MAINTENANCE ORGANIZATION AND STAFFING

MINICOMPUTER MAINTENANCE AND OPERATIONS CENTER

COMPUTER SYSTEM MEASUREMENT

INFORMATION SYSTEMS

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1. GENERAL

1.01 This section provides procedures for organizing and staffing a minicomputer maintenance organization within the Minicomputer Maintenance and Operations Center (MMOC). This section renumbers Section 190-020-565.

1.02 Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

1.03 The title of each figure includes a number in parentheses which identifies the paragraph in which the figure is referenced.

1.04 The Minicomputer Maintenance Group (MMG) is a part of the Minicomputer Maintenance and Operation Center (MMOC) as defined in Total Network Operations Plan (TNOP), Issue 2 and in Section 007-550-300. MMG responsibilities include preventive and corrective maintenance of general trade minicomputers and peripherals residing in the MMOC, as well as stand-alone minicomputer subsystems in a defined geographic or organizational area served by the MMOC.

1.05 Specific MMG functions include the following:

(a) The maintenance and storage of an inventory of spare parts sufficient to support the computer universe maintained. Sparing strategy is described in Section 007-560-306.

(b) The administration and application of recommended field changes to minicomputer hardware.

(c) The scheduling and performance of required routine preventive maintenance procedures and the documentation of their completion.

(d) The receipt, analysis, and response of trouble reports from system users or Minicomputer Operation Center (MOC) personnel. These actions include trouble isolation via diagnostics, test sets, etc, the replacement of defective parts, and the documentation of corrective maintenance activities for future analysis.

(e) The testing and repair of defective components.

Figure 1 illustrates the organizational structure of the MMG.

2. CRAFT WORK FORCE—SIZING AND SELECTION

2.01 The MMG is staffed by supervisory, clerical, and craft personnel. Craft force levels will depend on many factors, including the following:

(a) Numbers of systems maintained.

(b) Types of systems maintained (single versus multiple vendor)

(c) Maintenance coverage (8 hour, 5 day/week versus 24 hour, 7 day/week).

(d) Desired maintenance availability (response time)

(e) Desired system availability

(f) Geographic distribution of systems

(g) Corrective maintenance escalation.

