

NATIONAL WEATHER SERVICE INSTRUCTION 30-2112

AUGUST 1, 2007

***Maintenance, Logistics, and Facilities
Systems/Equipment Maintenance, NWSPD 30-21***

REPORTING SYSTEMS, EQUIPMENT, AND COMMUNICATION OUTAGES

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

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SUMMARY OF REVISIONS: This directive supersedes NWSI 30-2112, “Reporting Systems, Equipment, and Communication Outages,” dated April 19, 2005. The introduction, reporting requirements, and reports paragraphs were rewritten for clarification. Appendix B, “UnScheduled Outage System (USOS) Reporting,” was modified to include new procedures for requesting a username and password, and entering a new outage through the Engineering Management Reporting System (EMRS) portal. Other minor changes were made to the text to clarify the topic discussed.

Signed by _____

July 18, 2007 _____

John McNulty, Jr.
Director, Office of Operational
Systems

Date

Reporting Systems, Equipment, and Communication Outages

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1. **Introduction.** The purpose of this instruction is to describe the method of reporting system, equipment, and communication outages that threaten or could threaten public safety to alert senior level managers. 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 Maintenance, Logistics, and Acquisition 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 Maintenance, Logistics, and Acquisition Division, OPS1. The Director of the Maintenance, Logistics, and Acquisition 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. During weather or hydrologic conditions that threaten or could threaten public safety, immediately generate a report (section 4.1) when:

1. Advanced Weather Interactive Processing System (AWIPS) requires implementation of service backup
2. Weather Service Radar-88 Doppler (WSR-88D), NOAA Weather Radio, WFO/RFC voice communications, Frame Relay Circuit, or associated equipment fails.
3. Equipment failure as described in section 4.2 or Appendix C occurs.
4. Backup or restoration steps fail.

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 exists for an Incident Report.

4.2.1 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 Directors will provide daily reports and updates using USOS to the Director of the Maintenance, Logistics, and Acquisition 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 in USOS Consists of Two Sections (Appendix B).

1. Current outages
2. Outages closed since the last report by region/center

4.2.4 Organization of Reports.

1. Within each part, 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 outage.
3. The effect on services.
4. Any severe weather that took place during the outage.

4.2.6 Second Part of the Report. Outages closed since the last report, will list the total hours of the outage and the date and time the outage was closed.

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

4.2.8 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.

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

<p>NOTE: 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.

NOTE: All times should be given in UTC.
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APPENDIX B - UnScheduled Outage System (USOS) Reporting

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1. Establish a New User Account

1. To request a Username and Password, open **Internet Explorer**.
2. Type the address, 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 W/OPS13 Applications

 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 OPS13 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](#)

Contact [OPS13](#) for Login Issues for the NWSLI, CSSA, EMRS, USOS, Accidents, and OPS1 Secure Pages only.

If you are having problems logging in to the NOAA Employee Check-In System, please contact [HSPO](#)

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 User Interface Only](#)

[NWSLI Transaction Form/CSSA Data Entry](#)

[MIRS E-Forms](#)

[OPS1 Web Pages](#)

[NOAA Check In System](#)

[Close Window](#)

Figure 3. Account Application Selection Menu

- 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

- Complete the form with your personal information. If you are a forecaster or other operations staff, click the **Position** field and select **OFFIC - Other Wfo/Office Staff** from the menu.
- 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. Enter New Outage

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

- Open **Internet Explorer**.
- Enter the address, 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.
- 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," the username is "john.doe" and the password is the same password used to log into an e-mail account.

5. Enter the EMRS/USOS account **User Name** and **Password**, and click **Login**. The *EMRS Data Entry System* page (Figure 5) displays.

