

WORK CARRIED OUT

- TROUBLE REPORTS
- HELP FORMS
- PREVENTATIVE MAINTENANCE
- CORRECTIVE MAINTENANCE
- MINOR CHANGES FOR USERS
- CRA WORK
- CIT TRANSMISSION
- CONFIGURATION REQUESTS
- COMGEN

TEAM SET - UP

**MANAGER
CGO PROD**

**N. Dhanoa
(QIFRTXS)**

**COVERAGE
(QIFRHXS)**

**HELP DESK
(QIFRCXS)**

**TECHNICAL
MAINT.
TEAM
(QIFRVXS)**

Richard Hart

Steve Senior
John Craddock
Ela Psnik
Mel Chang
Vincent Rothwell

Trefor Cooper

Naz Chana
John Creton
Pino
Claudio
(QIFREXS)

Martin Griffiths

Alan Roberts
Martin Badgery
Phil Sherwin

LOAD PROCEDURE

- HELP FORM RAISED AT HELP DESK
- TROUBLE REPORT RAISED AT HELP DESK
- PREVENTATIVE / CORRECTIVE MAINTENANCE FROM EITHER FUNCTIONAL OR TECHNICAL STAFF
- SPECIFICATION IS RAISED
- REVIEWED AND ASSESSED TECHNICALLY AND FUNCTIONALLY
OR
IN THE CASE OF TROUBLE REPORTS OR HELP FORMS TRY AND REPRODUCE THE PROBLEM ON THE TEST SYSTEM

/ CONTINUED

SITA

- CODING BY COVERAGE OR MAINTENANCE TEAM
- PROGRAMMERS
TESTING, CHECKING AND APPROVING
BY TEAM LEADER
- LOADED ON TEST SYSTEM
TESTING BY PROGRAMMER AND
FUNCTIONAL STAFF
- LOADED ON LAB SYSTEM
TESTING BY PROGRAMMER AND
FUNCTIONAL STAFF
- PREPARED FOR LOAD
ALL DOCUMENTATION COMPLETED
- FORMS COMPLETED AND SIGNED
- **LOADED**

REF	PROGRAMMER	EXT	CUSTOMER SUPPORT	DATE

DESCRIPTION/SOLUTION

NEW/MODIFIED SEGMENTS OR MACROS			
SEGMENT	Description/Function	SEGMENT	Description/Function
		MACRO	Description/Function

ADDITIONAL INFORMATION

LOAD DETAILS			
WHICH SYSTEM?	CARGO1 / CARGO2 / BOTH CARGO SYSTEMS / LAB-SYSTEM ONLY*		
Are There Any Special Load Procedures?	Yes/No*	Any Special Fallback Procedures?	Yes/No*
Any Database Initialization Required?	Yes/No*	Any New Operating Procedures?	Yes/No*
		Any New Records, Globals, Macros, etc?	Yes/No*

NOTE - If any of the above is answered yes then please ensure the relevant information is attached.

LAB-SYSTEM LOAD DETAILS				
LOAD DATE	DUTY PGMR	TEMP PHASE NAME	LISTINGS PRODUCED	
			Sig.	Date.
CHECKED BY (Pgmr)	APPROVED BY (T/Ldr)	TESTED BY (Cust/Supp)	TECHNICAL MGR	
Sig.	Date.	Sig.	Date.	Sig. Date.

PRODUCTION SYSTEM LOAD DETAILS				
LOAD DATE	DUTY PGMR	TEMP PHASE NAME	REMARKS	
	FSPEC CHKD (Cust/Supp)	TESTED BY (Cust/Supp)	TECHNICAL MGR	

LOAD DETAILS

- **ON-LINE LOAD**

EVERY TUESDAY AT 11.10 LOCAL

EVERY THURSDAY AT 11.10 LOCAL

- **SYSTEM STOP**

2ND TUESDAY EVERY MONTH AT
1210 GMT
(SCHEDULED FOR 15-45 MINUTES
MAXIMUM)

- **COMGEN**

ONCE A MONTH (2ND TUESDAY ON
CARGO 2)
(3RD TUESDAY ON CARGO 1)

- **HARDWARE UPGRADES**

SCHEDULED AT WEEKENDS

NOTIFICATION TTYS

- **TROUBLE REPORTS**

ALL USERS WHEN OPENED

FRIDAY MODS TTY WHEN CLOSED

- **HELP FORMS**

ONLY TO THE SPECIFIC USER WHEN
OPENING

ONLY TO THE SPECIFIC USER WHEN
CLOSING

- **LOAD TTY**

EVERY FRIDAY EVENING INFORMING
OF THE LOAD ITEMS FOR THE
FORTHCOMING WEEK

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SERVICE SUPPORT

- **TECHNICAL**

ON - CALL ROTA (0900 - 1730)

