

**NATIONAL WEATHER SERVICE INSTRUCTION 30-2112**

**December 22, 2009**

**Maintenance, Logistics, and Facilities**

**Systems/Equipment Maintenance, NWSPD 30-21**

**REPORTING SYSTEMS, EQUIPMENT, AND COMMUNICATIONS OUTAGES**

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

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Signed \_\_\_\_\_ December 8, 2009

Mark S. Paese Date

Director, Office of Operational Systems

**Reporting Systems, Equipment, and Communications Outages**

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**Acronyms**

|       |  |
|-------|--|
| AWIPS | Advanced Weather Interactive Processing System |
| AWC   | Aviation Weather Center                        |
| C-MAN | Coastal Marine Automated Network               |
| DART  | Deep-ocean Assessment and Reporting of Tsunami |
| EMRS  | Engineering Management Reporting System        |
| FTP   | File Transfer Protocol                         |
| HPC   | Hydrometeorological Prediction Center          |

|         |  |
|---------|--|
| MPC     | Marine Prediction Center                           |
| NCEP    | National Centers for Environmental Prediction      |
| NDBC    | National Data Buoy Center                          |
| NOAA    | National Oceanic and Atmospheric Administration    |
| NWSTG   | National Weather Service Telecommunication Gateway |
| OPS     | Office of Operational Systems                      |
| OPS1    | Operations Division                                |
| RFC     | River Forecast Center                              |
| SID     | Station Identifier                                 |
| SPC     | Storm Prediction Center                            |
| TPC     | Tropical Prediction Center                         |
| USOS    | UnScheduled Outage System                          |
| UTC     | Coordinated Universal Time                         |
| WFO     | Weather Forecast Office                            |
| WSR-88D | Weather Service Radar-1988 Doppler                 |

## **1 Introduction**

The purpose of this instruction is to describe the method of reporting to senior level managers system, equipment, and communication outages that threaten or could threaten public safety. The tool for reporting outages is the UnScheduled Outage System (USOS). The USOS provides a Web-based data entry system to report new daily outages, revise submitted outages, close outages, and generate reports.

## **2 Responsibilities**

### **2.1 Assistant Administrator for Weather Services**

The Assistant Administrator designates the Director of the Operations Division (OPS1) as the focal point for outages.

### **2.2 Regional Directors, Director of the National Centers for Environmental Prediction (NCEP), and Director of the Office of Operational Systems (OPS)**

Each director establishes written procedures specifying points of contact (POC) for outages requiring immediate reporting.

### **2.3 Directors of NCEP Central Operations, Hydrometeorological Prediction Center (HPC), Aviation Weather Center (AWC), Storm Prediction Center (SPC), Marine Prediction Center (MPC), Tropical Prediction Center (TPC), and Chief of the Telecommunication Operations Center**

Each business day, the directors of NCEP Central Operations, HPC, AWC, SPC, MPC, TPC, and the Chief of the Telecommunication Operations Center will provide a report to their director on all computer systems and communications outages specified in Section 3.

#### **2.4 Director of National Data Buoy Center (NDBC)**

The Director of NDBC will provide a report to the Director of OPS only when the status of an existing outage changes or a new outage occurs.

#### **2.5 Director of the Operations Division, OPS1**

The Director of the Operations Division will prepare a consolidated daily report and submit it to the Assistant Administrator for Weather Services and the Deputy Assistant Administrator for Weather Services each business day.

#### **2.6 Regional Systems Operations Division Chiefs**

Each business day, the regional systems operations division directors will provide a report to the regional director on all outages specified in Section 3.

#### **2.7 Senior Individual on Duty**

If public safety is or could be affected by a system, equipment, or communication failure, the senior individual on duty at a Weather Forecast Office (WFO), Weather Service Office, River Forecast Center (RFC), Data Collection Office, Center Weather Service Unit, West Coast/Alaska Tsunami Warning Center, Pacific Tsunami Warning Center, NCEP Central Operations, HPC, AWC, SPC, MPC, TPC, National Weather Service Telecommunication Gateway (NWSTG), or NDBC reports immediately by telephone (voice contact) or pager to a designated POC.

#### **2.8 Point of Contact**

When a POC is notified of a system outage or failure that threatens or could threaten public safety, the POC notifies the regional director, Director of NCEP, or Director of OPS.

### **3 Reporting Requirements for Systems, Equipment, and Communications Outages**

Reporting requirements for outages are described in Appendix C.

## **4 Reports**

There are two types of reports, Incident and Daily.

### **4.1 Incident Report**

Send an incident report immediately when failure of equipment or systems threaten or could threaten public safety. During normal business hours (Eastern time), the director notifies the Assistant Administrator for Weather Services and the Deputy Assistant Administrator for Weather Services of outages with mission impact, public visibility, or political sensitivity. Otherwise such notification to the Assistant Administrator and Deputy Assistant Administrator will take place at the beginning of the next business day by voice contact or the highest priority level e-mail. Sites and centers will follow-up incident reports with an e-mail or other written documentation covering all items listed in Appendix A. Incident reports will be documented and tracked in the daily report using USOS as described in Section 4.2. When outages are restored, the time of restoration will be reported. All times given in reports will be Coordinated Universal Time (UTC).

## **4.2 Daily Report**

Send daily reports using USOS when failure of equipment or system exceeds or is expected to exceed the established restoration times listed in Appendix C, or if criteria exist for an Incident Report.

### **4.2.1 Outages Specified in Section 3 Not Requiring Incident Reports**

For outages specified in Section 3 but not requiring incident reports, the senior individual on duty at the site will contact designated regional, NCEP, or OPS officials by e-mail or telephone (voice or answering machine). These outages also will be recorded and tracked in the daily report using USOS.

### **4.2.2 Daily Reports and Updates From Directors**

Directors will provide daily reports and updates using USOS to the Director of the Operations Division, OPS1 by 11:30 a.m. Eastern time each business day. (Note: Alaska and Pacific Regions will provide reports as of their close of business the previous business day.)

### **4.2.3 Daily Report Sections**

Daily Report in USOS consists of two sections (see Appendix B for details).

#### **4.2.3.1 Current Outages**

- Organization

#### **4.2.3.2 Information to be included**

- Outages closed since last report

### **4.2.4 Organization of Reports**

1. The report will be organized by system [e.g., AWIPS, WSR-88D, ASOS, mainframe computer, File Transfer Protocol (FTP) server].
2. Within each system category, sites will be listed from longest to shortest outage.
3. For each outage, the hours of outage to date and projected date and time of restoration will be listed separately along with the cause of the outage.
4. For current outages, the projected total outage hours will be used in listing the sites from the longest to shortest outage.

### **4.2.5 Information to be Included in a Report**

1. The cause of each outage.
2. The actions being taken to restore the equipment or system.
3. The effect on services.
4. Any severe weather that took place during the outage.

### **4.2.6 Outages Requiring Incident Reports**

In both parts of the report, outages that required incident reports will be distinguished by appearing in bold print.

#### 4.2.7 Daily Report Generation

The daily report is generated using the USOS at <https://ops13web.nws.noaa.gov/usos/index.html>. All times given in reports will be UTC.

