

**MINICOMPUTER SUPPORT GROUP (MSG) OPERATIONAL REVIEW
MINICOMPUTER MAINTENANCE OPERATIONS CENTER (MMOC)
INFORMATION SYSTEMS**

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1. INTRODUCTION

GENERAL

1.01 This section provides procedures to conduct an operational review of the minicomputer support functions and responsibilities carried out by the various Corporate Support, Operations Support, and Maintenance Support Groups within an operating company (OC).

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

1.03 This section is a guideline and is one in a series of sections to be used to conduct operational reviews of the Minicomputer Maintenance Operations Center (MMOC) and Minicomputer Technical Support Groups. It is divided into the following four parts:

- Part 1. Introduction
- Part 2. General Instructions
- Part 3. Outline of Evaluation
- Part 4. Operational Review Checklists

1.04 The use of general trade vendor terms or procedures does not imply endorsement or exclusion of others. For brevity and simplicity, only those which are presently a significant factor in the Minicomputer Support Group's (MSG's) operation and support are covered.

PRINCIPLE FEATURES OF THE REVIEW

1.05 Part 2 explains the methods employed in the review and post review procedures.

1.06 Part 3 contains a basic outline of the areas covered in the review checklist, along with remarks on the key points in each area.

1.07 Part 4 contains the Operational Review Checklists (Fig. 1), Summary Statement, and Problems and Recommendations Log.

1.08 This review is intended to evaluate MSGs. It is not intended to be used to evaluate mini-

PROPRIETARY

This document is solely for use or disclosure to the following organizations: Central Services Organization, U.S. WEST, Southwestern Bell Corp., BELL SOUTH, Bell Atlantic, NYNEX, AMERITECH, and Pacific Telesis Groups

computer site operations, vendor maintenance, the Minicomputer Operations Group (MOG), or the Minicomputer Maintenance Group (MMG) functions.

1.09 The Operational Review Checklist items listed in this section are intended to indicate what is to be reviewed rather than to limit the scope of the review. Additional items may be considered in the review even though they are not specifically covered in the printed questions. These additional items may be used in later evaluations for company-wide benefit. Furthermore, if a unique method of handling some particular problem or procedure is discovered, the reviewer may (and should) ask additional questions to bring out details for possible wide use of the idea.

APPLICATION AND USE OF RESULTS

1.10 Review results may be used by appropriate levels of management to identify:

- Effectiveness of the MSGs in performing designated support functions and responsibilities
- Force efficiency and administration
- Need for policy changes.

1.11 The overall view gained in this relatively short study should permit a decision that either:

- No specific action is needed at this time.
- Certain activities are indicated and should be taken without further evaluation.
- Further study of the situation is required to determine the extent of problems indicated by the initial survey and the total corrective program necessary.

PURPOSE OF REVIEW

1.12 The MSG operational review is designed to yield an overall view of the performance and effectiveness of the MSG. The objective of this review is to identify problem areas and provide a vehicle for administering corrective action rather than for rating performance. It also serves as an excellent tool for self-review to indicate weak spots, and may be used to evaluate Corporate Support, Operations Support,

and Maintenance Support Groups in a company collectively or individually.

BACKGROUND

1.13 This review does not use a point system; it takes an overall look at the MSG functions and responsibilities relative to designated Corporate Support, Operations Support, and Maintenance Support functions and their logical placement in OC departments to achieve efficient and effective maintenance and operation. The review helps identify areas that need improvement. The feedback meeting results in a list of recommendations to improve weak areas with assignment responsibility for corrective action and target dates for completing the recommendations. Allowance is made for final summary statements by the reviewer. Follow-up meetings are used to review the status of implementing the recommendations.

1.14 The primary objective of the MSG should be to ensure that the task of supporting minicomputers deployed throughout a company is accomplished in the most complete and efficient manner possible.

EVALUATION CRITERIA

1.15 It is essential that the reviewer be cognizant of certain important areas of minicomputer support. Recommendations which help determine whether or not the individual support group is performing the support job satisfactorily on the systems it supports consistent with SL: SR 81-10-465 are as follows.