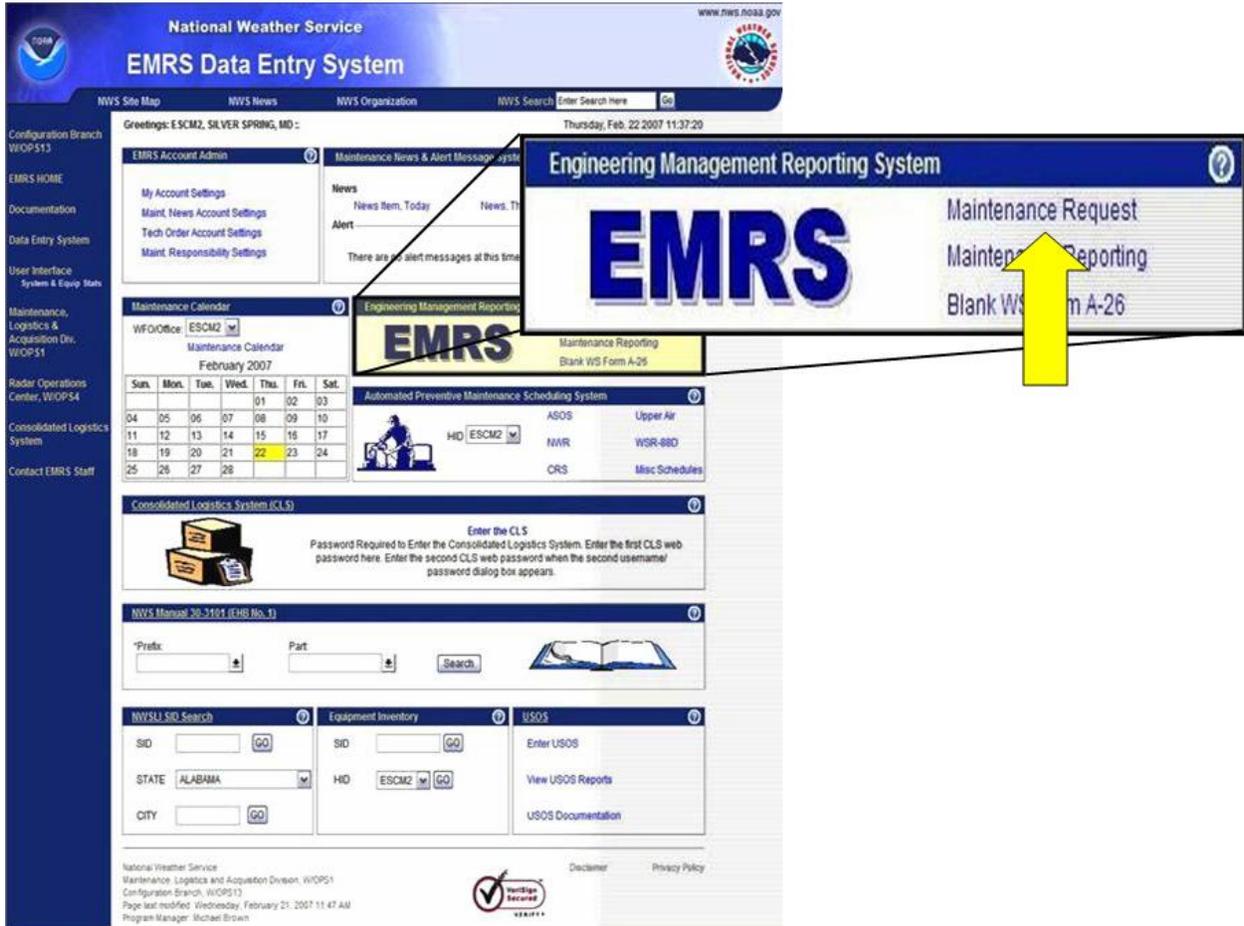


Figure 5. EMRS Data Entry System Page

6. Navigate to the EMRS portlet, 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.

The screenshot shows a web browser window titled "ENGINEERING MANAGEMENT REPORTING SYSTEM" with a subtitle "Maintenance Request and Unscheduled System Outage (USOS) Reporting". The form contains the following fields and controls:

- *WFO: ESCM2
- *Document No.: ESCM270226000
- Open Date: 02/26/2007
- Open Time: 13:17 (Local Time)
- *Initials: [Empty text box]
- Response Priority:
 - Immediate
 - Low
 - Routine
 - Not Applicable
- *Maintenance Description: 500 characters left
- *Program: [Dropdown menu]
- *Station ID: [Dropdown menu]
- Equipment Code: [Dropdown menu]
- Trouble Ticket #: [Text box]
- Buttons: Submit, Reset, Cancel

Figure 6. Sample Maintenance Request Form

7. Enter your initials.
8. Describe the maintenance request completely in the *Maintenance Description* box.
9. 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.
10. Repeat step 9 to select the *Station ID* and *Equipment Code*.
11. 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

12. 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) SYSTEM OUTAGE REPORT			
Document Number	Program	Outage Site	WFO
PHI305124634	ASOS	ACY (ATLANTIC CITY, NJ)	PHI (MOUNT HOLLY, NJ)
Open Date & Time in UTC (MM/DD/YYYY HH:MM)		Projected Close Date & Time in UTC (MM/DD/YYYY HH:MM)	
05/09/2003 23:30		05/13/2003 12:00	
		Projected Outage Hours (##:##:MM)	
		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

13. 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.
14. Enter the *Projected Close Date & Time in UTC*. The *Projected Outage Hours* is calculated and displays.
15. 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.
16. Click **Submit To Region** for approval.

