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NATIONAL WEATHER SERVICE INSTRUCTION 30-2112

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Maintenance, Logistics, and Facilities

Systems/Equipment Maintenance, NWSPD 30-21

REPORTING SYSTEMS, EQUIPMENT, AND COMMUNICATIONS OUTAGES

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SUMMARY OF REVISIONS:

This directive supersedes NWSI 30-2112, Reporting Systems, Equipment, and Communications Outages, dated June 15, 2012. Modifications include corrections and additions to Section 2.3, Section 2.4 and Section 2.7 to correct Acronyms, better explain duties and requirements.

     _____/signed/_____   9/5/14
      Deirdre Jones   Date
      Acting Director, Office of Operational Systems

Reporting Systems, Equipment, and Communications Outages

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Acronyms

AOMC	ASOS Operations and Monitoring Center
ASOS	Automated Surface Observing System
AWIPS	Advanced Weather Interactive Processing System
AWC	Aviation Weather Center
C-MAN	Coastal Marine Automated Network
DART	Deep-ocean Assessment and Reporting of Tsunami
EMRS	Engineering Management Reporting System
FTP	File Transfer Protocol
GTA	Ground-to-Air
HPC	Hydrometeorological Prediction Center
MPC	Marine Prediction Center
NCEP	National Centers for Environmental Predict
NDBC	National Data Buoy Center
NOAA	National Oceanic and Atmospheric Administration
NWSTG	National Weather Service Telecommunications Gateway
OID	Operator Interface Device
OPS	Office of Operational Systems
OPS1	Operations Division
POC	Point(s) of Contact
PTWC	Pacific Tsunami Warning Center
RFC	River Forecast Center
SID	Station Identifier
SOD	Systems Operations Division
SPC	Storm Prediction Center
TOC	Telecommunications Operations Center
TPC	Tropical Prediction Center
USOS	UnScheduled Outage System
UTC	Coordinated Universal Time
NTWC	National Tsunami Warning Center
WFO	Weather Forecast Office
WSR-88D	Weather Service Radar-1988 Doppler

1 Introduction

The purpose of this instruction is to describe the method of timely reporting to senior level managers system, equipment, and communication outages that threaten or could threaten public safety. The tool for reporting outages is the UnScheduled Outage System (USOS). The USOS provides a Web-based data entry system to report outages, revise submitted outages, close outages, and generate reports. New, revised, or closed equipment outages are automatically disseminated via email to pre-established email lists. An Office of Operational Systems (OPS) Dashboard has been implemented to automatically track and display equipment outages in near real time and can be viewed at https://ops13web.nws.noaa.gov/dashweb.

2 Responsibilities

2.1 Assistant Administrator for Weather Services

The Assistant Administrator designates the Director of the Operations Division (OPS1) as the focal point for outages.

2.2 Regional Directors, Director of NCEP, and Director of OPS

Each director establishes written procedures specifying point(s) of contact (POC) for outages requiring reporting as specified in Section 3.

2.3 Directors of NCEP Central Operations, HPC, AWC, SPC, MPC, TPC, NTWC, PTWC, NDBC, and the TOC

Directors of NCEP Central Operations, Hydrometeorological Prediction Center, Aviation Weather Center, Storm Prediction Center, Marine Prediction Center, Tropical Prediction Center, National Tsunami Warning Center, Pacific Tsunami Warning Center, National Data Buoy Center, and the Telecommunications Operations Center will submit USOS reports within three hours of all equipment, computer systems and communications outages specified in Section 3. When significant communication outages occur and email is not available, notification of equipment outages will be made directly to the Director of the Office of Operational Systems via phone call or text message.

2.4 Director of the Radar Operation Center, OPS4

The Director of the ROC, or his designee, will cross-check NEXRAD outages with USOS Reports to verify all current outages are reported and will coordinate unreported outages with the affected WFOs to ensure USOS Reports are submitted for those NEXRAD systems.

2.5 Director of the Operations Division, OPS1

Director of the Operations Division will prepare a consolidated System Readiness report and submit it to the Assistant Administrator for Weather Services and the Deputy Assistant Administrator for Weather Services each business day.

2.6 Regional Systems Operations Division Chiefs

Each business day, the regional Systems Operations Division Chiefs will review the USOS dashboard and ensure that paper reporting/cancellation has occurred. Outage information will be shared with the regional director on all outages specified in Section 3.

2.7   Senior Individual on Duty

If public safety is or could be affected by a system, equipment, or communication failure, as specified in Section 3, the senior individual on duty at a WFO, Weather Service Office, River Forecast Center, Data Collection Office, Center Weather Service Unit, NTWC, PTWC, NCEP Central Operations, HPC, AWC, SPC, MPC, TPC, NDBC, or TOC reports immediately via USOS. In the event of a total communications failure or other failure preventing the reporting of equipment outages through USOS, the senior individual on duty will report by telephone (voice contact), text message, or pager to the designated POC. Once communications have been restored, the senior individual on duty will ensure all outages specified in Section 3 are subsequently documented in USOS.