BLEEPER

LAP - TOP

- **FUNCTIONAL**

ON - CALL ROTA (0800 - 2300 - MON - FRI)
(0800 - 1400 - SAT)

BLEEPER

LAP - TOP

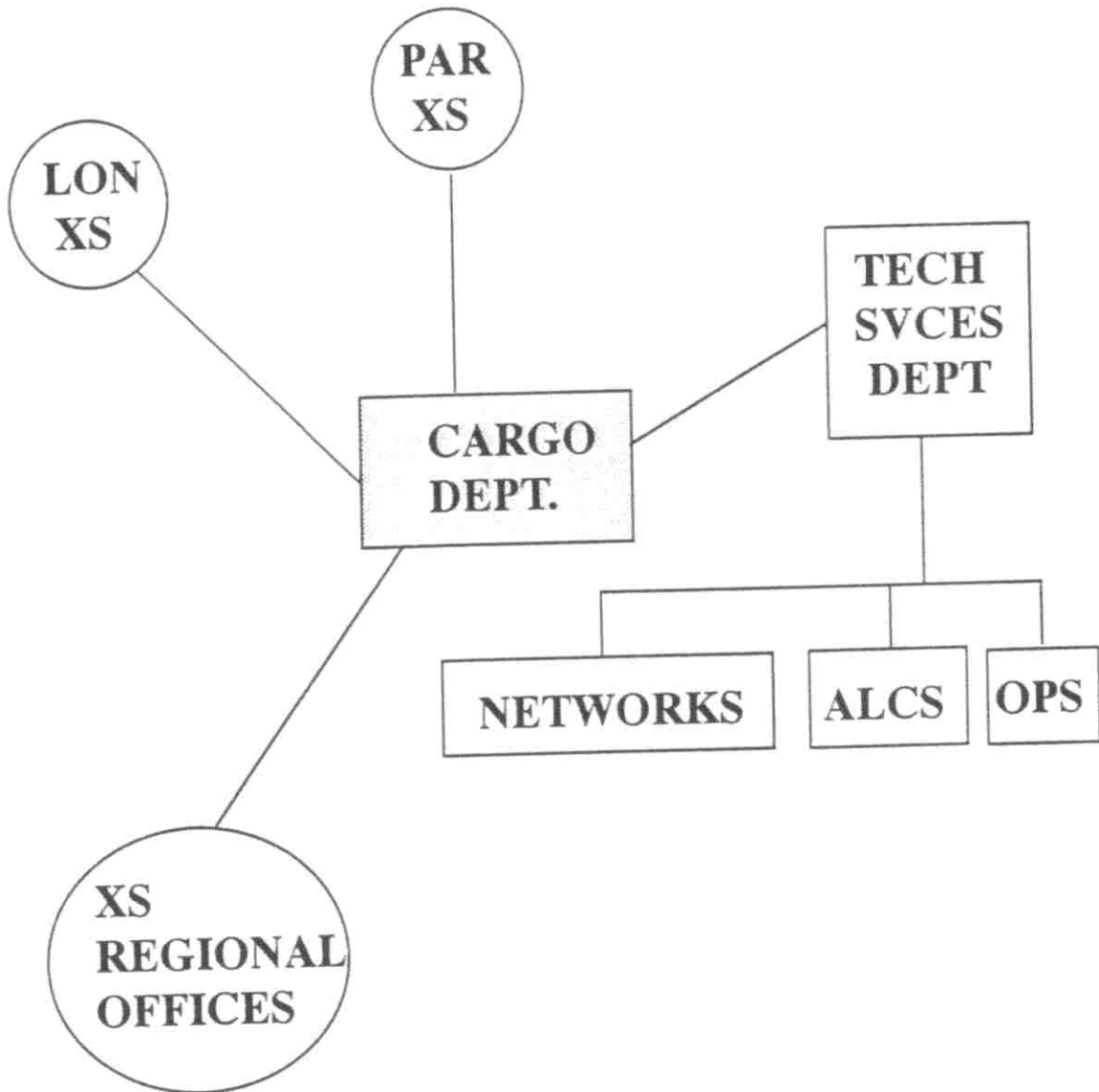
- **COMPUTER OPERATIONS**

24 HOURS ON QIFTOXS

PRODUCTION SECTION

SITA

LIAISON WITH OTHER DEPARTMENTS



PRODUCTION SECTION

COMMUNICATIONS

- INTERNAL

- DAILY - QOS
- WEEKLY - TEAM LEADERS MEETING
- MONTHLY - MANAGERS MEETING
- SYSTEMS MEETING
- TEAM LEADERS MEETING
- STAFF MEETING

- EXTERNAL

- CSUM
- SEMINARS
- SITE VISITS
- CUSTOMER SERVICES SECTION

Trouble Reports Statistics