Or

Click **Save Document on Hold** to retain the form without submitting to region (Section 3.5, Open On-Hold Outage, for instructions on submitting the outage at a later time).

3. **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).

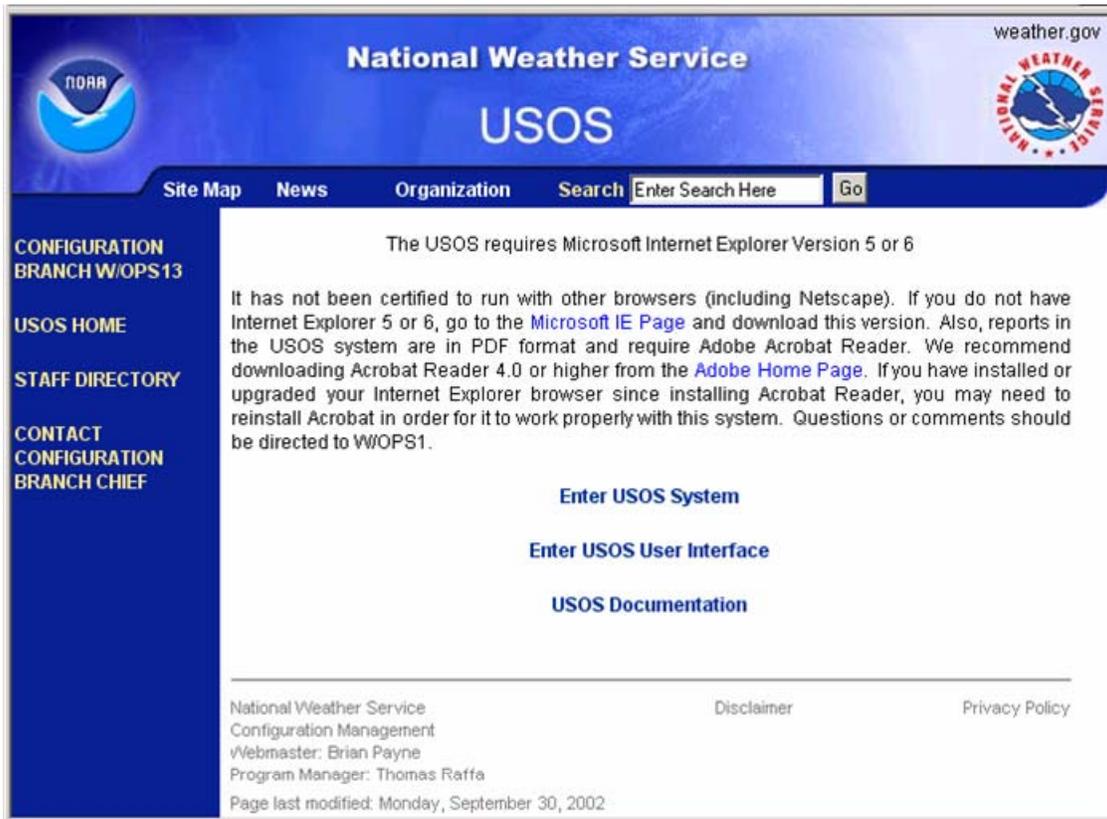


Figure 10. National Weather Service USOS Screen

4. Click **Enter USOS System**. The *Application Login Page* (**Error! Reference source not found.**) 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).