2.8   Point(s) of Contact

When a POC receives a phone call, text message or a page due to a communications outage or other failure preventing the reporting of equipment outages specified in Section 3 through USOS, the POC notifies the regional director; Directors of NCEP Central Operations, HPC, AWC, SPC, NTWC, PTWC, MPC, TPC, NDBC, and TOC; Director of OPS1, or Director of OPS.

3   Reporting Requirements for Systems, Equipment, and Communications Outages

Reporting requirements for outages are described in Appendix B.

4   Reports

There are five types of reports, UnScheduled Outage, Incident, Daily, System Readiness, and USOS Dashboard.

4.1   UnScheduled Outage Report

An UnScheduled Outage is equipment outages described in Appendix B. An unscheduled outage report is to be generated within three hours after a failure has been identified, unless the equipment or system failure threatens or could threaten public safety, then the report is immediate.

Unscheduled outage reports will be documented and tracked in the daily report using USOS as described in Section 4.3. When outages are restored, the time of restoration will be reported within three hours. All times given in reports will be Coordinated Universal Time (UTC).

WFOs and Centers have the capability to Open, Modify, Close or Delete a reported outage at any time for any equipment. Once the unscheduled outage is reported, an automatic email is issued to the region and national distribution list managed by the Configuration Management Branch W/OPS13. The equipment outage is also displayed on the OPS Dashboard.

Regional Headquarters have the capability to Open, Modify, Close, Delete a reported outage or Modify, Close, or Delete a reported outage generated by the WFO. Any unscheduled outage reported by the Regional Headquarters will also generate an automatic email, which is issued to the region and national distribution list managed by the Configuration Management Branch W/OPS13. Regional headquarters will still approve all WFO outages for inclusion in the Daily Outage Report (NWSI 30-2112, Section 4).

4.1.1   Information to be included when opening an UnScheduled Outage Report

1. *Program* is a pull down menu (e.g., AWIPS, WSR-88D, ASOS, NWR, Upper Air) and must be selected.
2. *Outage Site* is a pull down menu [station identifier, city and state] and must be selected.
3. *WFO* field is pre-loaded except when Regional Headquarters generate the outage. Regional Headquarters generated outages require the entering of the WFO.
4. *Open Date/Time* must be entered [e.g., month/day/year, hours:minutes (UTC)].
5. *Projected Close Date/Time* must be entered [e.g., month/day/year, hours:minutes (UTC)].
6. *Projected Outage Hours* is automatically calculated and entered.
7. *Action Taken* is a free text field and should include activities taken by the staff to resolve the outage [e.g., notified technician; contacted utility company; contacted phone company]
8. *Impact On Services* is a free text field and should identify the severity [e.g., Minimal, Moderate, Significant]. Also a description of the service impacted.
9. *Severe Weather* is a free text field and should identify any severe weather expected during the outage.
10. *Cause* is a free text field and should identify any known or speculative cause of the failure.
11. *Submitter* is automatically populated as the USOS user.
12. *Submitter Email Address* is automatically populated as the USOS user's email address.
13. *EMRS A-26 Number* is automatically generated and is referenced to the USOS Outage Number

4.1.2   Information to be included when modifying an UnScheduled Outage Report

1. *Projected Close Date/Time* can be updated [e.g., month/day/year, hours:minutes (UTC)].
2. *Projected Outage Hours* is automatically recalculated and entered.
3. *Action Taken* is a free text field and can be updated to reflect new information.
4. *Impact On Services* is a free text field and can be updated to reflect changes in service.
5. *Severe Weather* is a free text field and can be updated as weather conditions change.
6. *Cause* is a free text field and can be updated as additional information becomes available.
7. *Submitter* is automatically populated as the USOS user.
8. *Submitter Email Address* is automatically populated as the USOS user's email address.

4.1.3   Information to be included when closing an UnScheduled Outage Report

1. *Close Date/Time* must be entered [e.g., month/day/year, hours:minutes (UTC)].
2. *Actual Outage Hours* is automatically calculated and entered.
3. *Action Taken* is a free text field and can be updated to reflect new information.
4. *Impact On Services* is a free text field and can be updated to reflect changes in service.
5. *Severe Weather* is a free text field and can be updated as weather conditions change.
6. *Cause* is a free text field and can be updated as additional information becomes available.
7. *Submitter* is automatically populated as the USOS user.
8. *Submitter Email Address* is automatically populated as the USOS user's email address.

4.1.4   Deleting an UnScheduled Outage Report

This function is used only when an UnScheduled Outage Report is generated by mistake or with significant errors. When an unscheduled Outage Report is deleted all records are purged from the database.

4.2   Incident Report

Send an incident report immediately when failure of equipment or system(s) threaten or could threaten public safety. Incident reports are generated by creating an outage report and selecting the radial button as described in Appendix A, Section 2, step 14. Incident reports will be documented and tracked in the daily report using USOS as described in Section 4.3.2.2. When outages are restored, the time of restoration will be reported. All times given in reports will be Coordinated Universal Time (UTC).

4.3   Daily Report

Daily reports are automatically generated once a day at 4 am. Eastern time, reflecting the current status of equipment outages. Any outage or incident report generated using USOS will be included in the Daily Report.