#### 4.2.8 Report Viewing

The reports are available for viewing on a personal computer or printing in hard copy format.

|   |
|---|
| <p><b>NOTE:</b> USOS has not been certified to run with other browsers (including Netscape). If you do not have Internet Explorer 5 or higher, go to the Microsoft IE Page and download this version. Also, reports in the USOS system are in PDF format and require Adobe Acrobat Reader. We recommend downloading Acrobat Reader 4.0 or higher from the Adobe Home Page. If you have installed or upgraded your Internet Explorer browser since installing Acrobat Reader, you may need to reinstall Acrobat in order for it to work properly with this system. Questions or comments should be directed to OPS1.</p> |
|---|

## APPENDIX A - Incident Report

All **Incident Reports** follow-up e-mails should cover the following:

1. System, equipment, or communication capability that is non-operable.
2. Site and responsible WFO/RFC.
3. Date/time outage began.
4. Projected restoration date and time.
5. Actions being taken to restore system, equipment, or communications capability.
6. Effect on services.
7. Severe weather conditions occurring during outage.

|  |
|--|
| <b>NOTE:</b> All times should be given in UTC. |
|--|

## APPENDIX B - UnScheduled Outage System (USOS) Reporting

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### 1 Establish a New User Account

1. Open **Internet Explorer** (see note on page 6).
2. Type the address, [https://ops13web.nws.noaa.gov/pls/emrsuser/emrs\\_main.home](https://ops13web.nws.noaa.gov/pls/emrsuser/emrs_main.home), and then press **Enter**. The National Weather Service Engineering Management Reporting System (EMRS) screen displays (Figure 1).

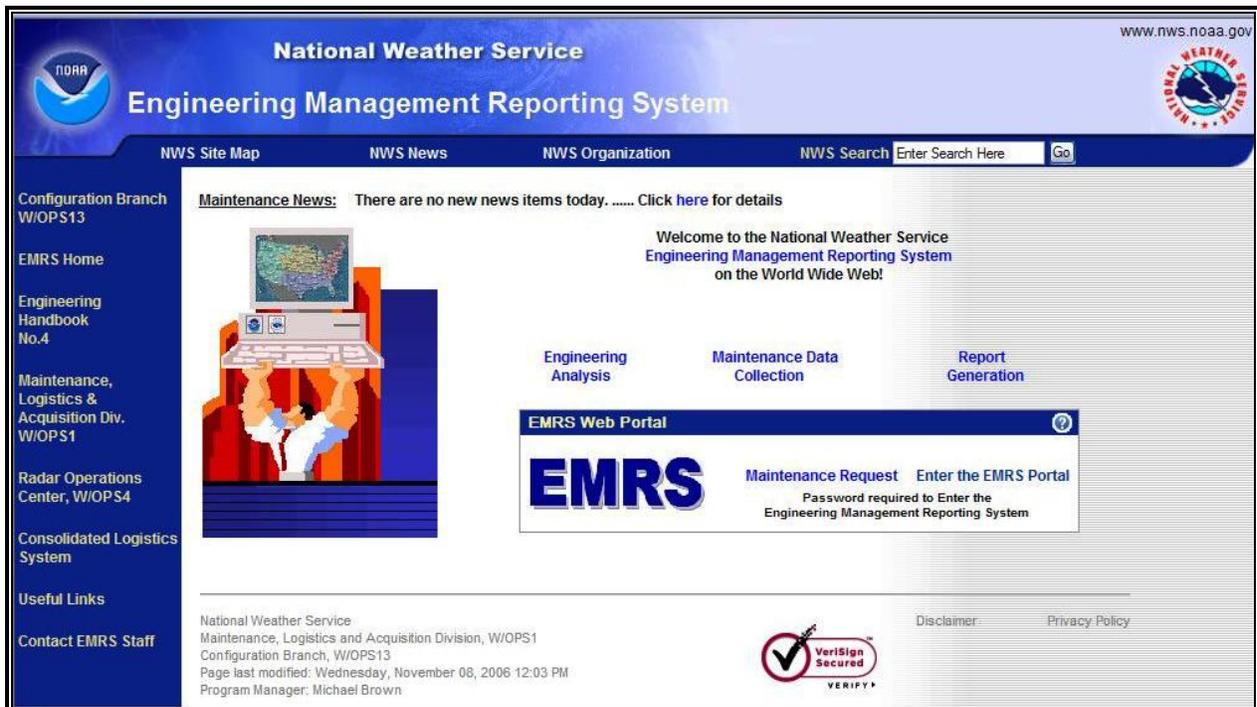


Figure 1 National Weather Service EMRS Screen

3. Click **Enter the EMRS Portal**. The *Application Login Page* displays (Figure 2).

Application Login Page for NOAA8100 CBITS Applications

By clicking the Login button you are accepting the **NOAA Information Technology Systems Rules Of Behavior** and must comply with the specified policies.

User Name

Password

All users with a noaa.gov email address should use their email username (which is your email address minus the '@noaa.gov' suffix) and password to access CBITS systems. If you do not have a noaa.gov email account, use the username and password assigned to you. To request a username and password, click [here](#).

[Forgot Your Password?](#)

NOAA Employee Check-In system log-in and password problems, please contact [HSP0](#)

For password problems, please click the Forgot Password link above. All other login issues, please contact [OPS13](#)

**Figure 2 Application Login Page**

4. Click **here** to request a username and password. The account application selection menu displays (Figure 3).

To apply for a user account, please select an application(s).

[EMRS/USOS](#)

[NWSLI Transaction Form](#)

[MIRS E-Forms](#)

[OPS1 Web Pages](#)

[NOAA Check In System](#)

[Close Window](#)

**Figure 3 Account Application Selection Menu**

5. Click **EMRS/USOS** to request an account to access the EMRS and USOS. The *New User Info* screen displays (Figure 4).

**Figure 4 New User Info Screen**

6. Complete the form with your personal information. If you are a forecaster or other operations staff, click the **Position** field and select **OFFIC - Other WFOs/Office Staff** from the menu.
7. Click **Submit** to process the form. After the EMRS analyst reviews the request, an account is created and the user is notified by e-mail that a new EMRS/USOS account was created.

## **2 Access the EMRS Portal**

1. Open **Internet Explorer**.
2. Enter the address, [https://ops13web.nws.noaa.gov/pls/emrsuser/emrs\\_main.home](https://ops13web.nws.noaa.gov/pls/emrsuser/emrs_main.home), to access the EMRS Portal. Press **Enter**. The National Weather Service EMRS screen (Figure 1) displays.
3. Click **Enter the EMRS Portal**. The *Application Login Page* (Figure 2) displays for entering your e mail username and password. For example, if an e mail address is [john.doe@noaa.gov](mailto:john.doe@noaa.gov), the username is [john.doe](mailto:john.doe@noaa.gov) and the password is the same password used to log into an e-mail account.
4. Enter the **User Name** and **Password**, and click **Login**. The EMRS Data Entry System page (Figure 5) displays.

**NOTE:** There are two components to entering a new outage: the *Maintenance Request* data entry form and the *USOS Outage Report* data entry form.

