

13 JUL 1987

11800
MAIN

Base Maintenance Officer, Marine Corps Base, Camp Lejeune

Assistant Chief of Staff, Facilities, Marine Corps Base,
Camp Lejeune

MIP 87-CLNC-107-FAC ALTERNATE PROCEDURES FOR BASE MAINTENANCE TO
PROCESS WORK REQUESTS WHEN THE COMPUTER IS DOWN

Ref: (a) AC/S FAC memo 11800 FAC dtd 25 Jun 87

1. As requested in the reference, the subject MIP has been received and has resulted in the establishment of the following policy when the Emergency Service computer is "down". Callers will be queried if the request for service is an emergency or urgent requirement. If so, the request will be handled and processed manually. If the request is for routine service, the requestor will be asked to call back the following work day. However, even routine calls will be handled manually when manpower and workload permit. Due to volume, units requesting service work during computer down-time will be obliged to place a follow-up call to obtain the call "number", if desired, as it is a computer-controlled sequencing process.
2. Accordingly, the MIP is recommended for acceptance.

M. G. LILLEY

Blind copy to:
Admin Br
Ops Br (WkRecp)

Writer: C. Powell, MAIN, 2511
Typist: S. Schmitz, 10 Jul 87

11800

1977

Chief Maintenance Officer, Air Force Base, Camp Lejeune

Assistant Chief of Staff, Logistics, Marine Corps Base,

Camp Lejeune

RE: AIR FORCE BASE MAINTENANCE PROGRAM FOR BASE MAINTENANCE DIVISION
PROCESS WORK REQUESTS WITH THE COMPUTER IS DOWN

(a) AYS has been advised that the

As requested in the original report, the subject W/F has been
revised and has been included in the equipment of the following
basis that the equipment is a computer system. The
with a request for the request for service as an emergency of
urgent requirements. If you are request will be handled and
processed manually. At the present time the service is being
requested will be asked to call back the following work day.
however, even though the request will be handled manually for work
the power and the other system. The other system is being
service work on the computer system will be handled to make
a follow-up call to check the call number. If needed, it is
is a computer system and a pending process.

As a result, the W/F is recommended for acceptance.

W. J. Miller

Blind copy for:
Admin Br
Ops Br (W/Recp)

Writer: C. Powell, MAIN, 2511
Typist: S. Schmitt, 10 Jul 87

ROUTING SLIP

26 JUN 1987

	ACTION	INFO	INITIALS
BMO	✓	✓	
DBMO	✓	✓	CP 6/29
DIR, ADMIN (Log)	✓	✓	✓
DIR, OPS	✓	✓	✓ 6/30
DIR, M&R			
DIR, UTIL			
SECRETARY			
COMMENTS:			

Jim, your action sounds
~~*suspense*~~
~~*17 Jul*~~
like something
we should
be doing!
already! CP
 29

2 JUN 1961

[Faint, illegible handwritten text, possibly bleed-through from the reverse side of the page]

Memorandum

11800
FAC

DATE: JUN 25 1987

FROM: Assistant Chief of Staff, Facilities, Marine Corps Base

TO: Base Maintenance Officer

SUBJ: MIP PROPOSAL NO. 87-CLNC-¹⁰⁷~~106~~-FAC, ALTERNATE PROCEDURES FOR BASE MAINTENANCE TO PROCESS WORK REQUESTS WHEN COMPUTER IS DOWN

Ref: (a) AC/S BOSMAD memo 11800 BOSM dtd 18 Jun 87

Encl: (1) MIP Proposal

1. Review the enclosed MIP proposal in accordance with established procedures and reference (a). Response is requested no later than close of business 17 July 1987.
2. Point of contact GySgt. S. D. Maple, extension 3034/3035.

K. J. Kiriacoopoulos
 K. J. KIRIACOPOULOS
 By direction

HAL
 Need re
 by COB 7/

Sandy 7/7/87
 Pls. type rough
 for Col's chop
 J

1100

JUN 2 1981

MR. THEOPHILUS J. ... REQUESTS WITH COMPUTER TO DOWN

(b) AC's business memo 1100 numbered 12 1981

(1) MIP proposal

1. Review the enclosed MIP proposal in accordance with established procedures and reference to the response to request no later than close of business 17 July 1981.
2. Point of contact: Capt. G. P. Davis, telephone 344-2222.