4.3.1   Daily Report Sections

Daily Report in USOS consists of two sections (see Appendix A for details).

4.3.1.1   Current Outages

New outages and active outages since the last daily report.

4.3.1.2   Outages closed since last daily report

4.3.2   Organization of Reports

1. The report will be organized by system [e.g., AWIPS, WSR-88D, ASOS, Upper Air].
2. Within each system category, sites will be listed from longest to shortest outage.
3. For each outage, the hours of outage to date and projected date and time of restoration will be listed separately along with the cause of the outage.
4. For current outages, the projected total outage hours will be used in listing the sites from the longest to shortest outage.

4.3.2.1   Information to be Included in a Report

1. The cause of each outage.
2. The actions being taken to restore the equipment or system.
3. The effect on services.
4. Any severe weather that took place during the outage.

4.3.2.2   Incident Reports

In both parts of the report, outages that required incident reports will be distinguished by appearing in bold print.

4.3.3   Daily Report Generation

The daily report is generated using the USOS at https://ops13web.nws.noaa.gov/usos/index.html. All times given in reports will be UTC.

4.3.4   Report Viewing

The reports are available for viewing on a personal computer or printing in hard copy format.

NOTE:	USOS has not been certified to run with other browsers (including Firefox). If you do not have Internet Explorer 5 or higher, go to the Microsoft IE Page and download this version. Also, reports in the USOS system are in PDF format and require Adobe Acrobat Reader. We recommend downloading Acrobat Reader 4.0 or higher from the Adobe Home Page. If you have installed or upgraded your Internet Explorer browser since installing Acrobat Reader, you may need to reinstall Acrobat in order for it to work properly with this system. Questions or comments should be directed to OPS1.

4.4   System Readiness Report

The Operations Division Director will prepare a System Readiness report each business day and submit by 7:30 am Eastern time to the Director of the Office of Operational Systems, the Assistant Administrator for Weather Services and the Deputy Assistant Administrator for Weather Services. The report will identify all equipment outages including the failure, impact to services and severe weather status.

4.5   OPS Dashboard

The OPS Dashboard can be accessed at: https://ops13web.nws.noaa.gov/dashweb.

1. Message for Web page displays. Click **OK**.
2. The Application Login Page displays (Figure 1) for entering your email username and password. For example, if an email address is john.doe@noaa.gov, the username is john.doe and the password is the same password used to log into an email account.
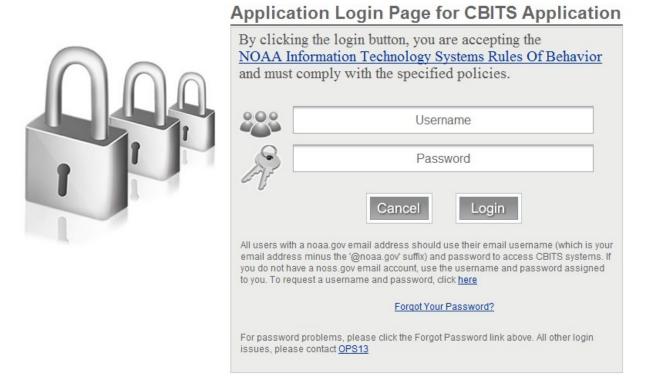
Figure 1 Application Login Page

3. Enter the **User Name** and **Password**, and click **Login**.

4. The *OPS Dashboard* screen displays (Figure 2). Click on the blue or red items to drill down for more information. The information is updated automatically every 10 minutes. In the upper right corner, the user can select a manual refresh (default setting) or an automatic update.
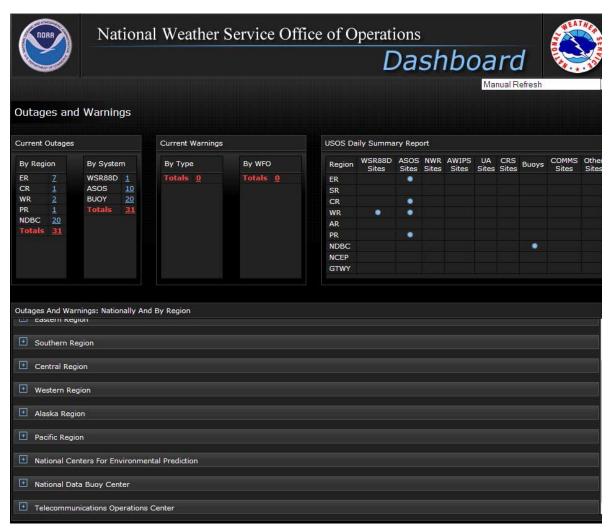

Figure 2 OPS Dashboard

APPENDIX A - UnScheduled Outage System (USOS) Reporting

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List of Figures

1 Establish a EMRS/USOS New User Account

1. Open *Internet Explorer*.

> **NOTE:** USOS has not been certified to run with other browsers (including Firefox). If you do not have Internet Explorer 5 or higher, go to the Microsoft IE Page and download this version. Also, reports in the USOS system are in PDF format and require Adobe Acrobat Reader. We recommend downloading Acrobat Reader 4.0 or higher from the Adobe Home Page. If you have installed or upgraded your Internet Explorer browser since installing Acrobat Reader, you may need to reinstall Acrobat in order for it to work properly with this system. Questions or comments should be directed to OPS1.

