

MINICOMPUTER MAINTENANCE AND OPERATIONS CENTER CENTER RELEASE DESCRIPTION

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1. GENERAL

1.01 This section authorizes each official release of information from the Minicomputer Maintenance and Operations Center (MMOC). It describes the impact of the release on the MMOC and affected documentation due to subsequent design changes.

1.02 This section is being reissued to account for changes in Sections 191-825-000 and 007-555-359. Revision arrows are used to emphasize significant changes.

A. MMOC Overview

1.03 The MMOC is a Total Network Operations Plan (TNOP) Operations Center responsible for the operation of clustered minicomputer hardware associated with system-standard operations systems and locally-designed systems. In addition, the MMOC is responsible for the maintenance of clustered and remote minicomputer systems located within its geographic boundaries and for which self-maintenance is feasible. The work functions of an MMOC are divided into two categories: (1) Minicomputer Operations and (2) Maintenance. Each of these categories is normally cared for in one of two MMOC subgroups, the Minicomputer Operations Group (MOG) or the Minicomputer Maintenance Group

(MMG). The MOG and MMG in a model MMOC are joined under common management. The specific level at which they are joined is dependent on local conditions and span of control considerations.

B. MOG Responsibilities

1.04 The MOG is responsible for the day-to-day operation of minicomputers not operated by the user work centers. The MOG-operated systems are clustered in one or more locations. The MOG is responsible for starting and restarting of each system, making entries in the system operation run logs, making computer switch settings specified in the operating instructions, and for appropriate media handling and administration. The MOG responds to system error messages and alarms and takes specified actions in response to user trouble reports. It is responsible for sectionalizing minicomputer system trouble conditions and referring these to the appropriate maintenance organizations. The MOG is responsible for analyzing computer performance and preparing management reports. Environmental and security management is provided by the MOG.

C. MMG Responsibilities

1.05 The MMG is responsible for conducting preventive maintenance routines and for performing corrective maintenance of computer subsystem hardware. This includes the processors and peripherals (disks, tapes, etc) and terminal equipment associated with the computer system (eg. console terminal). The MMG is responsible for stocking spare parts, managing spare parts inventory at efficient levels, and maintaining an inventory of installed hardware components. The MMG is responsible for the installation and administration of field changes, the reflection of these changes in the records, and, where necessary and possible, installing these changes in stocked spare parts.

2. IMPACT

2.01 The MMOC Information Resources Index contains an index of reference documents used

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in connection with the management of the MMOC. Section 191-825-000 has been released as Issue 2 reflecting updates to the MMOC Practices list and updates to the System Letter list since Issue 1 was released. Section 007-555-359, Minicomputer Maintenance and Operations Center Operations Guide—Minicomputer Maintenance Group, has been released as Issue 2 reflecting the addition of MMG Force Sizing and MMG Force Management—Pricing and Loading.

2.02 The MMG Force Sizing (Section 8) explains the guidelines used to efficiently and effectively size and staff a minicomputer maintenance work force.

2.03 The MMG Force Management - Pricing and Loading (Section 9) describes guidelines for establishing, adapting, and monitoring force management techniques and procedures in an MMOC and MMG environment. Specifically, it is a recommended approach to organizing, identifying, distributing, and tracking the work load through the MMG.♦

3. AFFECTED DOCUMENTATION

3.01 ♦Changed documents and related issue release are as follows:

SECTION	ISSUE	TITLE
007-555-351	2	Center Release Description
007-555-359	2	Operations Guide—Mini-computer Maintenance Group
191-825-000	2	Center Information Resources Index♦

Note: The MMOC functions documented in these sections involve maintenance and operation of general trade computer systems. The inclusion of references to particular vendors is not meant as an endorsement of their products or the exclusion of others. These references recognize vendor products and services that have significant impact on MMOC operations.