## **3 Enter New Outage through the EMRS Maintenance Request**

This menu option provides a way to enter a new unscheduled outage record for submittal to Region approval through the EMRS portal.

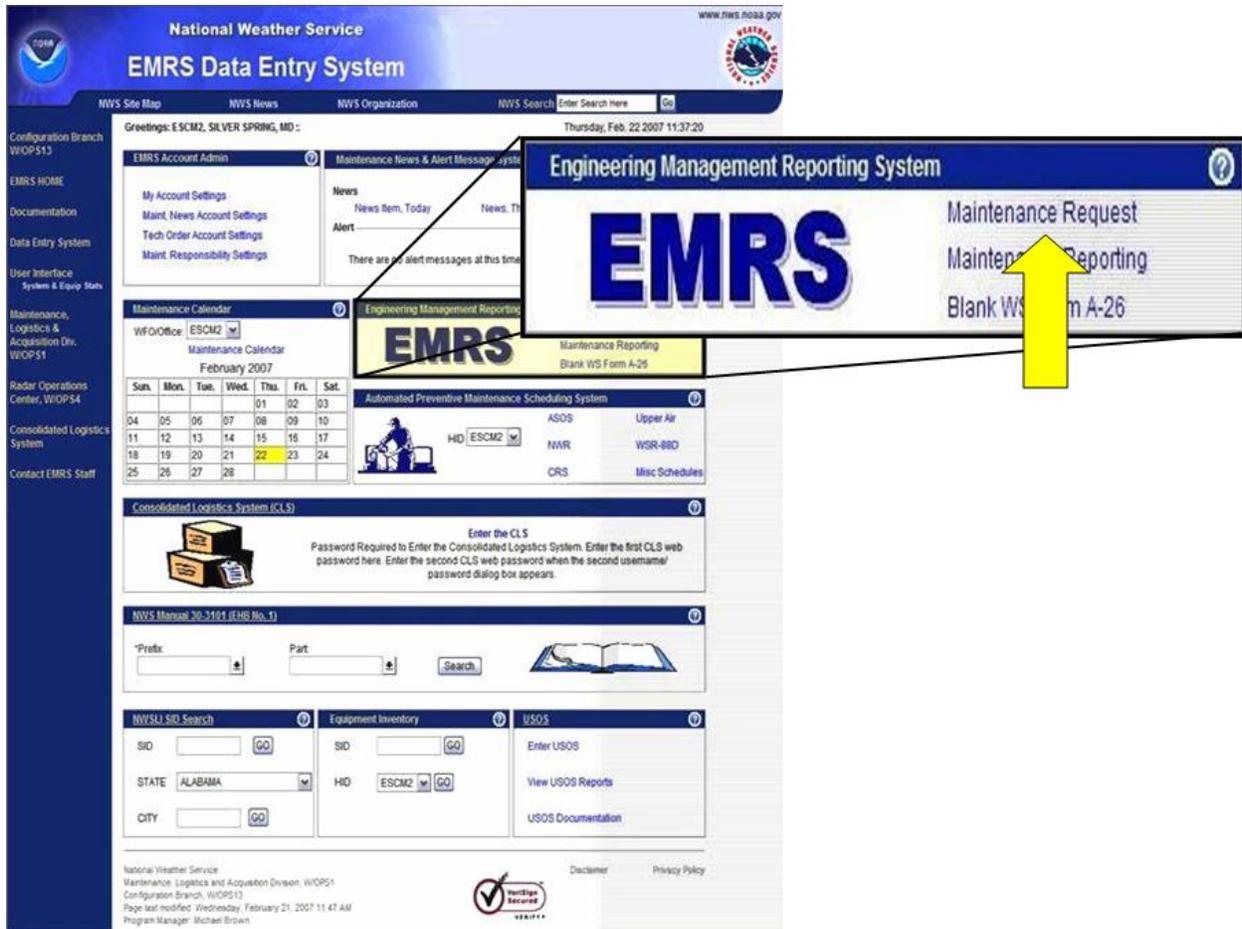


Figure 5 EMRS Data Entry System Page

1. Navigate to the EMRS portal, located in the center of the *EMRS Data Entry System* page (Figure 6) and click **Maintenance Request**. The *Maintenance Request* form (Figure 6) displays with a document number automatically generated. This form provides a way to request maintenance on failed equipment, facilities, and infrastructure designated by the Director of the OPS.

Equipment Status EMRS Account Admin Help

**ENGINEERING MANAGEMENT REPORTING SYSTEM**  
Maintenance Request and Unscheduled System Outage (USOS) Reporting

\*WFO: ESCM2 \*Document No.: ESCM270226000

Open Date: 02/26/2007 Open Time: 13:17 (Local Time) \*Initials:

Response Priority:  
 Immediate  Low  
 Routine  Not Applicable

\*Maintenance Description: 500 characters left

\*Program:  \*Station ID:  Equipment Code:  Trouble Ticket #:

Submit Reset Cancel

**Figure 6 Sample Maintenance Request Form**

2. Enter your initials.
3. Describe the maintenance request completely in the *Maintenance Description* box.
4. Click the down arrow at the end of the *Program* box to display a list of all available programs for the site, and select a program.
5. Repeat step 9 to select the *Station ID* and *Equipment Code*.
6. Click **Submit**. If an outage affects one of the designated NWS equipment types requiring a USOS entry, a system message displays (Figure 7).



**Figure 7 Create an Outage Report Request**

7. Click **OK**. The USOS System Outage Report displays (Figure 8) with the *Program*, *Outage Site*, *WFO*, and *Open Date & Time in UTC* fields populated from EMRS. The unique USOS document number is automatically generated for each form.

| UNSCHEDULED OUTAGE SYSTEM (USOS)<br>SYSTEM OUTAGE REPORT                   |         |  |                       |                                       |  |
|--|---------|--|-----------------------|---------------------------------------|--|
| Document Number  | Program | Outage Site  | WFO                   |                                       |  |
| PHI305124634   | ASOS    | ACY (ATLANTIC CITY, NJ)                                  | PHI (MOUNT HOLLY, NJ) |                                       |  |
| Open Date & Time in UTC<br>(MM/DD/YYYY HH:MM)                              |         | Projected Close Date & Time in UTC<br>(MM/DD/YYYY HH:MM) |                       | Projected Outage Hours<br>(###:##:MM) |  |
| 05/09/2003 23:30   |         | 05/13/2003 12:00   |                       | 84:30                                 |  |
| <input type="checkbox"/> Check this box if an incident report was created. |         |  |                       |                                       |  |
| Cause of Outage (maximum 240 characters)                                   |         |  |                       | 228 characters left                   |  |
| TEMP/DEW OUT   |         |  |                       |                                       |  |
| Action Taken to Restore (maximum 240 characters)                           |         |  |                       | 227 characters left                   |  |
| ORDERED PARTS  |         |  |                       |                                       |  |
| Impact on Services (maximum 240 characters)                                |         |  |                       | 218 characters left                   |  |
| OBSERVER HAS TO SLING.   |         |  |                       |                                       |  |
| Severe Weather Conditions (maximum 240 characters)                         |         |  |                       | 236 characters left                   |  |
| NONE   |         |  |                       |                                       |  |
| Save Document on Hold  |         | Submit To Region   |                       | Quit (without Saving)                 |  |

**Figure 8 Sample USOS System Outage Report**

8. Ensure the *Outage Site* box displays the Station Identifier (SID) for the site experiencing an outage. If not listed, contact the EMRS Program Manager within the Configuration Branch, W/OPS13 (Section 4). Once the information is changed within the EMRS database, it displays in the USOS.
9. Enter the *Projected Close Date & Time in UTC*. The *Projected Outage Hours* is calculated and displays.
10. Enter the information about the new outage. There are counters to the right of the text fields on the form indicating how many characters are left.
11. Click **Submit To Region** for approval.