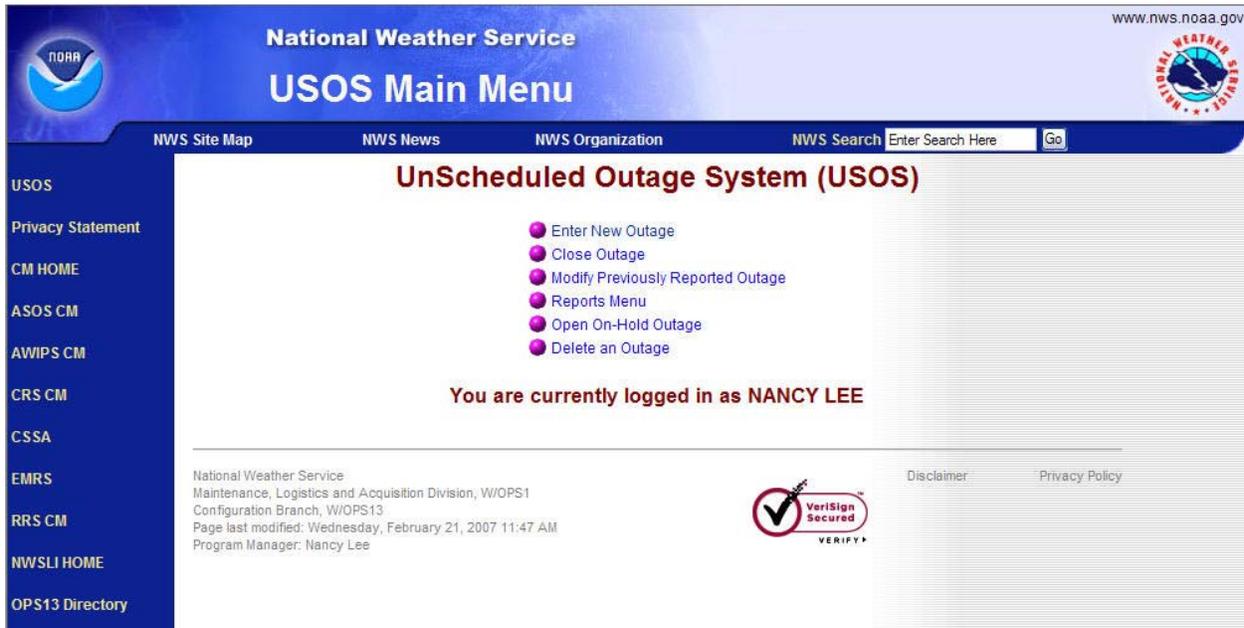


Figure 11. USOS Main Menu

3.1 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 6 through 10 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 (Section 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 3.5, Open On-Hold Outage, for instructions on submitting the outage at a later time).

3.2 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.



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).

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**.

3.3 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) SYSTEM OUTAGE REPORT			
<i>Document Number</i>	<i>Program</i>	<i>Outage Site</i>	<i>WFO</i>
TFX10508116	NWR	BGNMS (CONRAD, MT)	TFX (GREAT FALLS, MT)
<i>Open Date & Time in UTC (MM/DD/YYYY HH:MM)</i>	<input checked="" type="checkbox"/> Check this box if the projected restore time is unknown.	<i>Projected Close Date & Time in UTC (MM/DD/YYYY HH:MM)</i>	<i>Projected Outage Hours (H#H#M)</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)

3.4 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):

