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***EMRS Maintenance Requests***

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## 1. Scope

Changes to Eastern Region owned and operated system hardware, software and communications are transmitted to Eastern 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 ERH to Eastern 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 Eastern Region offices. This supplement applies to any software or hardware system configuration changes that occur on non-AWIPS information systems.

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

## 2. Definitions

EMRS Maintenance Request: An EMRS Maintenance Requests 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 are timelines for performing the work on either a routine or emergency, and include which staff may be designated as the project lead or point of contact to accomplish the work. The MIC or HIC at each office is responsible for ensuring EMRS maintenance requests are closed out in a timely manner. This process will typically be delegated to the ESA but the MIC/HIC retains oversight and overall responsibility.

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.

Hardware Configuration Change: Any change or alteration that alters the physical state of an IT system such as adding/removing components or devices, i.e. memory, hard drives, LAN cables.

Software Configuration Change: Any change to, the addition of or removal of software from an IT system. Configuration changes include; the installation of new software, alteration of settings, changing access level permissions or other changes to the software on a system. Software includes but is not limited to operating systems, business productivity software (MS Office), web browsers and government developed applications.

### **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 SOD: The Chief SOD is the approving official for IT maintenance requests that affect multiple offices to accomplish changes to Eastern Region systems, or for maintenance news items. The Chief SOD 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 ensures system changes according to documentation and schedules within an EMRS maintenance request. The MIC/HIC directs appropriate staff to perform required system changes and maintenance. Delays in completing required system activities will be coordinated with the SOD Chief and/or Program Manager. System maintenance or change activities that will impact multiple offices will be coordinated with the Program Manager and SOD Chief. The designated office lead on the project, either the ITO or ESA, is responsible for task coordination and completion.

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.

Electronics Technician (El Tech): The El Tech serves as the local office point of contact for system changes for systems they are assigned or delegated responsibility. The El Tech is responsible to coordinate assigned EMRS maintenance requests with appropriate persons at the office; working with the ESA and MIC. The El Tech 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 software (application, operational, database and operating system) for which they have been assigned or delegated responsibility by the MIC/HIC. The ITO is responsible to coordinate assigned EMRS maintenance requests with appropriate persons at the office; working with the MIC and ESA as appropriate. The ITO is responsible to report completion of an assigned EMRS maintenance request via the EMRS system.

Eastern Region Electronics Program Manager (EPM): The EPM is responsible for the Eastern Region Electronics Program and maintenance of electronics systems and associated components at ER field offices, including but not limited to WSR-88D, NOAA Weather Radio, observing platforms, etc. The EPM also jointly with the AWIPS Program Manager, oversees and manages the installation of AWIPS and related components at ER offices. The EPM is responsible for ensuring that EMRS maintenance requests, modification notes (MOD NOTES) and maintenance news items for electronics systems are complete and accurate. The EPM will review and approve system changes and communicate maintenance items via EMRS. The EPM will track completion of EMRS maintenance requests on electronics systems after the due date and generate a report on maintenance request completion. This report will be forwarded to the Chief SOD and program manager for subsequent action if necessary.

Information Systems and Services (ISS) Manager: The ISS Manager is responsible to ensure that information in the EMRS maintenance request or maintenance news item is complete and accurate for information technology systems incorporated within the NOAA 8882 System Boundary. After review, the ISS Manager 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 ISS Manager will track completion after the due date and generate a report on maintenance request completion. This report will be forwarded to the Chief SOD 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 work order or maintenance news item.
- c. Program Manager will complete an EMRS maintenance request form and send to ISS Manager. EMRS maintenance request template can be found on the ERH intranet. Maintenance news item format is plain text.
- d. ISS Manager 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. ISS Manager will obtain SOD 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, ISS will pull an EMRS completion report after deadline and deliver to SOD Chief and Program Manager. At this time responsibility for ISS ends. Program manager and SOD Chief will coordinate actions with MIC or HIC at offices which have not completed an EMRS maintenance request.