2. Type the address, https://ops13web.nws.noaa.gov/pls/emrsuser/emrs_main.home, and then press **Enter**. The National Weather Service (NWS) Engineering Management Reporting System (EMRS) screen displays (Figure A-1).

Figure A-1: NWS EMRS Screen

3. Click **Enter** the EMRS Portal. The *Application Login Page* (Figure A-2) displays.
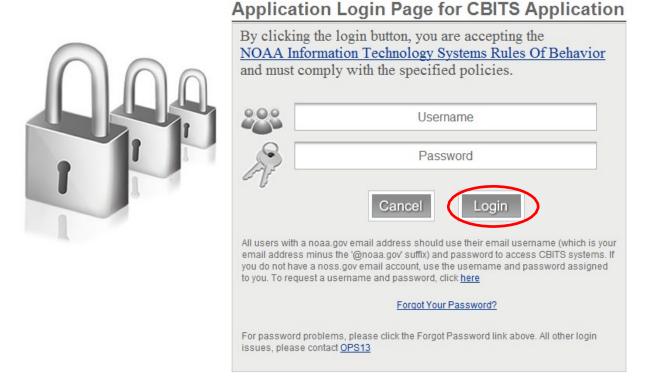
Figure A-2: Application Login Page

4. Click **here** to request a username and password. The account application selection menu displays (Figure A-3).
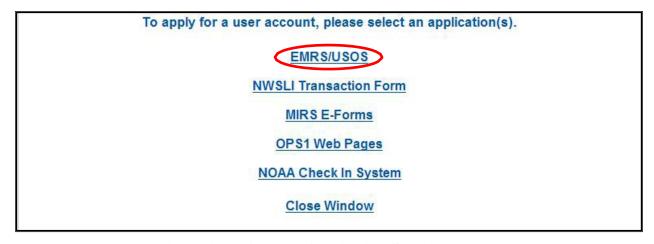

Figure A-3: Account Application Selection Menu

5. Click **EMRS/USOS** to request an account to access the EMRS and/or USOS. The *New User Info* screen displays (Figure A-4).

Figure A-4: New User Info Screen

6. Complete the form with your personal information. If you are a forecaster or other operations staff, click the **Position** field and select **OFFIC - Other WFOs/Office Staff** from the menu.

7. Click **Submit** to process the form. After the EMRS analyst reviews the request, an account is created and the user is notified by e-mail that a new EMRS/USOS account was created.

2   Enter a New USOS Outage Through the EMRS Maintenance Request

1. Open *Internet Explorer*.

> **NOTE:**   USOS has not been certified to run with other browsers (including Firefox). If you do not have Internet Explorer 5 or higher, go to the Microsoft IE Page and download this version. Also, reports in the USOS system are in PDF format and require Adobe Acrobat Reader. We recommend downloading Acrobat Reader 4.0 or higher from the Adobe Home Page. If you have installed or upgraded your Internet Explorer browser since installing Acrobat Reader, you may need to reinstall Acrobat in order for it to work properly with this system. Questions or comments should be directed to OPS1.

2. Enter the address, https://ops13web.nws.noaa.gov/pls/emrsuser/emrs_main.home, to access the EMRS Web Portal. Press **Enter**. The NWS EMRS screen (Figure A-1) displays.

3. In the EMRS Web Portal, click **Maintenance Request**. The *Application Login Page* (Figure A-2) displays for entering your e mail username and password. For example, if an e-mail address is mailto:john.doe@noaa.gov, the username is john.doe and the password is the same password used to log into an e-mail account.

4. Enter the **User Name** and **Password**, and click **Login**.

> **NOTE:**   There are two methods of entering a new outage: the *Maintenance Request* data entry form and the *USOS Outage Report* data entry form.

5. The *Maintenance Request* form (Figure A-5) displays with a document number automatically generated. This form provides a way to request maintenance on failed equipment, facilities, and infrastructure designated by the Director of the OPS.
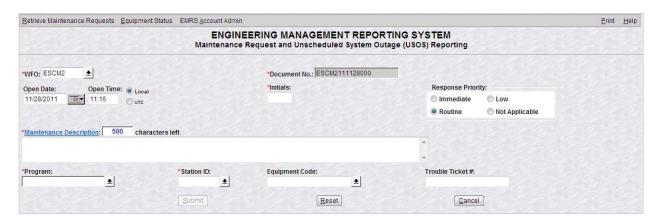

Figure A-5: Sample Maintenance Request Form

6. Enter your initials.
7. Describe the maintenance request completely in the *Maintenance Description* box.
8. Click the down arrow at the end of the *Program* box to display a list of all available programs for the site, and select a program.
9. Repeat step 8 to select the *Station ID* and *Equipment Code*.
10. Click **Submit**. If an outage affects one of the designated NWS equipment types requiring a USOS entry, a system message displays (Figure A-6).