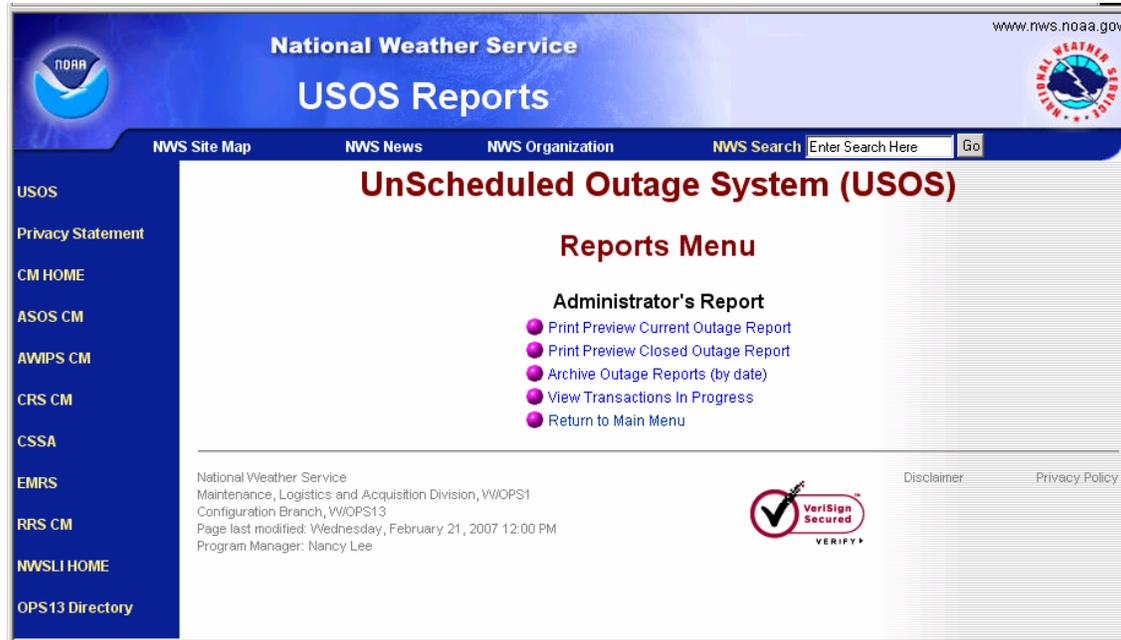


Figure 16. USOS Reports Menu

- 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)

3.4.1 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*.

The screenshot shows a web interface for 'UnScheduled Outage System (USOS) Archive Reports'. At the top, there are two logos: the National Weather Service logo on the left and the NOAA logo on the right. The main heading is 'UnScheduled Outage System (USOS) Archive Reports'. Below this, a horizontal line separates the heading from the instructions: 'Please select a Report Date from the desired drop-down list and click View Report'. The interface is divided into two columns: 'Open Outage Reports' and 'Closed Outage Reports'. Each column contains a date dropdown menu with the value '05/09/2003 13:48' and a 'View Report' button. Below the columns, a message reads '*There are records on this day's report for your office'. At the bottom, there is a link labeled 'Return to Reports Menu'.

