



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

FPD-OI-FD40.7
April 30, 2004

ORGANIZATIONAL INSTRUCTION

Flight Projects Directorate Ground Systems Department FD40

Remote Servicing Plan

Revision B

APPROVAL

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
<u>Original Signed by</u> _____	Manager, Ground Systems Department	FD40	April 30, 2004
Ann R. McNair			

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Marshall Space Flight Center Organizational Instruction OPR FD40		
Title - Remote Servicing Plan	FPD-OI-FD40.7 Date: April 30, 2004	Revision: B Page 2 of 6

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/14/99	Baseline version
Revision	Rev. A	3/14/01	Document reformatted to Flight Projects Directorate standard template.
Revision	Rev. B	4/30/04	Document updated to reflect changes in Applicability, Responsible Parties in Steps 4.1 and 4.2, and to indicate that Step 4.4 is applicable to all customers.

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Marshall Space Flight Center Organizational Instruction OPR FD40		
Title - Remote Servicing Plan	FPD-OI-FD40.7 Date: April 30, 2004	Revision: B Page 3 of 6

1. SCOPE

1.1 Scope

This instruction pertains to hardware & software that the Flight Projects Directorate (FPD) supports for external Enhanced HOSC Systems (EHS) installations, such as the Chandra X-Ray Telescope Operations Control Center, the International Space Station (ISS) remote Telescience Support Centers (TSCs).

1.2 Purpose

The purpose of this instruction is to describe the process used to provide the hardware and software support to external EHS installations and interfaces.

1.3 Applicability

This instruction is applicable to the civil service and contractor personnel who support the Ground Systems Department (GSD) of the Flight Projects Directorate and the users of the remote EHS installations and interfaces.

2. APPLICABLE DOCUMENTS

FPD-OI-FD40.10	HOSC Problem Report
MSFC-PLAN-2929	Configuration Management Plan for the HOSC

3. ACRONYMS and DEFINITIONS

3.1 Acronyms

ECR	Engineering Change Request
EHS	Enhanced HOSC System
FPD/FD	Flight Projects Directorate
GSD	Ground Systems Department
HOSC	Huntsville Operations Support Center
HPR	HOSC Problem Report
ISS	International Space Station
NASA	National Aeronautics and Space Administration
TSC	Telescience Support Center

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Marshall Space Flight Center Organizational Instruction OPR FD40		
Title - Remote Servicing Plan	FPD-OI-FD40.7 Date: April 30, 2004	Revision: B Page 4 of 6

3.2 Definitions

Engineering Change Request A proposed engineering change used by MSFC personnel to submit documentation for initial baselining or to process changes to the baseline for evaluation and disposition by the appropriate Configuration Control Board.

Enhanced HOSC System The Enhanced HOSC System consists of the updated capabilities of the HOSC data systems. It incorporates all data systems required to perform data acquisition and distribution, telemetry processing, commanding, database services, mission support services, as well as system monitor and control services.

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

Telescience Support Center The Telescience Support Center is a NASA funded facility that provides the capability to plan and operate on-orbit facility class payloads and experiments, other payloads and experiments, and instruments.

4. INSTRUCTIONS

4.1 Modification Need Identified

A need for modification of an external EHS installation is identified.

RESPONSIBLE PARTY: Program or User, based on their requirements

4.2 Problem Type Determination

The nature of the problem is determined to be either of a hardware/software nature or a change in engineering requirements.

RESPONSIBLE PARTY: Developers

4.3 Problem with Intended Operations

If a hardware or software problem occurs with intended operations, refer to and use the FPD's HOSC Problem Report (HPR) process. This process is documented in FPD-OI-FD40.10, HOSC Problem Report.

RESPONSIBLE PARTY: User

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Marshall Space Flight Center Organizational Instruction OPR FD40		
Title - Remote Servicing Plan	FPD-OI-FD40.7 Date: April 30, 2004	Revision: B Page 5 of 6

4.4 Engineering Change Request

If the customer requests a change in some aspect of engineering for EHS systems or services, refer to and use the FPD's Engineering Change Request process, which is documented in MSFC-PLAN-2929, Configuration Management Plan for the HOSC.

RESPONSIBLE PARTY: User

5. NOTES

None

6. SAFETY PRECAUTIONS AND WARNING NOTES

None

7. APPENDICES, DATA, REPORTS, AND FORMS

None

8. QUALITY RECORDS

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

Record Title	Description of Record	Authority	Retention	Notes
Engineering Change Request (ECR)	See MSFC-PLAN-2929.	MSFC-PLAN-2929	Retain for 5 years after ECR has been closed	
HOSC Problem Report (HPR)	Used to report problems with hardware, software, facility, or other services provided by the HOSC.	FPD-OI-FD40.10	Retain for 5 years after HPR has been closed.	

