

NATIONAL WEATHER SERVICE POLICY DIRECTIVE 30-22

November 18, 2009

Maintenance, Logistics, and Facilities

TECHNICAL ORDERS

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

OPR: OPS1 (A. Wissman)

Certified by: OPS (M. Paese)

Type of Issuance: Routine

SUMMARY OF REVISIONS: This directive supersedes National Weather Service Policy Directive 30-22, *Technical Orders*, dated December 2, 2002. Updated “OPR,” “Certified by,” signature block, and made minor grammatical and formatting changes.

1. The National Weather Service (NWS) must install, configure, maintain, and modify systems and equipment to function in a safe and effective manner. Comprehensive instructions and information in Technical Orders (TO) help achieve this goal.
2. TOs are official orders issued in the name of the Director (or designee), Office of Operational Systems (OPS), and by order of the Assistant Administrator (AA) for Weather Services. Compliance with NWS TOs is mandatory, except as explained in TO documentation. This directive establishes the TO system.
3. The NWS will not field systems (hardware or software) to be operated and maintained without TOs procured and verified. TOs for specific systems and commodities take precedence over general TOs.
4. Government staff not complying with TOs may face administrative action. Contractor’s staff working under contracts containing valid tasking and responsibilities for implementing and maintaining systems and/or equipment under the TO system who do not comply may be found in violation of contract terms and requirements.
5. This directive establishes the following authorities and responsibilities:
 - 5.1 The AA is responsible for TO system operations (e.g., resources, planning, policy, implementation, maintenance).
 - 5.2 The Director, OPS, is responsible for routine TO policy management and TO operations management oversight.

5.3 The Director, Operations Division (OPS1), is responsible for routine TO policy management and TO operations including approving and issuing all policy for managing the TO system. The Chief, Maintenance Branch (OPS12) is responsible for day-to-day TO operations and TOs. OPS12 reports annually to OPS1 any equipment or software updates requiring depot-level support fielded without verified TOs.

5.4 Regional headquarters (RHQ), Field Systems Operations Center (FSOC), National Data Buoy Center (NDBC), and Radar Operations Center (ROC), establish functional managers for TOs to ensure compliance with this policy. RHQs, FSOC, NDBC, and ROC will report to OPS1, any centrally procured system, commodity, equipment, or software update fielded without verified TOs.

6. This directive applies to all NWS staff who acquire, manage, or use TOs.

7. See Attachment 1 for measuring effectiveness with this policy.

8. See Attachment 2 for a glossary of references and supporting information.

Signed

November 4, 2009

John L. Hayes
Assistant Administrator for Weather Services

Date

Attachment 1

EFFECTIVENESS MEASURES

1. OPS1 will measure the success of this policy by evaluating annual reports from the National Reconditioning Center (OPS16), the Field Systems Operations Center (OPS2), the Radar Operations Center (OPS4), the National Data Buoy Center (OPS5), and the six regional headquarters.
2. OPS1 reports numbers of TOs, TO change recommendations received and processed, and management actions not meeting expectations. OPS12 tracks information received from reporting organizations and sends an annual report to OPS through OPS1 summarizing how well these actions comply with policy. The goal is zero issuances not meeting expectations.
3. OPS1 monitors information on centrally procured systems and commodities from the Logistics Branch (OPS14) who reports on hardware and software fielded without verified TOs. The goal is zero exceptions.
4. OPS13, Configuration Branch, collects field performed maintenance reports through the Engineering Management Reporting System. The goal is convergence between work reported and verified Technical Orders.
5. OPS15, Facilities Management Branch, evaluates work-related injuries to determine if TO procedures were followed, are incorrect, or require clarification to reduce injuries.

Attachment 2

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

NWSPD 30-12, *Configuration and Data Management*

NWSPD 30-21, *Systems Maintenance*

Terms

Technical Order (TO): Official orders issued in the name of the Director (or designee), Office of Operational Systems and by order of the Assistant Administrator for Weather Services (AA). These documents include systems and equipment manuals (handbooks), maintenance and modification notes, system administrative notes, software notes, contractor interface notes, system information notes, software patch instructions, and technical information packages.