2.02 Generally, the minimum number of maintenance personnel should not be less than three craft persons and one supervisor. This work force would be appropriate for normal business hour coverage of up to 20 systems, providing the majority are from one manufacturer and are of similar 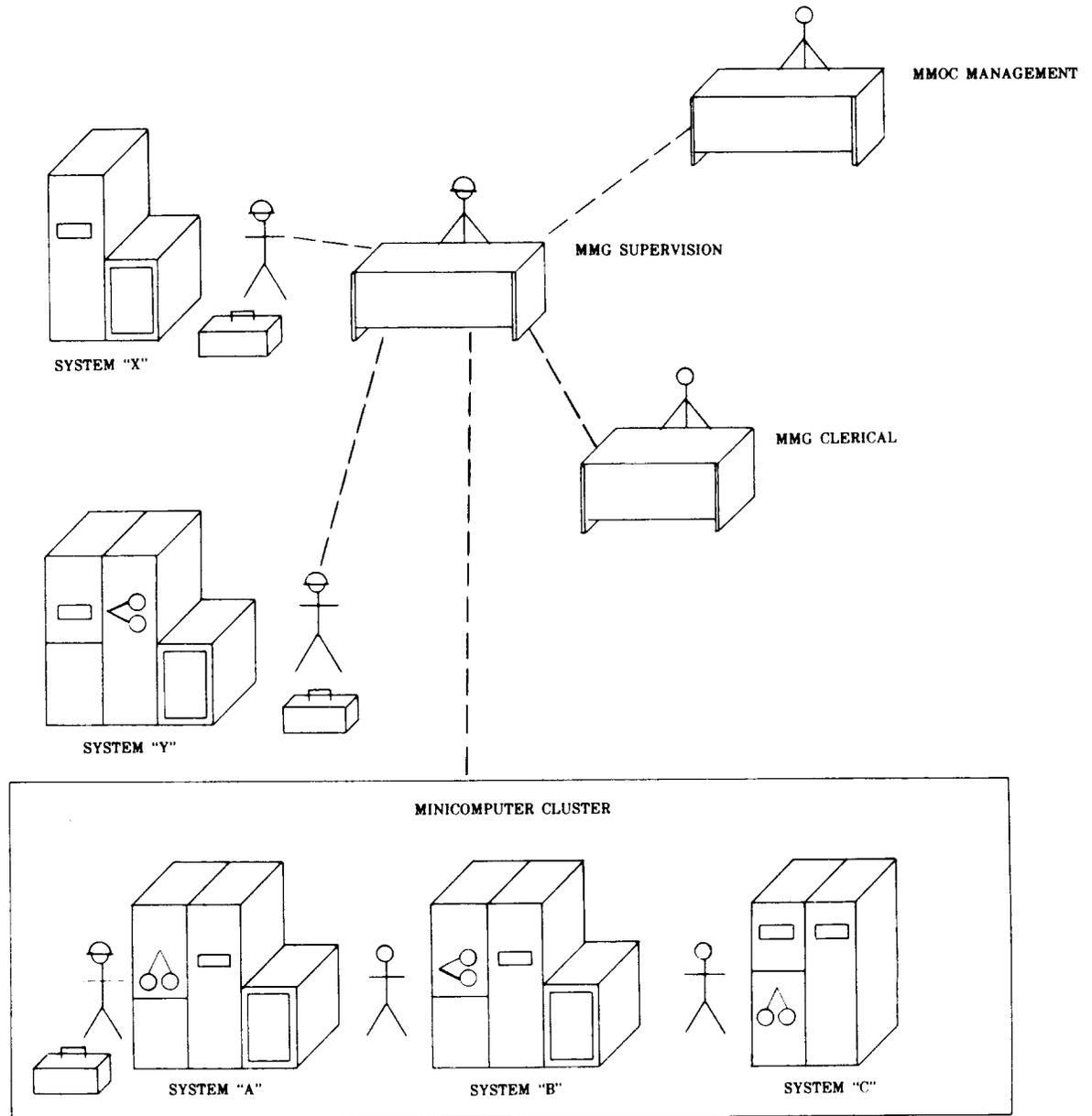vintage. Until productivity measurements are developed, it is reasonable to expect each MMG technician to service from 7 to 10 minicomputer systems.

2.03 The MMG work force should be comprised of central office technicians or other qualified individuals having a craft title of similar level.

2.04 The selection of minicomputer maintenance craft should not be limited to Electronic Switching System (ESS) trained forces as the only resource pool. Although there may be certain advantages to selecting personnel knowledgeable in electronic system's technology, this is generally offset by the cost of the extensive retraining involved. The procedures for selecting maintenance forces should always adhere to Operating Telephone Company personnel policies and labor union agreements.

MINICOMPUTER MAINTENANCE AND OPERATIONS CENTER (MMOC)

MINICOMPUTER MAINTENANCE GROUP (MMG)

MMOC MANAGEMENT

MMG SUPERVISION

SYSTEM "X"

MMG CLERICAL

SYSTEM "Y"

MINICOMPUTER CLUSTER

SYSTEM "A"   SYSTEM "B"   SYSTEM "C"

MMG FUNCTIONS:
- HARDWARE MAINTENANCE (CLUSTERED & STANDALONE)
- FCO SCHEDULING & APPLICATION
- TROUBLE RESPONSE, TESTING, ISOLATION, CLEARANCE
- TROUBLE ESCALATION
- PARTS ADMINISTRATION
- TROUBLE REPORT ADMINISTRATION & ANALYSIS

Fig. 1—Maintenance Organization (1.05)