Figure A-6: Create an Outage Report Request

11. Click **OK**. The USOS System Outage Report displays with the *Program,* and *WFO* fields populated from EMRS. The unique USOS document number is automatically generated for each form.
12. Ensure the *Outage Site* box displays the Station Identifier (SID) for the site experiencing an outage (Figure A-7). If not listed, contact the EMRS Program Manager within the Configuration Branch, W/OPS13 (301-713-1892 x 143). Once the information is changed within the EMRS database, it displays in the USOS.
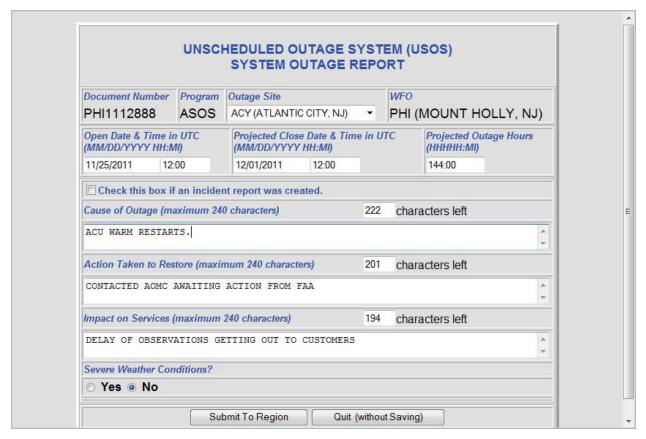
UNSCHEDULED OUTAGE SYSTEM (USOS)
SYSTEM OUTAGE REPORT

Document Number	Program	Outage Site	WFO
PHI1112888	ASOS	ACY (ATLANTIC CITY, NJ) ▼	PHI (MOUNT HOLLY, NJ)

Open Date & Time in UTC (MM/DD/YYYY HH:MI)	Projected Close Date & Time in UTC (MM/DD/YYYY HH:MI)	Projected Outage Hours (HHHHH:MI)
11/25/2011 12:00	12/01/2011 12:00	144:00

☐ Check this box if an incident report was created.

Cause of Outage (maximum 240 characters)   222   characters left

ACU WARM RESTARTS.

Action Taken to Restore (maximum 240 characters)   201   characters left

CONTACTED AOMC AWAITING ACTION FROM FAA

Impact on Services (maximum 240 characters)   194   characters left

DELAY OF OBSERVATIONS GETTING OUT TO CUSTOMERS

Severe Weather Conditions?
○ Yes ◉ No

[Submit To Region] [Quit (without Saving)]

Figure A-7: Sample USOS System Outage Report

13. Enter the *Projected Close Date & Time in UTC*. The *Projected Outage Hours* is calculated and displays.

14. Check the box if this report is an incident report.

15. Enter the information about the new outage. There are counters to the right of the text fields on the form indicating how many characters are left.

16. Click **Submit To Region** for approval and the display returns to EMRS.

3   USOS Main Menu (For Non-EMRS Users)

1. Open *Internet Explorer*.

NOTE: USOS has not been certified to run with other browsers (including Firefox). If you do not have Internet Explorer 5 or higher, go to the Microsoft IE Page and download this version. Also, reports in the USOS system are in PDF format and require Adobe Acrobat Reader. We recommend downloading Acrobat Reader 4.0 or higher from the Adobe Home Page. If you have installed or upgraded your Internet Explorer browser since installing Acrobat Reader, you may need to reinstall Acrobat in order for it to work properly with this system. Questions or comments should be directed to OPS1.

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2. Enter the address, https://ops13web.nws.noaa.gov/, to access the *NWS Configuration Branch Website* (Figure A-8).

Figure A-8: NWS Configuration Branch Website

3. Select, under *REPORTING SYSTEMS*, **Unscheduled Outage System (USOS)**. The *NWS USOS* screen displays (Figure A-9).
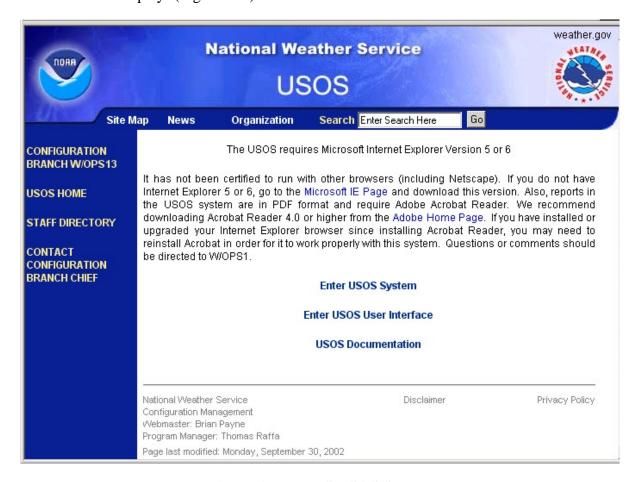