A. A. Fitzpatrick
Director

Memorandum

11800
FAC

DATE: JUN 25 1987

FROM: Assistant Chief of Staff, Facilities, Marine Corps Base

TO: Base Maintenance Officer

SUBJ: MIP PROPOSAL NO. 87-CLNC-¹⁰⁷~~106~~-FAC, ALTERNATE PROCEDURES FOR BASE
MAINTENANCE TO PROCESS WORK REQUESTS WHEN COMPUTER IS DOWN

Ref: (a) AC/S BOSMAD memo 11800 BOSM dtd 18 Jun 87

Encl: (1) MIP Proposal

1. Review the enclosed MIP proposal in accordance with established procedures and reference (a). Response is requested no later than close of business 17 July 1987.

2. Point of contact GySgt. S. D. Maple, extension 3034/3035.


K. J. KIRIACOPOULOS
By direction

JUN 2 1987

1100

THE PROPOSAL... ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED...

(1) MTP Proposal

1. Review the enclosed MTP proposal... 2. Point of contact... 3. Point of contact...

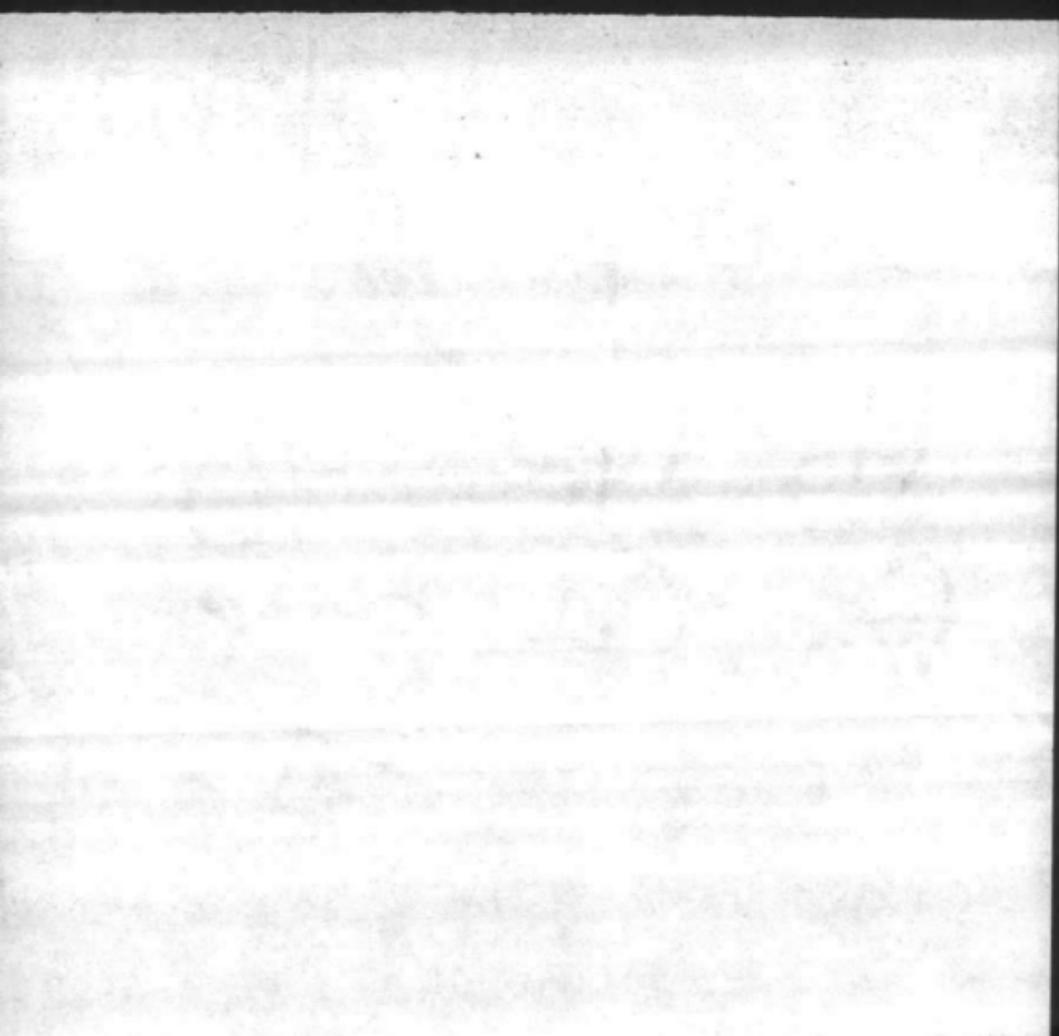
A. J. K...
Director

7/7/87

Sandy

Pls. type rough
for Col's chop

I

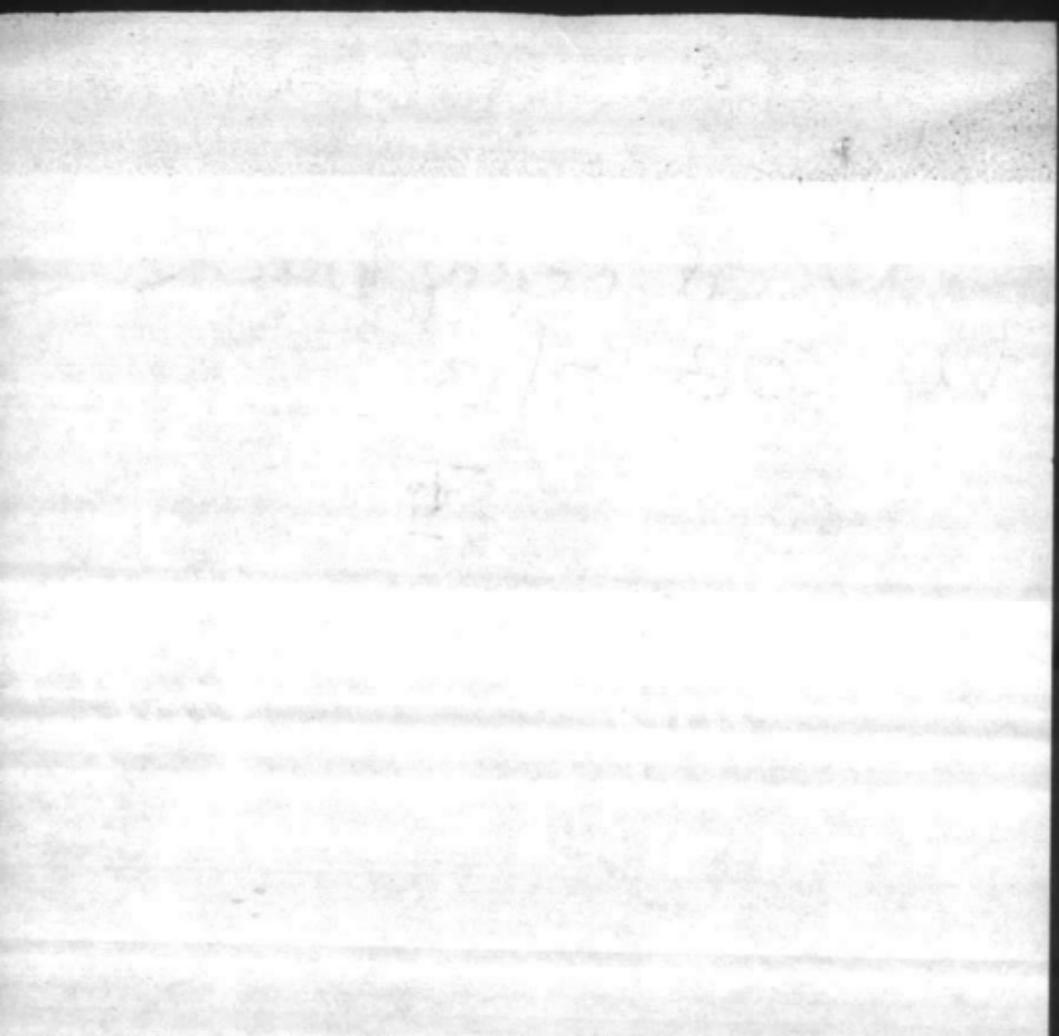


6/30/87

HAL

Need reply back
by COB 7/13

4





MODEL INSTALLATION PROGRAM

PROPOSAL

MARINE CORPS BASE CAMP LEJEUNE

**INSTRUCTIONS:**

1. COMPLETE ALL INFORMATION REQUESTED.
2. PLEASE PRINT OR TYPE LEGIBLY.
3. USE ADDITIONAL SHEETS IF NECESSARY.
4. FORWARD COMPLETED PROPOSAL TO AC/S, BOSMAD, MCB