A. Organizational Support Structure

1.16 There are a variety of organizational configurations for performing minicomputer operations, minicomputer maintenance, and minicomputer support in the operating companies.

1.17 Minicomputer maintenance and operations responsibilities vary from company to company. Several companies rely on one department to operate all or a subset of clustered minicomputers, others have clustered functionally, allowing user groups to dedicate operations personnel.

1.18 Those support activities which apply to all types of minicomputer systems and are corpo-

rate in nature should be performed by those organizations charged with corporate responsibility for computer systems.

1.19 Those tasks which directly support the work groups operating and maintaining minicomputers can effectively be performed by the organization currently performing these maintenance and operations functions.

1.20 These operations and maintenance support functions should be accomplished through an MMOC. The MSG initially established by the recommendations contained in GL 77-01-074 should be oriented toward support of the MMOC organization and users of systems being operated and maintained by this center. It should be established as an operations staff group at the corporate level, and be staffed with personnel dedicated to MMOC support. It should not be a shared function of the Electronic Systems Assistance Center (ESAC) but a separate and distinct support organization.

1.21 The MMOC Support Group should provide both technical and administrative support to maintainers, operators, and users of systems for which the MMOC is responsible. It should be internally structured with personnel placed in distinct technical and administrative support sections. It should interface closely with the organization in the company who will continue to provide those minicomputer support services which require corporate focus.

B. Summary SL

1.22 The SR 81-10-465 lists minicomputer support functions which should be performed in the operating companies and groups them into Corporate Support, Operations Support, and Maintenance Support categories. The specific organization performing these functions is not as significant as the assurance that the responsibilities for these functions are designated and being performed.

1.23 The functional definition and distribution of responsibilities for minicomputer support described in this memorandum were designed to provide flexibility and maximize the operational effectiveness of line organizations using, operating, and maintaining minicomputer systems. It provides field organizations with staff support which is focused on their immediate needs, and corporate attention to support issues which are more global in nature.

C. Memorandum SL

1.24 The SR 81-10-465 also clarifies responsibility for support according to the functions supported, and logically defines where support functions should be placed to achieve efficient and effective minicomputer maintenance and operations.

D. SL

1.25 The SR 81-10-465 identifies approximately 50 minicomputer support tasks. It is clear that some minicomputer support activities are not unique to the functions performed or organization served by the system. These support activities apply to general application minicomputer systems and Network and non-Network Operations Systems. These are listed as Corporate Support functions.

1.26 A subset of the tasks identified directly supports the work groups operating and maintaining minicomputers. These are listed as Operations Support and Maintenance Support functions as appropriate to the particular activity.

1.27 The minicomputer support tasks identified in SL: SR 81-10-465 were used as input to preparation of the Operational Review Checklists.

1.28 While these lists may not be all inclusive, the activities outlined represent the major areas of responsibility defined as "minicomputer support" that should be performed in the operating companies.

1.29 Evaluation and criteria, as covered in this section, serve to highlight some significant and measurable aspects of Minicomputer Support Operations and are not meant to minimize others. All facets of MSG's performance must fit together to yield an effective operation. If certain functions are not performed efficiently and effectively, the MSG's work force may spend excessive time and effort on these functions to the detriment of other functions.

REFERENCES

1.30 The primary references for this operational review are:

- SL: SR 81-10-465 and related letters GL 77-01-074, SP 69-11-370, and RL 80-06-510
- Sections 007-550-309, 007-560-307, 007-560-308, and 007-505-330

- Individual OC administrative practices.

2. GENERAL INSTRUCTIONS

2.01 This part details a method for evaluating the performance and effectiveness of Minicomputer Support Operations. Although size and scope of operation will vary, the major objectives of Minicomputer Support apply and an evaluation can be made in light of these objectives. Responsibility for corrective action must be established at a feedback (district level) meeting.

EVALUATION

2.02 The specific procedure for performing the evaluation is contained in Part 3 of the review. There are over 50 distinct questions in the review. These questions place emphasis on areas of Minicomputer Support which impact the ability of the MSG to fulfill their objectives. More emphasis is placed on the end results than on the means to achieve the end results.