Or

Click **Save Document on Hold** to retain the form without submitting to region (Section 4.5, Open On-Hold Outage, for instructions on submitting the outage at a later time).

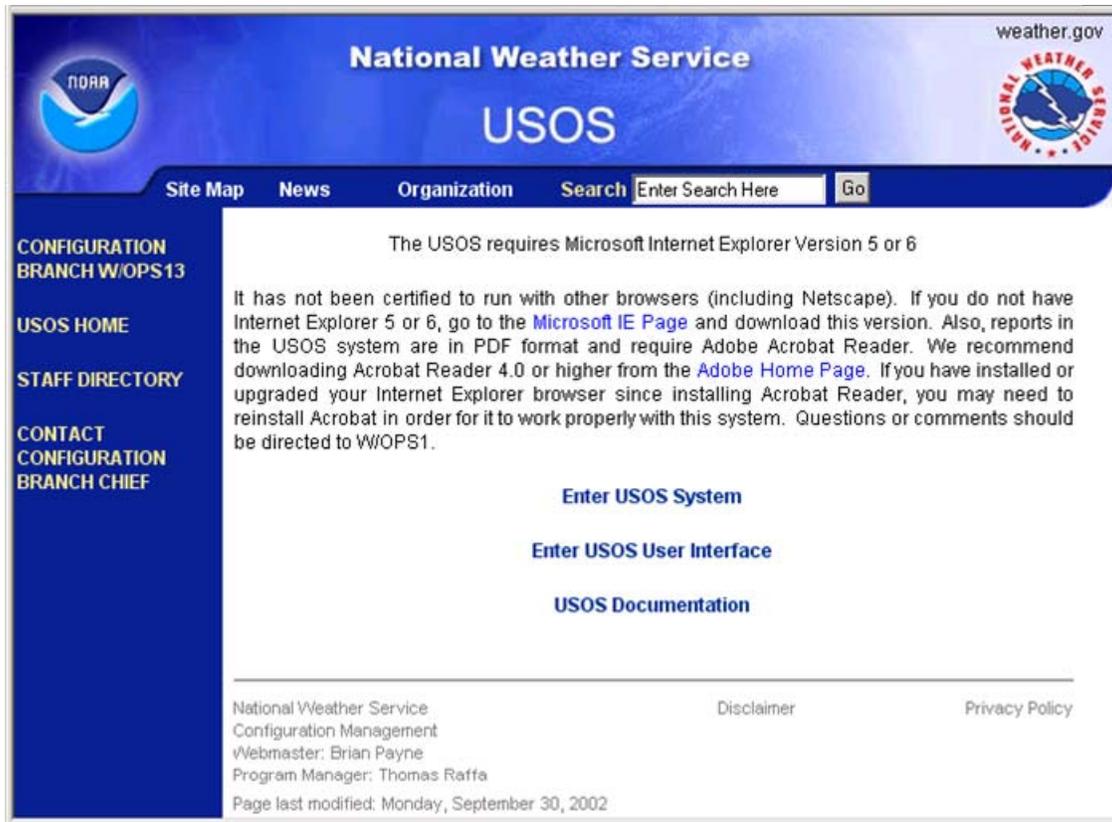
#### 4 USOS Main Menu

1. Open **Internet Explorer**.
2. Enter the address, <https://ops13web.nws.noaa.gov/>, to access the *NWS Configuration Branch* Web site (Figure 9).



**Figure 9 NWS Configuration Branch Web Site**

3. Select, under *REPORTING SYSTEMS*, **Unscheduled Outage System (USOS)**. The *National Weather Service USOS* screen displays (Figure 10).



**Figure 10 National Weather Service USOS Screen**

4. Click **Enter USOS System**. Click **OK** on the *IE Warning* page. The *Application Login Page* (Figure 2) displays for entering your e-mail username and password.
5. Enter the USOS account user name and password, and click **Login**. The *USOS Main Menu* displays (Figure 11).

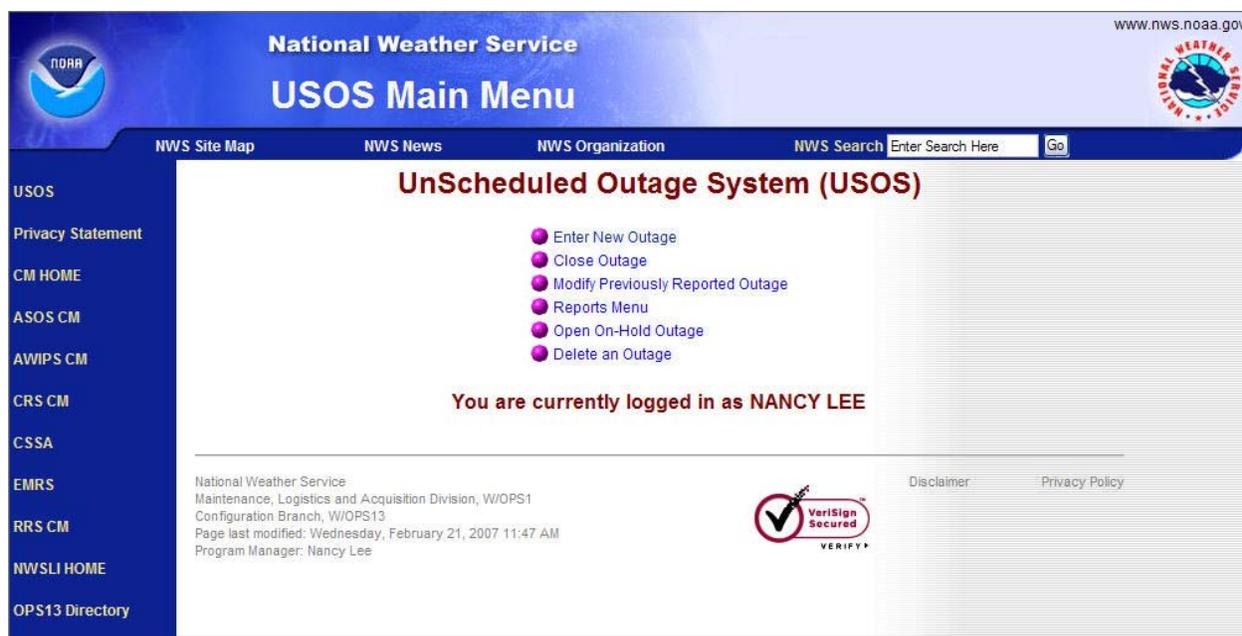


Figure 11 USOS Main Menu

#### 4.1 Enter New Outage

This menu option provides a way to enter a new unscheduled outage record for submittal to Region approval through the USOS. There are two components to entering a new outage: the *Maintenance Request* data entry form and the *USOS Outage Report* data entry form.