Figure A-9: NWS USOS Screen

4. Click **Enter USOS System**. Click **OK** on the *IE Warning* page. The *Application Login Page* (Figure A-2) displays for entering your e-mail username and password.
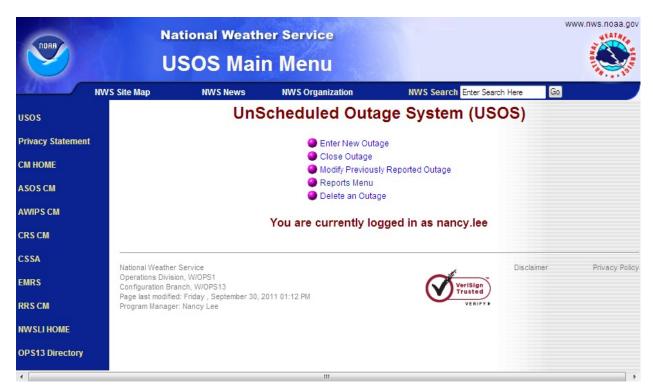5. Enter the USOS account user name and password, and click **Login**. The *USOS Main Menu* displays (Figure A-10).

Figure A-10: USOS Main Menu

3.1   Enter New USOS Outage

This menu option provides a way to enter a new unscheduled outage record for submittal to headquarters for approval through the USOS.

1. The *USOS System Outage Report* displays (Figure A-7). Enter the *Program, Outage Site, WFO,* and *Open Date & Time* in UTC fields. The unique USOS document number is automatically generated for each form.
2. Ensure the *Outage Site* box displays the Station Identifier (SID) for the site experiencing an outage. If not listed, contact the EMRS Program Manager within the Configuration Branch, W/OPS13 (301-713-1892 x 143). Once the information is changed within the EMRS database, it displays in the USOS.
3. Enter the *Projected Close Date & Time in UTC*. The *Projected Outage Hours* is calculated and displays.
4. Check the box if this report is an incident report.
5. Enter the information about the new outage. There are counters to the right of the text fields on the form indicating how many characters are left.
6. Click **Submit To Region** or **Submit to OPS1** for approval.

3.2   Close Outage

This menu option provides a way to close an outage previously opened. There are two components to the Close Outage option: the *Close Outage List* and the *Close Outage Data* entry form.

1. Select **Close Outage**. The *Close Outage List* screen displays (Figure A-11). This list shows all the records eligible for closure.

Figure A-11: Close Outage List Screen

2. Select the **Document Number** link for an outage to complete the close information. The *Close Outage* data entry form displays (Figure A-12).

Figure A-12: Sample Close Outage Entry Form

3. Enter the *Close Date & Time in UTC (MM/DD/YYYY HH:MI)*. The *Actual Outage Hours* are calculated after entering the Close Date & Time. Update the *Cause of Outage* and *Action Taken to Restore* blocks.
4. Click **Close Outage**.

3.3   Modify Previously Reported Outage

This menu option provides a way to modify previously submitted information to an open outage.

1. Click **Modify Previously Reported Outage.** The *Open Outage List* displays (Figure A-13). This list shows all the open outage records eligible for revision.

Figure A-13: Open Outage List

2. Select a **Document Number** link for an open outage record to modify the information. The *Modify Open Outage* data entry form displays (Figure A-14).
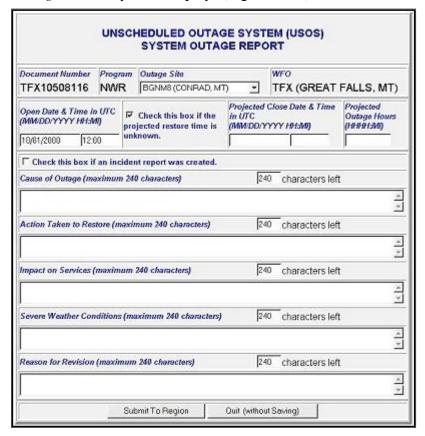

Figure A-14: Sample Modify Open Outage Data Entry Form

3. This form is used to revise previously submitted information for an open outage. Update all blocks as necessary. There are two buttons on the bottom of the form:

   • **Submit to Region** (or **Submit to OPS1**)

   • **Quit** (without Saving)

3.4   Reports Menu

The *Reports Menu* option provides a way to view or print daily outage reports using Adobe Acrobat. If installed properly, the Adobe Acrobat Reader launches when a report is selected. There are four choices on the *Reports Menu* (Figure A-15):

- **Print Preview Current Outage Report** (to see a draft open outage report for today)

- **Print Preview Closed Outage Report** (to see a draft close outage report for today)

- **Archive Outage Reports** (to see official reports submitted to the NWS Administrator)

- **View Transactions in Progress** (to see the status of submitted outage records)
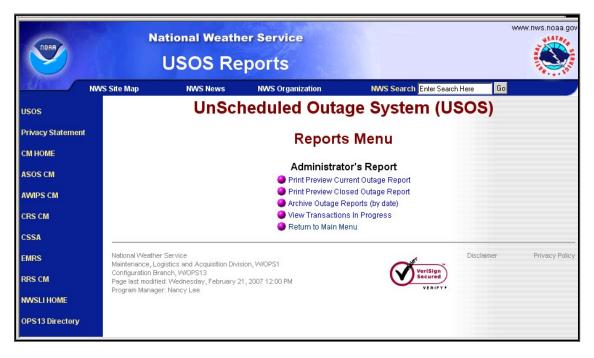