2.03 The vehicle for evaluation is the Minicomputer Support Group Operational Review Checklist. The Review Item column on the form contains the individual question to be addressed. If applicable, section references are included for the individual questions. The Yes/No Data column of the form is used for direct answers to the questions. The Remarks/Finding column is used by the reviewer to designate compliance with the item and/or to expand upon deviation or discrepancies. Certain items may not be applicable to a given OC Support Group operation. These items should be noted as NA on the checklist and the OC Support Group currently performing the function should be identified (ie, Corporate Support, Operations Support, Maintenance Support, or none).

2.04 An overall Review Summary Statement and a list of problem items should be prepared by the reviewer for use in the post evaluation review meeting.

POST EVALUATION REVIEW MEETING

2.05 A post evaluation review meeting to discuss evaluation results with local supervision and higher levels of management is essential. The post evaluation review meeting and Review Summary Statement should be constructively used as a tool to

point out weak spots and problem areas and to offer suggestions for corrective action. The district level manager should determine responsibilities for corrective action and establish schedules for completion at the review meeting.

2.06 The place and time of the review meeting should be established prior to the performance of the review and should be made known to management up to and including the division level manager. The feedback meeting should follow as soon as possible after the review.

2.07 The formal Review Summary Statement and list of Problem Review Items should be prepared by the reviewer and distributed to appropriate parties in keeping with local company practices.

2.08 A follow-up review should be scheduled for items found to need corrective action.

3. OUTLINE OF EVALUATION

3.01 The basic outline of the operational review evaluation is divided into the following six parts:

(1) **A: General Organization and Administration Information** - This part contains background information which addresses the Minicomputer Support organizational structure and environment in terms of available personnel, coverage periods, and number of computer subsystems supported. It provides for input relative to Corporate Support, Operations Support, and Maintenance Support Groups within an OC. This part may be sent to the field prior to the review to be filled out and returned so the reviewer may analyze the background material before starting the review.

(2) **B: Personnel** - This part addresses adequacy of personnel, including training information (formal and on the job), work evaluation procedures, work schedules, job duties, and qualifications of personnel. A separate Operational Review Checklist should be prepared for each Support Group reviewed.

(3) **C: Designated Corporate Support Functions** - This part addresses minicomputer support tasks not unique to the functions performed or organization served by an individual system. This includes support activities which apply to all types

of minicomputer systems and are corporate in nature.

(4) **D: Designated Minicomputer Operations**

Support Functions - This part includes those tasks which directly support the work groups operating minicomputers.

(5) **E: Designated Minicomputer Maintenance**

Support Functions - This part includes those tasks which directly support the work groups maintaining minicomputers.

(6) **F: Summary Statement (Problems and Recommendations)**

- This part allows for all areas and aspects of Minicomputer Support efforts to be addressed by the review(s) in a summary statement to provide a complete picture of the Support

Group operation. This part should be used to develop a list of problem items, recommendations for improvement, and commitments from responsible individuals for action on the recommendations. This will allow subsequent review and analysis of corrective actions associated with review weak spots.

4. OPERATIONAL REVIEW CHECKLISTS

4.01 The following items are included in this part:

- Operational Review Checklists
- Summary Statement
- Problems and Recommendations Log.

MINICOMPUTER SUPPORT GROUPS
OPERATIONAL REVIEW
CHECKLIST INDEX

<u>SECTION</u>	<u>DESCRIPTION</u>
A.	GENERAL ORGANIZATION AND ADMINISTRATION INFORMATION
B.	PERSONNEL
C.	DESIGNATED CORPORATE SUPPORT FUNCTIONS
D.	DESIGNATED MINICOMPUTER OPERATIONS SUPPORT FUNCTIONS
E.	DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS
F.	SUMMARY STATEMENT, PROBLEMS AND RECOMMENDATIONS LOG

REFERENCES: SL: SR 81-10-465 and
related letters GL
77-01-074, SP 79-11-370,
RL 80-06-510

SECTIONS: 007-505-330
007-550-309
007-560-307
007-560-308

Fig. 1—Operational Review Checklist (Sheet 1 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____
DATE _____ REVIEWER _____

A. GENERAL ORGANIZATION AND ADMINISTRATION INFORMATION

A.1 Identify operating company (OC) department performing support:

Group	Dept.
• Corporate Support	_____
• Operations Support	_____
• Maintenance Support	_____

A.2 List the number of Minicomputer Systems supported.