1. Click **Enter New Outage**. The *Maintenance Request* form (Figure 6) displays with a document number automatically generated. This form provides a way to request maintenance on failed equipment, facilities, and infrastructure designated by the Director of the Office of Operational Systems.
2. Repeat Section 2 steps 1 through 5 to complete the form.
3. Click **Submit**. If an outage affects one of the designated NWS equipment types requiring a USOS entry, a system message displays (Figure 7).
4. Click **OK**. The *USOS System Outage Report* displays (Figure 8) with the *Program*, *Outage Site*, *WFO*, and *Open Date & Time* in UTC fields populated from EMRS. The unique USOS document number is automatically generated for each form.
5. Ensure the *Outage Site* box displays the Station Identifier (SID) for the site experiencing an outage. If not listed, contact the EMRS Program Manager within the Configuration Branch, W/OPS13 (Figure 4). Once the information is changed within the EMRS database, it displays in the USOS.
6. Enter the *Projected Close Date & Time in UTC*. The *Projected Outage Hours* is calculated and displays.
7. Enter the information about the new outage. There are counters to the right of the text fields on the form indicating how many characters are left.
8. Click **Submit To Region** for approval.  
Or
9. Click **Save Document on Hold** to retain the form without submitting to region (Section 4.5, Open On-Hold Outage, for instructions on submitting the outage at a later time).

#### 4.2 Close Outage

This menu option provides a way to close an outage previously listed on a Daily Outage Report. There are two components to the Close Outage option: the *Close Outage List* and the *Close Outage Data* entry form.

1. Select **Close Outage**. The *Close Outage List* screen displays (Figure 12). This list shows all the records eligible for closure.

| Document Number              | Outage Site             | Open Date & Time |
|------------------------------|-------------------------|------------------|
| <a href="#">PHI305124634</a> | ACY (ATLANTIC CITY, NJ) | 09-MAY-03        |

[Return to Main Menu](#)

**Figure 12 Close Outage List Screen**

2. Select the **Document Number** link for an outage to complete the close information. The *Close Outage* data entry form displays (Figure 13).

| Document Number | Program | Outage Site             |
|-----------------|---------|-------------------------|
| PHI305124634    | ASOS    | ACY (ATLANTIC CITY, NJ) |

| Open Date & Time in UTC (MM/DD/YYYY HH:MM) | Projected Close Date & Time in UTC (MM/DD/YYYY HH:MM) | Projected Outage Hours (H#M#S) |
|--|---|--------------------------------|
| 05/09/2003 23:30                           | 05/13/2003 12:00                                      | 84:30                          |

**No Incident Report was created for this outage.**

Cause of Outage (maximum 240 characters) 228 characters left

TEMP/DEG OUT

Action Taken to Restore (maximum 240 characters) 227 characters left

ORDERED PARTS

Impact on Services (maximum 1024 characters)

OBSERVER HAS TO SLING.

Severe Weather Conditions (maximum 1024 characters)

NONE

| Close Date & Time in UTC (MM/DD/YYYY HH:MM) | Actual Outage Hours |
|---|---------------------|
| 05/12/2003 16:00                            |                     |

**Figure 13 Sample Close Outage Entry Form**

3. Enter the *Close Date & Time in UTC (MM/DD/YYYY HH:MI)*. The *Actual Outage Hours* are calculated after entering the Close Date & Time.
4. Click **Close Outage**.

#### 4.3 Modify Previously Reported Outage

This menu option provides a way to modify previously submitted information to an open outage listed on a Daily Outage Report.

1. Click **Modify Previously Reported Outage**. The *Open Outage List* displays (Figure 14). This list shows all the open outage records eligible for revision.



Figure 14 Open Outage List

2. Select a **Document Number** link for an open outage record to modify the information. The modify open outage data entry form displays (Figure 15).

| UNSCHEDULED OUTAGE SYSTEM (USOS)<br>SYSTEM OUTAGE REPORT                   |  |   |  |
|--|--|---|--|
| <i>Document Number</i>   | <i>Program</i>   | <i>Outage Site</i>  | <i>WFO</i>                                       |
| TFX10508116  | NWR  | BGNM8 (CONRAD, MT)  | TFX (GREAT FALLS, MT)                            |
| <i>Open Date &amp; Time in UTC<br/>(MM/DD/YYYY HH:M)</i>                   | <input checked="" type="checkbox"/> Check this box if the<br>projected restore time is<br>unknown. | <i>Projected Close Date &amp; Time<br/>in UTC<br/>(MM/DD/YYYY HH:M)</i> | <i>Projected<br/>Outage Hours<br/>(##:##:##)</i> |
| 10/01/2000 12:00   |  |   |  |
| <input type="checkbox"/> Check this box if an incident report was created. |  |   |  |
| <i>Cause of Outage (maximum 240 characters)</i>                            |  | 240 characters left   |  |
| <input type="text"/>   |  |   |  |
| <i>Action Taken to Restore (maximum 240 characters)</i>                    |  | 240 characters left   |  |
| <input type="text"/>   |  |   |  |
| <i>Impact on Services (maximum 240 characters)</i>                         |  | 240 characters left   |  |
| <input type="text"/>   |  |   |  |
| <i>Severe Weather Conditions (maximum 240 characters)</i>                  |  | 240 characters left   |  |
| <input type="text"/>   |  |   |  |
| <i>Reason for Revision (maximum 240 characters)</i>                        |  | 240 characters left   |  |
| <input type="text"/>   |  |   |  |
| Submit To Region   |  | Quit (without Saving)   |  |

**Figure 15 Sample Modify Open Outage Data Entry Form**

3. This form is used to revise previously submitted information for an open outage. There are two buttons on the bottom of the form:

- Submit to Region
- Quit (without Saving)

#### 4.4 Reports Menu

The *Reports Menu* option provides a way to print daily outage reports using Adobe Acrobat. If installed properly, the Adobe Acrobat Reader launches when a report is selected. There are four choices on the *Reports Menu* (Figure 16):

- Print Preview Current Outage Report (to see a draft open outage report for today)
- Print Preview Closed Outage Report (to see a draft close outage report for today)
- Archive Outage Reports (to see official reports submitted to the NWS Administrator)
- View Transactions in Progress (to see the status of submitted outage records)