9. TOOLS, EQUIPMENT, AND MATERIALS

None

10. PERSONNEL TRAINING AND CERTIFICATION

None

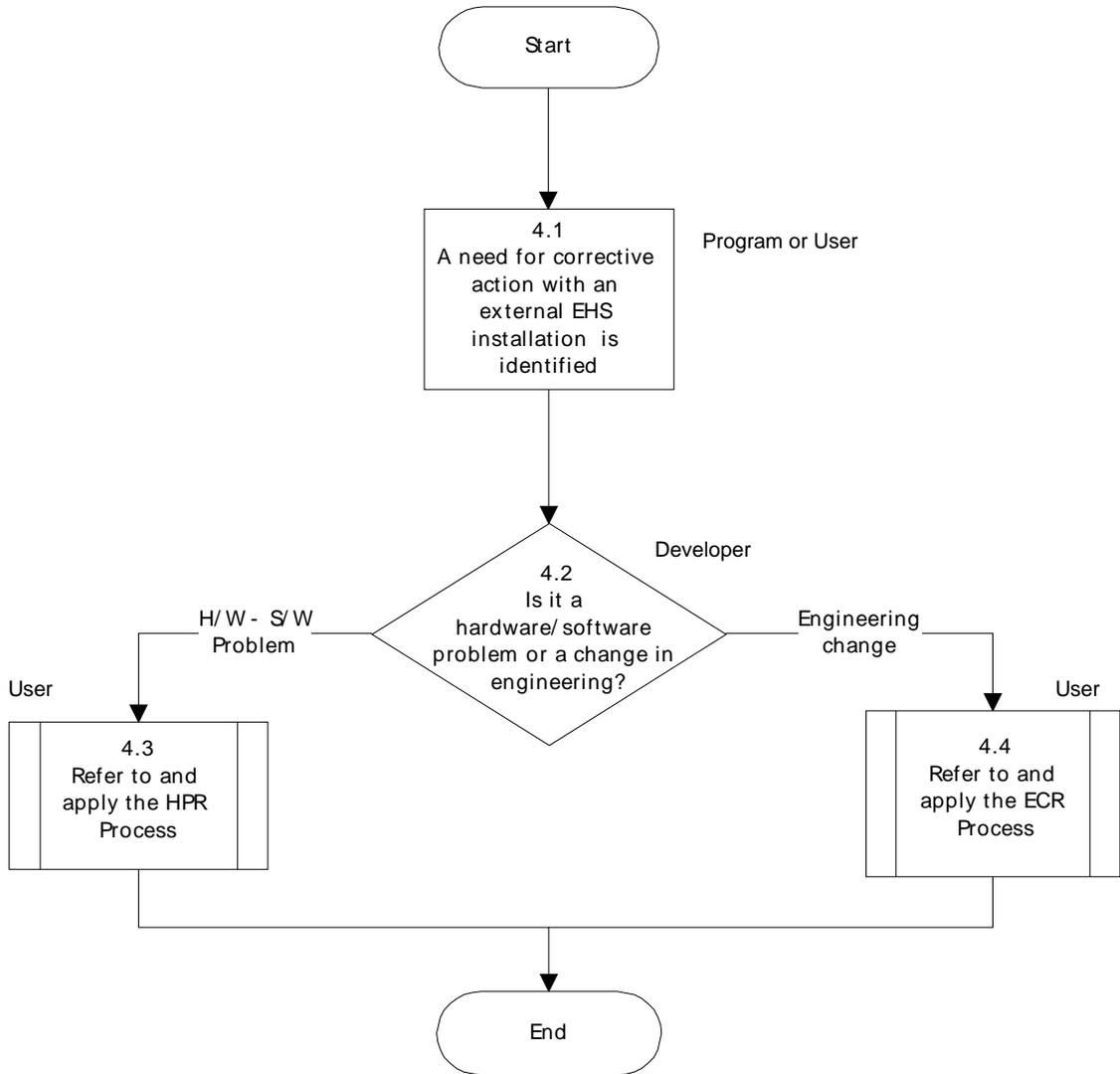
11. FLOW DIAGRAM

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Marshall Space Flight Center Organizational Instruction OPR FD40		
Title - Remote Servicing Plan	FPD-OI-FD40.7 Date: April 30, 2004	Revision: B Page 6 of 6

Figure 1 graphically depicts the process stated in Section 4.0 of this document.

FIGURE 1: Remote Servicing Plan Process



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