Figure A-15: USOS Reports Menu

3.4.1   Archive Outage Reports

1. Select the **Archive Outage Reports**. The *USOS Archive Reports* selection screen displays (Figure A-16). This screen provides a mechanism for selecting a date for an official *Open Outage Report* (Figure A-17) or *Closed Outage Report* (Figure A-18).
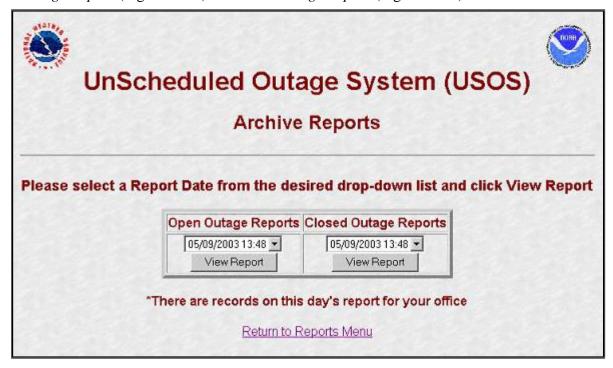

Figure A-16: Archive Outage Reports Selection Screen

2. Click the **arrow** to the right of the date box to select a report for a day.
3. Click the **View Report** button to launch Adobe Acrobat to see the report.
4. The Acrobat Reader has several built-in functions allowing users to print a report, save a report to disk, zoom in on a report, advance to the next page, advance to the last page, etc. To activate these features, click the Adobe Acrobat icons located on the tool bar above the report display screen (Figure A-18).

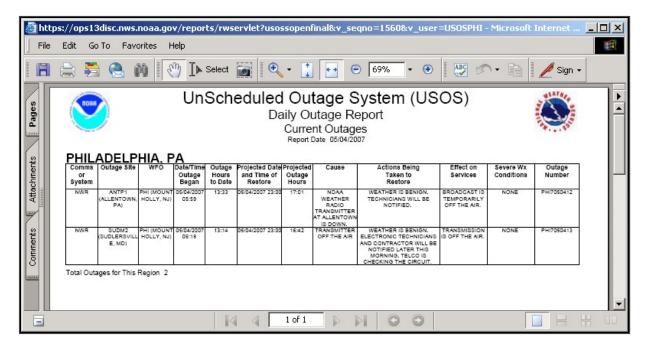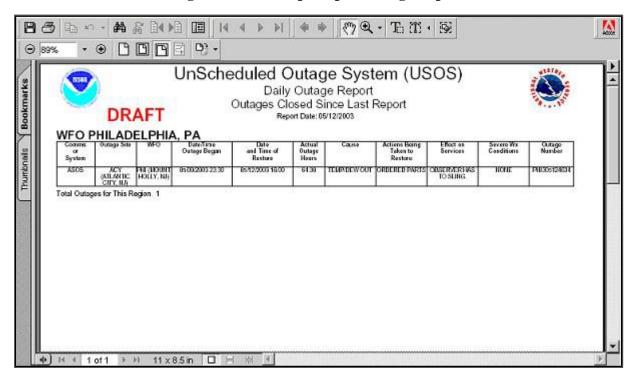|	
NOTE:	Do not use the toolbar above the URL to print the report. This toolbar pertains to Internet Explorer, and not Adobe Acrobat

Figure A-17: Sample Open Outage Report

Figure A-18: Sample USOS Closed Outage Report

3.4.2   View Transactions in Progress

1. Select **View Transactions in Progress**. The *Transactions in Progress List* displays all outages submitted for the site currently in review (Figure A-19).

Figure A-19: Transactions in Progress List

2.   Click the **Document Number** link to view detailed information for an outage.

3.4.3   Delete an Outage

This menu option provides a way to remove an outage not yet approved by headquarters. There are two components to the Delete an Outage option: *Document Delete List* and *Delete Outage* record data entry form.

1.   Click **Delete an Outage**. The *Document Delete List* displays (Figure A-20). This list shows all the records eligible for deletion.
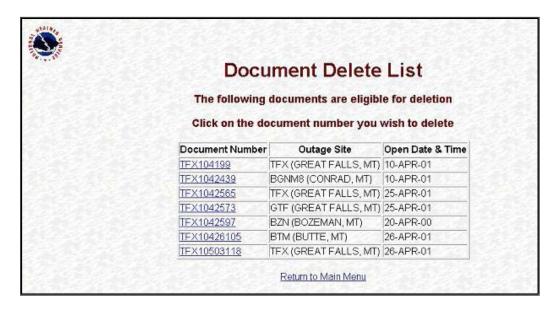