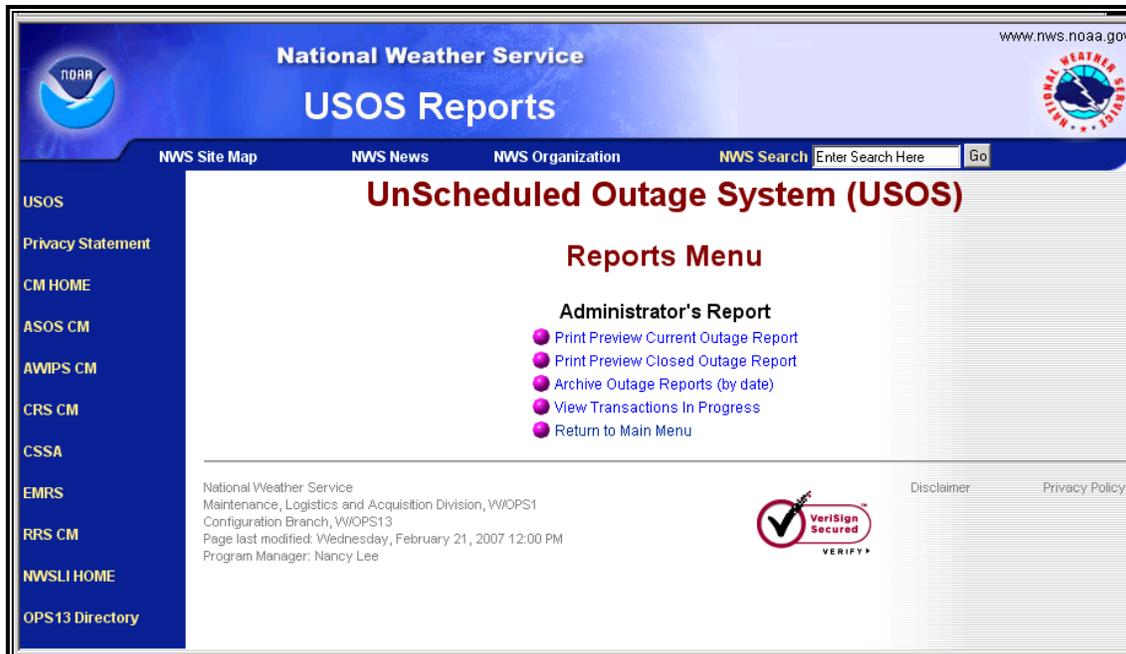


Figure 16 USOS Reports Menu

#### 4.4.1 Archive Outage Reports

1. Select the **Archive Outage Reports**. The *USOS Archive Reports* selection screen displays (Figure 17). This screen provides a mechanism for selecting a date for an official *Open Outage Report* or *Closed Outage Report*.

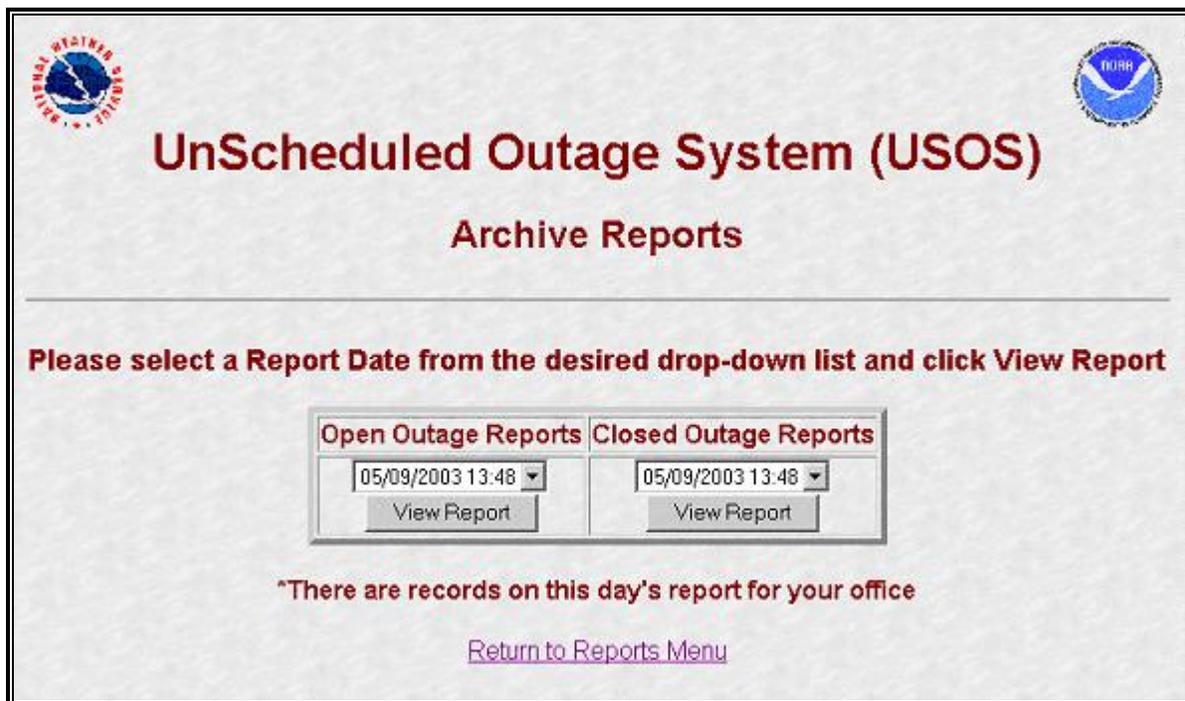


Figure 17 Archive Outage Reports Selection screen

2. Click the arrow to the right of the date box to select a report for a day.
3. Click the **View Report** button to launch Adobe Acrobat to see the report.
4. The Acrobat Reader has several built-in functions allowing users to print a report, save a report to disk, zoom in on a report, advance to the next page, advance to the last page, etc. To activate these features, click the Adobe Acrobat icons located on the tool bar above the report display screen (Figure 18).

NOTE: Do not use the toolbar above the URL to print the report. This toolbar pertains to Internet Explorer, and not Adobe Acrobat