DO NOT WRITE IN THIS SPACE
DATE RECEIVED

11 Jun 1987

TITLE OR SUBJECT OF PROPOSAL

Alternate procedures for Base Maintenance to process work requests when computer is down

PROPOSAL NUMBER

87-CLNC-107-FAC

NAME, TITLE, GRADE/RANK OF SUBMITTER(S)

Laurence F. MASON, MGySgt

PHONE

3040/3048

CURRENT PROCEDURE

When the computer that process maintenance requests is not operational, the trouble desk will not accept any requests until the computer comes up on line. There is no telling when it will come up on-line nor would the caller of a maintenance request know when it is up. The only way to find out would be keep calling. This is time consuming and costly in wasted man hours.

PROPOSED PROCEDURE (If a directive/order must be waived to implement proposal-Identify the specific reference.)

That Base Maintenance institute backup procedures to handle maintenance requests when their computer goes down.

BENEFITS/ADVANTAGES

Maintenance requests will be processed as they are called in or received. Man hours would not be wasted in calling in to find out if the computer is up. Also, in certain instances savings in reduced utilities costs would be realized.

I (WE) UNDERSTAND THAT THE ACCEPTANCE OF A CASH AWARD FOR THE USE OF THIS PROPOSAL BY THE UNITED STATES GOVERNMENT SHALL NOT FORM THE BASIS OF A FURTHER CLAIM OF ANY NATURE UPON THE UNITED STATES BY ME (US), MY (OUR) HEIRS, OR ASSIGNS.

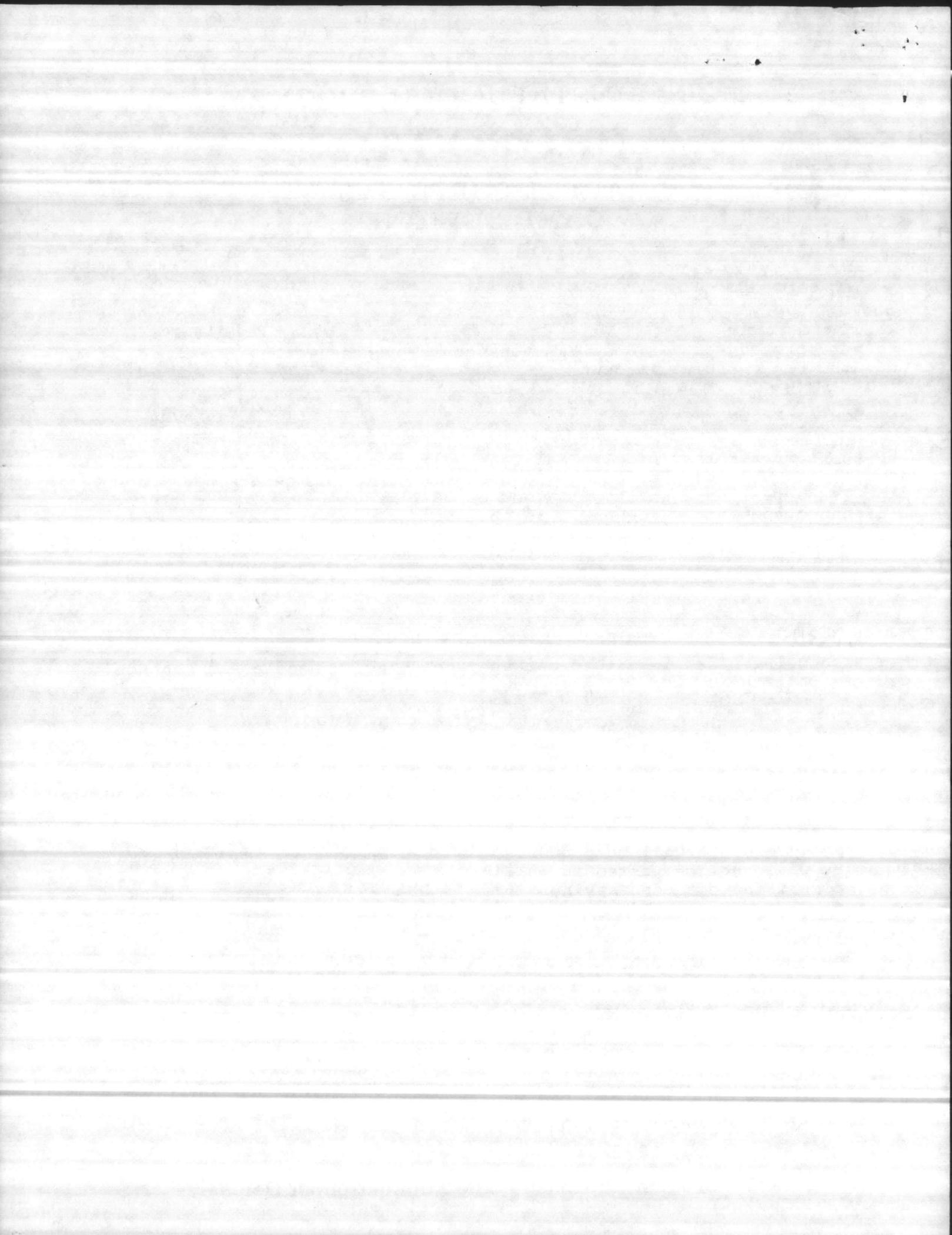
(SIGNATURE AND DATE)

