practices or procedures with the goal of improving equipment reliability.
- 2.3 MCR Group Leader – Maintain Trouble Report and Operation Log Database.
- 2.4 Technical Supervisors and System Engineers fill out trouble reports.

### **3. Prerequisites**

- 3.1 The C-A Department shall be in a scheduled running mode.

### **4. Precautions**

None

### **5. Procedure**

#### **5.1 C-AD Availability Reporting System**

Trending and performance of accelerator equipment and experiment power supplies, maintained by C-AD, shall be tracked by the C-AD Availability Reporting System, also known as the Operations Log, or the OpLog, or the Operations Journal or the OpJournal.

- 5.1.1 MCR Operators shall record the change of state of any science program in the OpLog. Notepad entries are permitted until such time as an operator has an opportunity to update the database.

- 5.1.2 MCR Operators shall record failures for accelerator equipment and experiment power supplies for any science program in the OpLog. Notepad entries are permitted until such time as an operator has an opportunity to update the database. The threshold for downtime reporting is six minutes or 0.1 hour. Operators are encouraged to log faults that last for less than 0.1 hour.
- 5.1.3 The Performance database will be available on line for managers and group leaders to view.
- 5.1.4 The Operations Log Data is reviewed at the C-AD Weekly Time Meeting and is used to prepare C-AD's DOE Quarterly Report and the C-AD Self-Assessment Report.

## 5.2 Trouble Report System

The computerized Trouble Report system is accessed through the C-A intranet using commercially available browser software. Paper copies of the Trouble Reports (TR) are generated when the TR's are ready for review by the Trouble Report Committee (TRC).

- 5.2.1 Operations personnel shall initiate a C-A Trouble Report when any of the following criteria is reached: Non-Scheduled accelerator downtime of one (1) hour or more, or at the discretion of the MCR Group Leader (MCRGL) for cumulative downtime of one (1) hour in a given week for a particular system. In addition, all failures that significantly degrade the accelerator performance (e.g. 20% degradation of beam intensity for > 4 hours), or keep an experiment or user off for > 2 hours shall be cause to initiate this procedure.

Based upon the equipment code entered, the Trouble Report is automatically forwarded to the appropriate personnel for further processing.

- 5.2.2 The person(s) restoring the system to operation shall enter a description of the problem, details of the repair, their name (s), date and time into the Trouble Report (TR) via the C-A intranet. Upon completion, the repair personnel shall notify their supervisor that the TR is ready for their review.
- 5.2.3 The repair person's supervisor shall review the Trouble Report for clarity and completeness, enter their name, date, and any comments relating to the repairs. The TR is then submitted for System Engineering review.

The Repair Activity response should be completed within fifteen (15)

working days of receipt.

- 5.2.4 The System Engineer shall review the TR, select the appropriate type of repair, and enter an explanation of the repair made. The System Engineer shall enter their name and review date, then submit the TR for review by the TRC. The System Engineer's review should be completed within fifteen (15) working days of notification.
- 5.2.5 The C-A Trouble Report Committee (TRC) shall meet when there are a minimum of thirty (30) Trouble Reports ready for review or bi-annually.
- 5.2.6 If the TRC determines that the Trouble Report requires no further action, the TRC Chairman, or designee, shall sign and date the report. These Trouble Reports are considered closed.
- 5.2.7 If the TRC determines that further investigation is required, the appropriate C-A support group shall be indicated on the Trouble Report. The TRC shall also indicate the level of line management investigative results are to be directed to. The Trouble Report shall be signed/dated by TRC Chairman, or designee, at this time. MCR Group Leader shall send a copy of the Trouble Report to the appropriate support group and file the original TR in the Trouble Report Log Book.
- 5.2.8 The responsible C-A support group shall investigate the reported problem as expeditiously as possible. Investigation results and corrective action recommendations shall be documented to the appropriate line management and MCRGL within one (1) calendar month of the receipt of the Trouble Report.
- 5.2.9 The MCRGL shall re-submit the Trouble Report, with supporting documentation, to the TRC. Based upon the investigation results and recommended corrective actions of the C-A support group, the TRC shall either indicate investigation completed or request additional action. MCRGL shall notify the cognizant C-A support group when additional action is required.
- 5.2.10 The MCRGL shall inform the Trouble Report Committee if requested investigation/corrective action recommendations are not received by the MCRGL within four months of assignment.

6. **Documentation**

6.1 Records for the Availability Reporting System and the Trouble Reporting System are maintained by the MCR GL.

7. **References**

None

6. **Attachments**

None