



George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

FPD-OI-FD40.10
April 22, 2004

ORGANIZATIONAL INSTRUCTION

Flight Projects Directorate Ground Systems Department FD40

HOSC Problem Report

Revision C

APPROVAL

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
<u>Original Signed by</u> _____	Manager, Ground Systems Department	FD40	April 22, 2004
Ann R. McNair			

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/14/99	Baseline version
Revision	Rev. A	3/31/00	In response to NCR # 338, the procedure for accessing HPR quality records has been added.
Revision	Rev. B	3/14/01	Document reformatted to Flight Projects Directorate standard template.
Revision	Rev. C	4/22/04	Document updated to reflect change from the Utilization and Mission Services (UMS) contract to the new Huntsville Operations Support Center (HOSC) contract. Applicable documents were added in Section 2., the process was updated throughout Section 4., the Quality Records table in Section 8. was updated, and the flow diagram in Section 11. was redone to match the new process defined in Section 4.

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1. GENERAL INFORMATION

1.1 Scope

This Organizational Instruction (OI) informs users and implementers of the process for notifying the Huntsville Operations Support Center (HOSC) of a system problem that needs to be corrected during any supported activity.

1.2 Purpose

The purpose of this instruction is to provide a step-by-step process for generating, submitting, and processing a HOSC Problem Report.

1.3 Applicability

This instruction is applicable to all users who need to report a problem with HOSC services during a supported activity and to all personnel, both civil service and contractor, who implement the process to correct it.

2. APPLICABLE DOCUMENTS

Revision levels of documents are not shown. The latest revision will be used unless otherwise required by contractual requirements or other regulations. In this case the revision letter of the document will be given.

HOSC-HUH-233	HOSC User Handbook
HOSC-PLAN-2929	Configuration Management Plan for the HOSC
HOSC-PROC-180	HOSC Standard Operating Procedures

3. ACRONYMS and DEFINITIONS

3.1 Acronyms

DM	Data Management
DRC	Data Reduction Center
EHS	Enhanced HOSC System
HCS	HOSC Customer Service
HOSC	Huntsville Operations Support Center
HOSC O&M	HOSC Operations & Maintenance
HPR	HOSC Problem Report

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HSD	HOSC Support Desk
H/W	Hardware
IR	Incident Report
IST	Integrated Support Team
HITT	HOSC Integrated Test Team
OI	Organizational Instruction
O&M	Operations and Maintenance
PPS	Payload Planning System
S/W	Software

3.2 Definitions

Huntsville Operations Support Center The Huntsville Operations Support Center is a facility located at the Marshall Space Flight Center that provides users the tools necessary for monitoring, commanding, and controlling various elements of space vehicles, payloads, and science experiments.

HOSC Problem Report A report that may be initiated by anyone to document a problem encountered with hardware, software, facility, or other services provided by the HOSC during simulation, testing, flight or off line activities, that has not been resolved via the IR process.

HOSC Customer Service The HOSC Customer Service Desk is an operations support position in the HOSC, which provides user assistance with maintenance calls.

Integrated Support Team An institutional operations support team at the HOSC responsible for configuring, monitoring, and resolving problems with communications, data transport systems, data processing systems, and application software.

HOSC Integrated Test Team The HOSC team, which is responsible for all verification/validation testing of software deliverables to the HOSC.

4. INSTRUCTIONS

4.1 Problem Reported

The end user has a problem (i.e. hardware or software) and either fills out the HOSC Problem Report (HPR) or calls in the problem to the IST, HITT, or HCS. The HPR database is located on Black-star server, which, is in Building 4663.

RESPONSIBLE PARTY: End User/Originator

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4.2 Problem Report Written

There are two ways a report can be written:

1. The end user generates the HPR in the OpenHPR database located on the Black-star server
2. IST, HITT, or HCS creates an Incident Report (IR) on every call
 - a. After investigation a HPR will be generated if needed
 - b. User notified HPR generated and IR closed

RESPONSIBLE PARTY: Originator/IST/HITT/HCS

4.3 HPR Routed

Data Management (DM) routes the HOSC Problem Report through the problem solving process. This process is explained in HOSC-PROC-180 also see Figure 1 for the HPR flow.

RESPONSIBLE PARTY: DM

4.4 Software/Hardware Problem

HPR is routed to the Contractor Lead responsible for the appropriate Problem Area of the HPR.

RESPONSIBLE PARTY: DM

4.5 Assess/Evaluate Problem

Software developer or Hardware technician troubleshoots and/or solves the problem.

RESPONSIBLE PARTY: Software developer or Hardware Tech

4.6 Status of Problem

Upon resolution of problem Contractor Lead will status the HPR at the appropriate (EHS/PPS/DRC) HPR Review Board for recommendation of a scheduled fix.

RESPONSIBLE PARTIES: Software Lead or Hardware Lead

4.7 HPR Review Board

The HPR Review Board shall assess, disposition, prioritize, and approve/disapprove the resolution of a HPR.

4.7a Software HPR:

- If the HPR Review Board does not agree with the fix, the problem is returned to step 4.5.
- If the HPR Review Board does agree with the fix/patch the HPR is integrated into the appropriate Build.

4.7b Hardware HPR:

- If the HPR Review Board does not agree with the fix, the problem is returned to step 4.5.

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- If the HPR Review Board does agree with the fix the HPR is scheduled for implementation.

RESPONSIBLE PARTIES: HPR Review Board

4.8 IV&V Concurrence

The HITT received the delivered build package to test and validates the problem resolution.