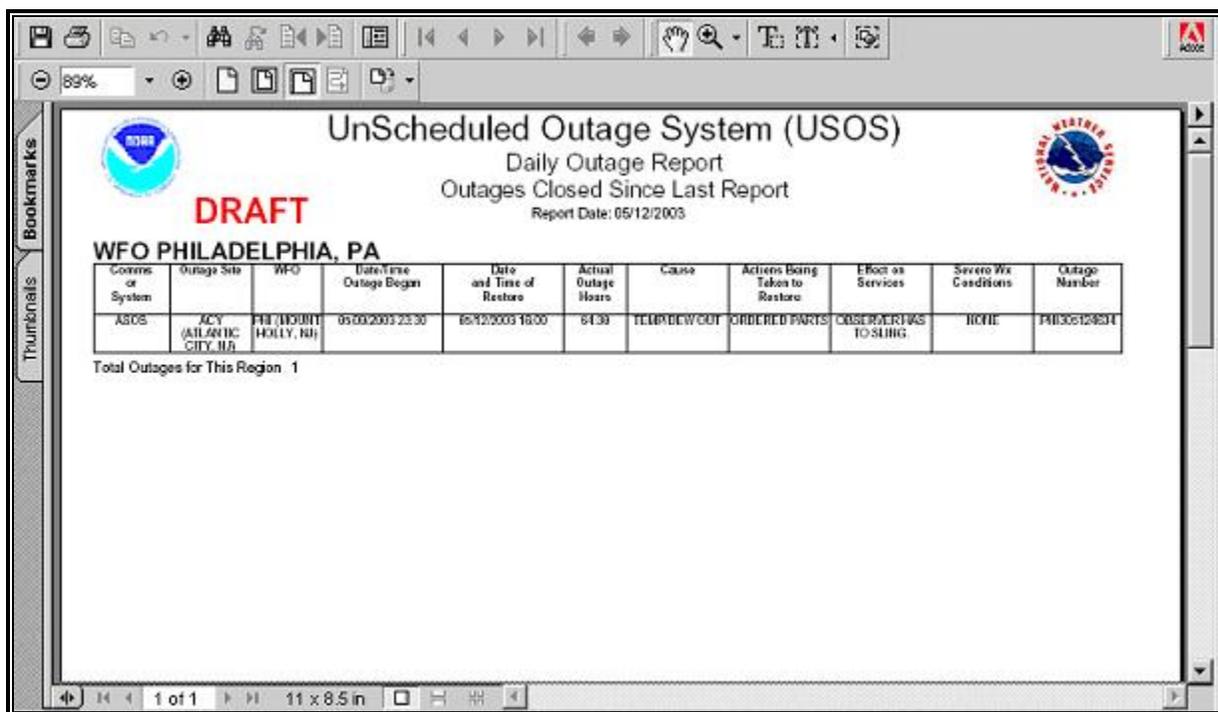


Figure 18 Sample USOS Closed Outage Report

UnScheduled Outage System (USOS)  
Daily Outage Report  
Current Outages  
Report Date 05/04/2007

**PHILADELPHIA, PA**

| Comms or System | Outage Site              | WFO                   | Date/Time Outage Began | Outage Hours to Date | Projected Date and Time of Restore | Projected Outage Hours | Cause  | Actions Being Taken to Restore   | Effect on Services                    | Severe Wx Conditions | Outage Number |
|-----------------|--------------------------|-----------------------|------------------------|----------------------|------------------------------------|------------------------|--|--|---------------------------------------|----------------------|---------------|
| NWR             | ANTP1 (ALLENTOWN, PA)    | PHI (MOUNT HOLLY, NJ) | 05/04/2007 05:59       | 13:33                | 05/04/2007 23:00                   | 17:01                  | NOAA WEATHER RADIO TRANSMITTER AT ALLENTOWN IS DOWN. | WEATHER IS BENIGN. TECHNICIANS WILL BE NOTIFIED.   | BROADCAST IS TEMPORARILY OFF THE AIR. | NONE                 | PHI7050412    |
| NWR             | SUDM2 (SUDLERSVILLE, MD) | PHI (MOUNT HOLLY, NJ) | 05/04/2007 06:18       | 13:14                | 05/04/2007 23:00                   | 16:42                  | TRANSMITTER OFF THE AIR.                             | WEATHER IS BENIGN. ELECTRONIC TECHNICIANS AND CONTRACTOR WILL BE NOTIFIED LATER THIS MORNING. TELCO IS CHECKING THE CIRCUIT. | TRANSMISSION IS OFF THE AIR.          | NONE                 | PHI7050413    |

Total Outages for This Region 2

Figure 19 Sample Open Outage Report

4.4.2 View Transactions in Progress

1. Select **View Transactions in Progress**. The *Transactions in Progress List* displays all outages submitted for the site currently in review (Figure 20).

**Transactions in Progress List**

**Transactions in Progress**

Click on the document number you wish to view

| Document Number              | Comms or System | Outage Site             | Date/Time Outage Began | Outage Status | Form Status | Current Reviewer |
|------------------------------|-----------------|-------------------------|------------------------|---------------|-------------|------------------|
| <a href="#">PHI207172722</a> | WSR88D          | DIX (FORT DIX, NJ)      | 17-JUL-02              | CLOSED        | IN PROGRESS | USOSOPS1         |
| <a href="#">PHI305124634</a> | ASOS            | ACY (ATLANTIC CITY, NJ) | 09-MAY-03              | CLOSED        | IN PROGRESS | USOSERH          |

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Figure 20 Transition in Progress List

2. Click the **Document Number** link to view detailed information for an outage.

#### 4.5 Open On-Hold Outage

This menu option provides a way to modify an outage previously put on hold (*Save Document on Hold* button shown in Figure 8 Sample USOS System Outage Report) and not yet submitted to a Region for approval. There are two components to the Open On-Hold Outage option: the Document Hold List and the on-hold outage record data entry form.

1. Click Open On-Hold Outage. The Document Hold List displays (Figure 21). This list shows all the records placed on-hold and not yet submitted to Region for approval.



| Document Number   | Outage Site           | Open Date & Time |
|-------------------|-----------------------|------------------|
| <u>TFX1042565</u> | TFX (GREAT FALLS, MT) | 25-APR-01        |
| <u>TFX1042573</u> | GTF (GREAT FALLS, MT) | 25-APR-01        |

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**Figure 21 Document Hold List Screen**

2. Select the **Document Number** link for an outage to complete the information for an on-hold outage record. The on-hold outage data entry form displays (Figure 22 Sample On-Hold Document Entry Form). This form is used to update outage information and is identical to the *Enter New Outage Data Entry* form. Three buttons are on the bottom of the form:
  - Save Document on Hold
  - Submit to Region
  - Quit (without Saving)