Laurence F. Mason
LAURENCE F. MASON 11 Jun 87

(SIGNATURE AND DATE)

MODEL INSTALLATION PROPOSAL
MCBCL 11800

Excellent Installations — The Foundation Of Defense**ENCL (1)**



MAINTENANCE DISCREPANCY REPORT

MCBCL 11014/24 (REV. 08-86)

FACILITY NUMBER		MINOR JOB		ZONE		FOR P&E USE ONLY		FOR COMPLETED WORK ONLY				
		<input type="checkbox"/> YES <input type="checkbox"/> NO				LABOR EPS	COST	MAT'L COST	JOB START-ED	JOB COM-PLETED	LABOR HOURS	BADGE #
WGC	SHOP	REPAIR CODE OR DESCRIPTION		LOCATION(S)	UNIT OF MEASR	WORK UNITS						
✓ 01	38	2005	MT Whole Bldg	356477 7C310		1			LT Fay		5703	
✓ 01	39	2005	MT Whole Bldg	356479 502		1			VanSteenberg		3525	
✓ 01	32	2005	MT Whole Bldg	356486 AS222		1			Sgt Cummings		6701	
* 01	33	1752	V310 Reach in Refr 15, 34	356490 T12455		1			Start		2705	
✓ 02U	32		4.5 Motor Repair Bay door on door	356494 TC101		1			Capt Barber		0538	
✓ 02U	57	1679	Partial Power	356506 1403		1			Helen		5725	
* 01	37	H015	NO STEAM	BB7		1			Bell Carter		7128	
02U	32	2049	WATER POURING OUT OF A/C	356523 2524		1			LT Frank		0261	
02U			TT2455 Door up	356532 T12455					PAT		2074	

REMARKS

called

SUBMITTED BY	DATE	TELEPHONE NO.

Handwritten notes at the top of the page, including the number 3 and some illegible text.

Vertical handwritten notes on the left side of the page.

Vertical handwritten notes in the middle-left section of the page.

Vertical handwritten notes in the middle-right section of the page.

Vertical handwritten notes on the right side of the page.

Vertical handwritten notes at the bottom of the page.

Tim

The present policy is to inquire of the customer if the problem is life or property threatening. If the answer is "yes", the information is taken and written down for input at a later time. Then the respective shop is called. We try to limit these to 01's and selective 02U's. All other callers are requested to call back at a specific time - usually provided by RASC.

To use the alternative method of accepting all calls and recording them on a MOR would create a backlog of entries to input when the machine comes up. This method was tried in the past and to input tickets on the phone after the equipment was up created backlogs in other areas.

Today the computers were down for four hours. During that time the operator recorded a total of 80 01 and 02U calls. This, on a morning when the Marines were returning from an extended weekend. When the machines began functioning two operators spent a total of 1.5 hrs cutting these tickets. At any one time, three of us accepted/rejected calls on our current criteria policy.

The idea has merit and could be done in the interest of customer service upon calling, but it would not (1) increase response time on 02 tickets; (2) provide the customer with their ticket number and (3) ensure that the operator would input all tickets received after machine is up.

Haf