- If the fix/patch is not confirmed, the HPR is returned to DM for tracking and then returned to step 4.4.
- If the fix/patch is confirmed, proceed to step 4.9.

RESPONSIBLE PARTY: HITT/Software Developers

4.9 Closure of HPR

DM received the HPR and closes the HPR in the database, which ends the process.

RESPONSIBLE PARTY: Data Management

4.10 Resolution

HOSC O&M informs the user of the problem resolution.

RESPONSIBLE PARTY HOSC O&M/User

5. NOTES

None

6. SAFETY PRECAUTIONS AND WARNING NOTES

None

7. APPENDICES, DATA, REPORTS, AND FORMS

None

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8. QUALITY RECORDS

The Quality Records for this Organizational Instruction are listed in the table below.

Number/ Name	Collection	Indexing	Access	Filing	Storage	Maintenance	Retention	Disposition
HOSC Problem Report	Online HPR database via Filemaker Pro Electronic Form	HPR Number	Non-restricted Filemaker Pro database located on Black_Star server	Black_Star Database Server located in Bldg 4663 Rm A-109	Black_Star Database Server	Contractor Support	Retain 5 years after HPR's have been closed	Purge as required by Database Administrator

9. TOOLS, EQUIPMENT, AND MATERIALS

None

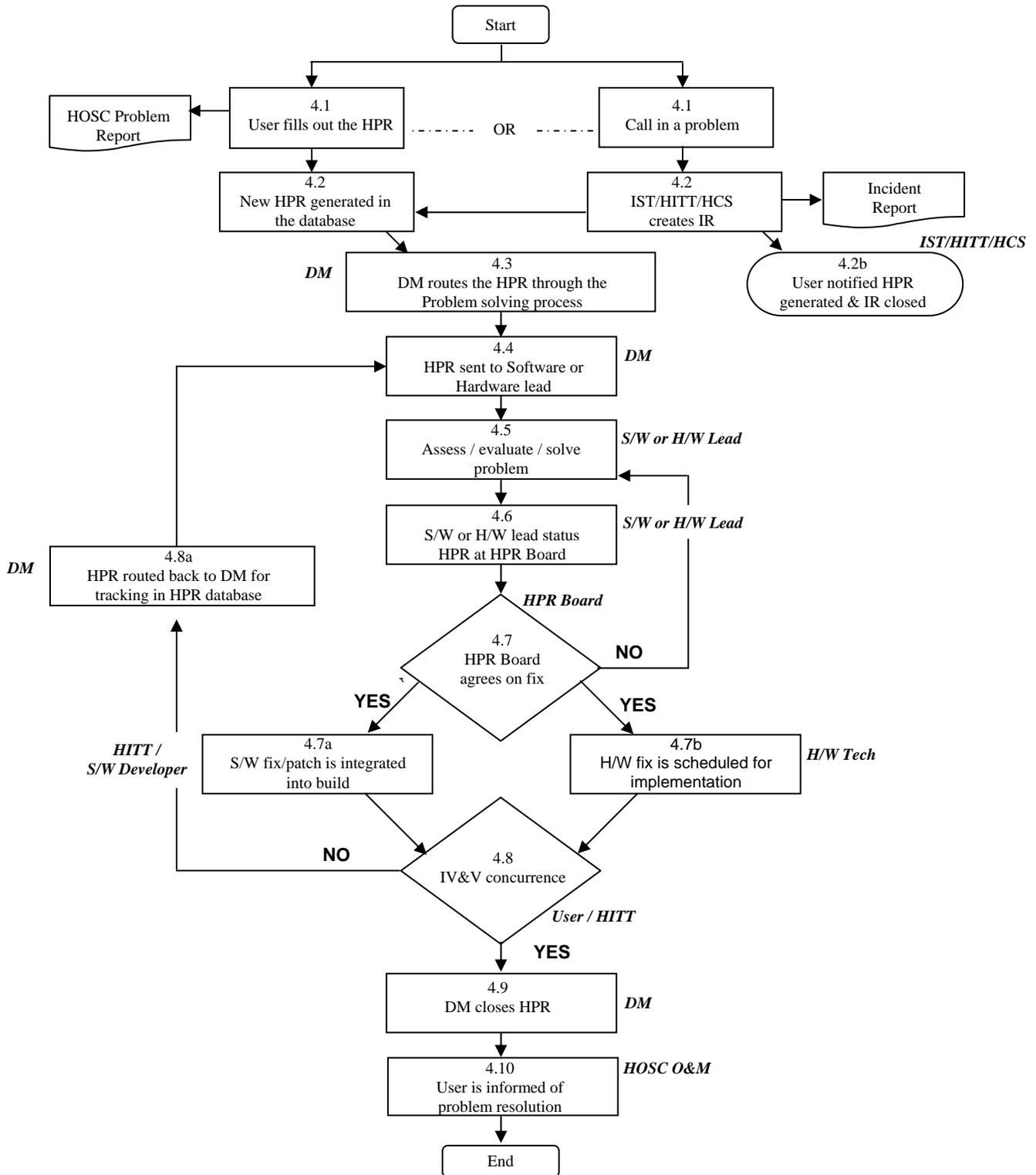
10. PERSONNEL TRAINING AND CERTIFICATION

None

11. FLOW DIAGRAM

Figure 1 graphically depicts the process stated in Section 4. of this document.

FIGURE 1: HOSC Problem Report Process



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