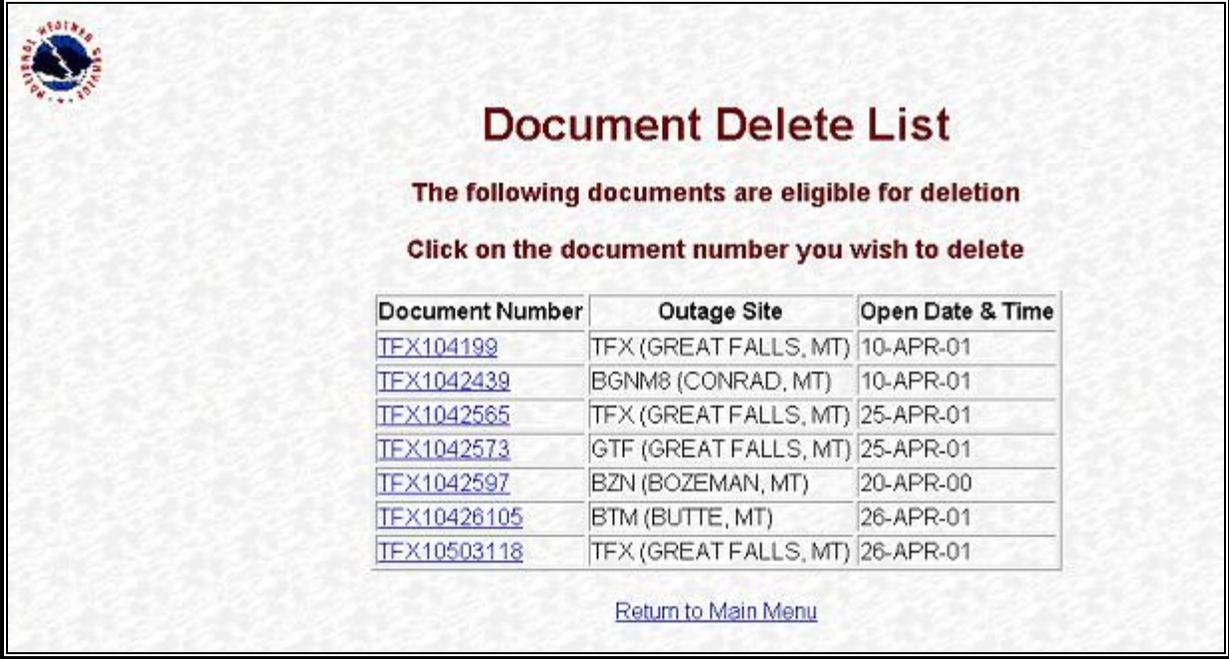
| UNSCHEDULED OUTAGE SYSTEM (USOS)<br>SYSTEM OUTAGE REPORT                   |  |   |   |
|--|--|---|---|
| <i>Document Number</i>   | <i>Program</i>   | <i>Outage Site</i>  | WFO                                       |
| TFX1042565   | AWIPS  | TFX (GREAT FALLS, MT)   | TFX (GREAT FALLS, MT)                     |
| <i>Open Date &amp; Time<br/>(MM/DD/YYYY HH:MM)</i>                         | <input checked="" type="checkbox"/> Check this box if the projected restore time is unknown. | <i>Projected Close Date &amp; Time<br/>(MM/DD/YYYY HH:MM)</i> | <i>Projected Outage Hours<br/>(HH:MM)</i> |
| 04/25/2001 07:22   |  |   |   |
| <input type="checkbox"/> Check this box if an incident report was created. |  |   |   |
| <i>Cause of Outage (maximum 240 characters)</i>                            |  | 226 characters left   |   |
| SYSTEM LOCK-UP   |  |   |   |
| <i>Action Taken to Restore (maximum 240 characters)</i>                    |  | 230 characters left   |   |
| CALLED NCF   |  |   |   |
| <i>Impact on Services (maximum 240 characters)</i>                         |  | 212 characters left   |   |
| HAD TO GO TO BACKUP SERVICES   |  |   |   |
| <i>Severe Weather Conditions (maximum 240 characters)</i>                  |  | 236 characters left   |   |
| NONE   |  |   |   |
| Save Document on Hold  |  | Submit To Region  | Quit (without Saving)                     |

Figure 22 Sample On-Hold Document Entry Form

#### 4.6 Delete an Outage

This menu option provides a way to remove an outage not yet approved by Region. There are two components to the Delete an Outage option: Document Delete List and delete outage record data entry form.

1. Click **Delete an Outage**. The *Document Delete List* displays (Figure 23). This list shows all the records eligible for deletion.



**Document Delete List**

The following documents are eligible for deletion

Click on the document number you wish to delete

| Document Number             | Outage Site           | Open Date & Time |
|-----------------------------|-----------------------|------------------|
| <a href="#">TFX104199</a>   | TFX (GREAT FALLS, MT) | 10-APR-01        |
| <a href="#">TFX1042439</a>  | BGNM8 (CONRAD, MT)    | 10-APR-01        |
| <a href="#">TFX1042565</a>  | TFX (GREAT FALLS, MT) | 25-APR-01        |
| <a href="#">TFX1042573</a>  | GTF (GREAT FALLS, MT) | 25-APR-01        |
| <a href="#">TFX1042597</a>  | BZN (BOZEMAN, MT)     | 20-APR-00        |
| <a href="#">TFX10426105</a> | BTM (BUTTE, MT)       | 26-APR-01        |
| <a href="#">TFX10503118</a> | TFX (GREAT FALLS, MT) | 26-APR-01        |

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**Figure 23 Document Delete List Screen**

2. Select the *Document Number* link for an outage to delete an outage record. The *Delete Outage Data Entry* form displays (Figure 24). This form is used to review a non-regional approved record for removal from the USOS. There are two buttons:
  - Delete Outage
  - Quit (without Saving)

| UNSCHEDULED OUTAGE SYSTEM (USOS)<br>SYSTEM OUTAGE REPORT                            |   |   |
|---|---|---|
| <i>Document Number</i><br>TFX1042565  | <i>Program</i><br>AWIPS                                     | <i>Outage Site</i><br>TFX (GREAT FALLS, MT) |
| <i>Open Date &amp; Time</i><br>(MM/DD/YYYY HH:M)<br>04/25/2001 07:22                | <i>Projected Close Date &amp; Time</i><br>(MM/DD/YYYY HH:M) | <i>Projected Outage Hours</i><br>(HH:MM)    |
| <b>No Incident Report was created for this outage.</b>                              |   |   |
| <i>Cause of Outage (maximum 1024 characters)</i><br>SYSTEM LOCK-UP                  |   |   |
| <i>Action Taken to Restore (maximum 1024 characters)</i><br>CALLED NCF              |   |   |
| <i>Impact on Services (maximum 1024 characters)</i><br>HAD TO GO TO BACKUP SERVICES |   |   |
| <i>Severe Weather Conditions (maximum 1024 characters)</i><br>NONE                  |   |   |
| <i>Close Date &amp; Time</i>  |   | <i>Actual Outage Hours</i>                  |
| Delete Outage   |   | Quit (without Saving)                       |

Figure 24 Sample Delete Outage Entry Form

## 5 Assistance

If difficulties occur when operating the USOS, contact the USOS POC within the Maintenance Branch (OPS12) at NWS Headquarters:

National Weather Service  
 Maintenance Branch W/OPS12  
 1325 East West Highway, Room 16330  
 Silver Spring, MD 20910

Telephone number:

301-713-1833 x172

Web:

<https://www.ops1.nws.noaa.gov/>

## APPENDIX C - System Outages to be Reported in Daily Reports

The following system outages are required to be reported in Daily Reports each business day:

1. Failures requiring immediate reporting (Incident Reports), highlighted in bold letters (APPENDIX A).
2. Failure of AWIPS that requires implementation of full or partial service backup as described in NWSI 10-2201 (if all services are handled locally, reporting is not required).
3. Failure of NWS WSR-88D expected to last more than 12 hours.
4. Failure of National Oceanic and Atmospheric Administration (NOAA) Weather Radio expected to last more than 12 hours.
5. Failure of WFO or RFC voice communications expected to last more than 12 hours.
6. Failure of regional frame relay circuit or associated equipment expected to last more than 12 hours.
7. Failure of upper air equipment expected to last more than 24 hours.
8. Failure of ASOS that is not expected to be restored within established restoration time. See NWSI 30-2111, Appendix B, ASOS Maintenance.
9. Total failure of data buoys from National Data Buoy Center (NDBC), Deep-ocean Assessment and Reporting of Tsunami (DART), Tropical Atmosphere/Ocean (TAO), or Coastal Marine Automated Network (C-MAN) stations. Failure is defined as being the loss of data reporting expected to last more than 12 hours.
10. NCEP Central Operations and missing individual model runs if an outage is projected to last longer than one forecast cycle.
11. Failure of mission-critical computer systems and communication capabilities at HPC, AWC, SPC, MPC, TPC, or the NWSTG (including the AWIPS Satellite Broadcast Network) for which on-site backup cannot be invoked and standard operating procedures fail to restore service.