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

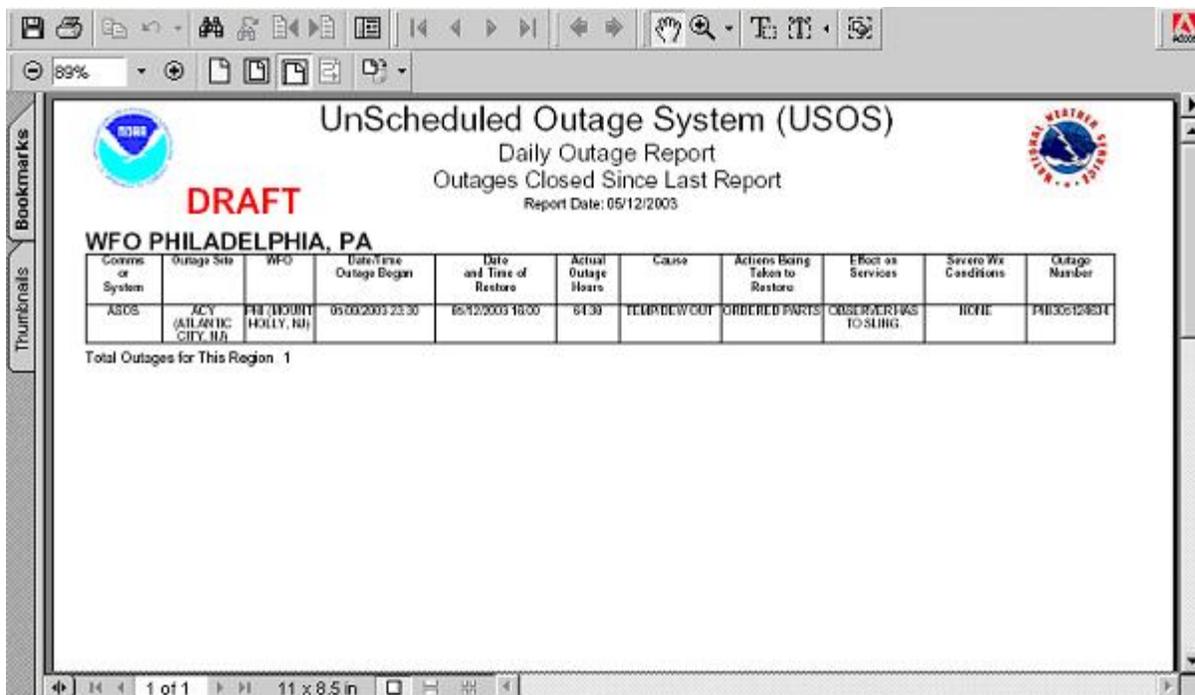


Figure 18. Sample USOS Closed Outage Report

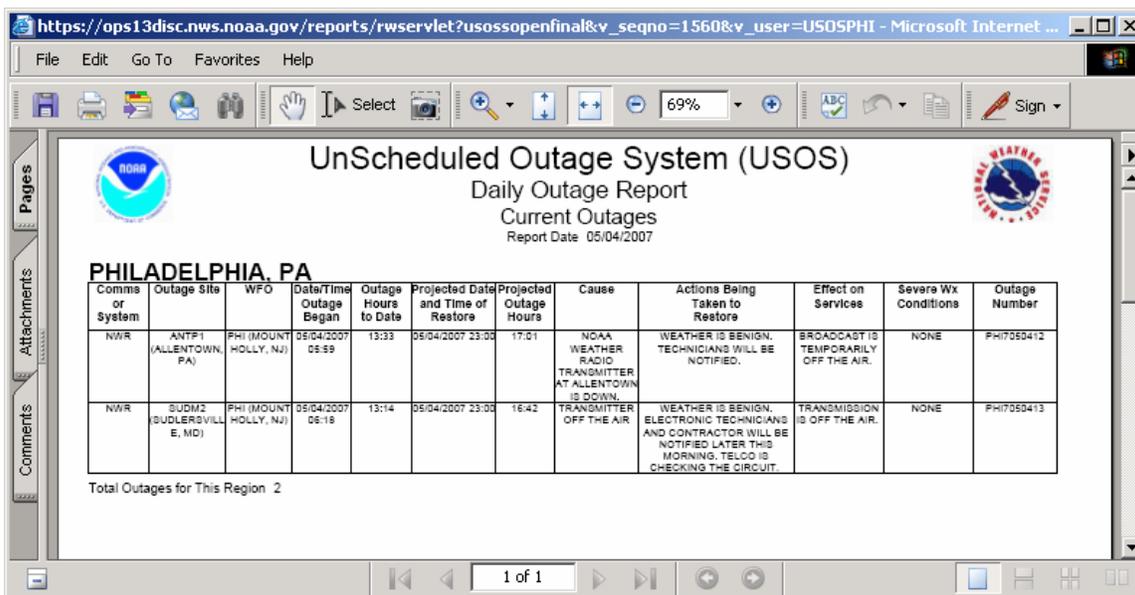


Figure 19. Sample Open Outage Report

3.4.2 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
PHI207172722	WSR88D	DIX (FORT DIX, NJ)	17-JUL-02	CLOSED	IN PROGRESS	USOSOPS1
PHI305124634	ASOS	ACY (ATLANTIC CITY, NJ)	09-MAY-03	CLOSED	IN PROGRESS	USOSERH

[Return to Report Menu](#)

Figure 20. Transition in Progress List

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

3.5 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) 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 Hold List

Click on the document number you wish to open

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

[Return to Main Menu](#)

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). 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) SYSTEM OUTAGE REPORT			
<i>Document Number</i> TFX1042565	<i>Program</i> AWIPS	<i>Outage Site</i> TFX (GREAT FALLS, MT)	<i>WFO</i> TFX (GREAT FALLS, MT)
<i>Open Date & Time</i> (MM/DD/YYYY HH:MM) 04/25/2001 07:22	<input checked="" type="checkbox"/> Check this box if the projected restore time is unknown.	<i>Projected Close Date & Time</i> (MM/DD/YYYY HH:MM)	<i>Projected Outage Hours</i> (HH:MM)
<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

3.6 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
TFX104199	TFX (GREAT FALLS, MT)	10-APR-01
TFX1042439	BGNM8 (CONRAD, MT)	10-APR-01
TFX1042565	TFX (GREAT FALLS, MT)	25-APR-01
TFX1042573	GTF (GREAT FALLS, MT)	25-APR-01
TFX1042597	BZN (BOZEMAN, MT)	20-APR-00
TFX10426105	BTM (BUTTE, MT)	26-APR-01
TFX10503118	TFX (GREAT FALLS, MT)	26-APR-01

[Return to Main Menu](#)

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

Figure 24. Sample Delete Outage Entry Form

4. 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

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 and Coastal Marine Automated Network (C-MAN) stations.
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.