Figure A-20: Document Delete List Screen

2. Select the *Document Number* link for an outage to delete an outage record. The *Delete Outage Data Entry* form displays (Figure A-21). This form is used to review a non-regional approved record for removal from the USOS. There are two buttons:
   - **Delete Outage**
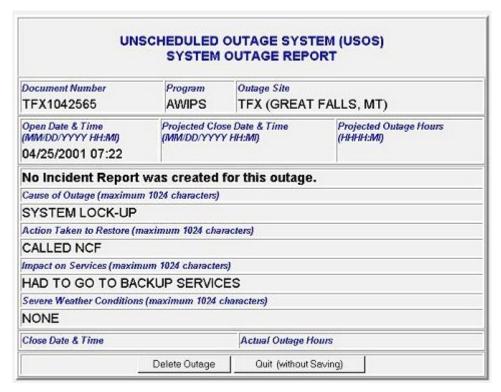   - **Quit** (without Saving)

Figure A-21: Sample Delete Outage Entry Form

3.5   Send End of Day Alert

This option prepares a report for Centers and regional headquarters. Click **Send End of Day Alert**. The *Message from webpage* displays (Figure A-22).
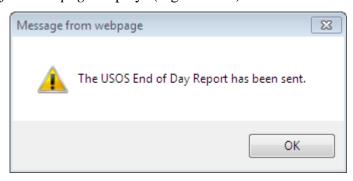

Figure A-22: Message From Webpage Pop-up Window

3.6   Approve New and Revised Outages

This option is for headquarters to edit and approve outages for the daily report. Click **Approve New and Revised Outages**. *The Pending Outage List* displays (Figure A-23). For Pending Open Outages go to Section 3.3, Step 2-3. For Pending Closed Outages go to Section 3.2, Steps 2-4.
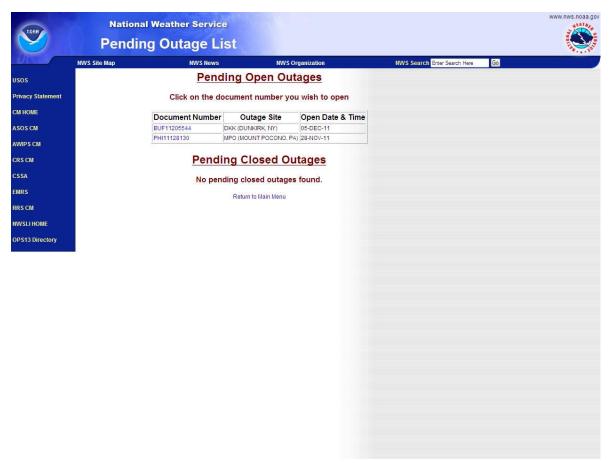

Figure A-23: Pending Outage List

4   Assistance

If difficulties occur when operating the USOS, contact the USOS POC within the Maintenance Branch (OPS12) at NWS Headquarters:

National Weather Service
Maintenance Branch W/OPS12
1325 East West Highway, Room 16330
Silver Spring, MD 20910

Telephone number:

(301) 713-1833 x172

Web:

https://www.ops1.nws.noaa.gov/

APPENDIX B - System Outages to be Reported in Daily Reports

The following system outages are required to be reported within three hours of the equipment failure and closed within three hours after the equipment has been restored:

NOTE:	1.	Submit an Incident Report when one of the following threatens, or could threaten, public safety.
	2.	Degraded operations do not require an outage report to be generated.
	3.	System outage reports are updated as required.

1. The failure of AWIPS requiring implementation of full or partial service backup as described in NWSI 10-2201 (if all services are handled locally, reporting is not required).
2. Failure of NWS WSR-88D. (Includes any DoD or FAA system used by the office for generating watches and warnings.) Depot maintenance or preventative maintenance being conducted by the ROC, which is expected to exceed 24 hours.
3. Failure of National Oceanic and Atmospheric Administration (NOAA) Weather Radio All Hazards (NWR). (Includes any NWR used by office for alerts, warnings and watches)
4. Failure of WFO or RFC voice communications.
5. Failure of regional frame relay circuit or associated equipment.
6. Failure of upper air equipment.
7. Failure of ASOS (includes any DoD or FAA system used by the office for generating watches and warnings). (Failure includes network outages on system outages that precludes dissemination of data remotely and/or locally via Ground-to-Air [GTA] or Operator Interface Device [OID] terminals).
8. Total failure of data buoys from National Data Buoy Center (NDBC), Deep-ocean Assessment and Reporting of Tsunami (DART), Tropical Atmosphere/Ocean (TAO), or Coastal Marine Automated Network (C MAN) stations. Failure is defined as being the loss of data reporting expected to last more than 12 hours.
9. NCEP Central Operations and missing individual model runs if an outage is projected to last longer than one forecast cycle.
10. Failure of mission-critical computer systems and communication capabilities at HPC, AWC, SPC, MPC, TPC, NDBC, TWCs, or the NWSTG (including the AWIPS Satellite Broadcast Network) for which on-site backup cannot be invoked and standard operating procedures fail to restore service.
11. Failure of systems included on the USOS equipment pull-down menu (includes network outages or system outages that preclude dissemination of data remotely and/or locally).