	GROUP		
	CS	OS	MS
• Digital Equip Corp (DEC)			
• Hewlett Packard (HP)			
• International Business Machines (IBM)			
• Western Electric (WE)			
• Other			

A.3 How are the Support Groups staffed?
Secure an organizational chart of the OC and Minicomputer Support Group and list the following:

	GROUP		
	CS	OS	MS
• Management (3rd Level)			
• Management (2nd Level)			
• Management (1st Level)			
• Craft			
• Clerical			

REMARKS/FINDINGS

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

Fig. 1—Operational Review Checklist (Sheet 2 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____
DATE _____ REVIEWER _____

A. GENERAL ORGANIZATION AND ADMINISTRATION INFORMATION (Contd)

A.4 What are the normal coverage hours for the support group?

	CORPORATE SUPPORT	OPERATIONS SUPPORT	MAINTENANCE SUPPORT
• NBD	__ AM __ PM	__ AM __ PM	__ AM __ PM
• EVE	__ AM __ PM	__ AM __ PM	__ AM __ PM
• NIGHT	__ AM __ PM	__ AM __ PM	__ AM __ PM
• SAT	__ AM __ PM	__ AM __ PM	__ AM __ PM
• SUN	__ AM __ PM	__ AM __ PM	__ AM __ PM
• HOLIDAYS	__ AM __ PM	__ AM __ PM	__ AM __ PM

A.5 How is coverage provided during uncovered hours?

- Corporate Support

- Operations Support

- Maintenance Support

A.6 What additional job diversification is assigned to the Support Group?

- Corporate Support

- Operations Support

- Maintenance Support

REMARKS/FINDINGS

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

Fig. 1—Operational Review Checklist (Sheet 3 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>B. PERSONNEL</p> <p>B.1 Is the Support Group staffed to provide adequate normal business day (NBD) and weekend coverage? How is this determined?</p> <p>B.2 Are employee training records available in the Support Group? Review employee training records.</p> <p>B.3 Have Support Group personnel received adequate training for the type of work to which they are assigned? How is this determined (eg, vendor recommended, company recommended, etc)?</p> <p>B.4 Have personnel in the Support Group been cross trained on more than one vendor's hardware/software?</p> <p>B.5 Does the Support Group manager have a current copy of vendor and training classes available?</p> <p>B.6 Has the Support Group manager identified future training needs?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 4 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____
 REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____
 CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>B. PERSONNEL (Contd)</p> <p>B.7 Have appropriate courses been scheduled to meet these needs?</p> <p>B.8 Following formal training, are personnel assigned to the type of work that will reinforce their training?</p> <p>B.9 Have work evaluation procedures been established?</p> <p>B.10 Have procedures been established to follow up and correct sub-standard performance?</p> <p>B.11 Are work schedules and job duties posted at the Support Group location?</p> <p>B.12 Does the Support Group Manager maintain a qualifications list on his or her personnel? Review List.</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 5 of 20)

**OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS**

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>C. DESIGNATED CORPORATE SUPPORT FUNCTIONS</p> <p>The following minicomputer support tasks are corporate in nature:</p> <p>Does the Corporate Support Group</p> <p>C.1 Issue standards for minicomputer system design, operation, and administration?</p> <p>C.2 Establish corporate strategies for clustering minicomputers?</p> <p>C.3 Monitor account classification and charging practices?</p> <p>C.4 Coordinate the disposition of minicomputers which have been retired or replaced?</p> <p>C.5 Negotiate minicomputer vendor purchase, maintenance, and support contracts on behalf of the corporation?</p>		
Additional Comments:		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

- * If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 6 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>C. DESIGNATED CORPORATE SUPPORT FUNCTIONS (Contd)</p> <p>C.6 Monitor compliance with vendor contracted services?</p> <p>C.7 Coordinate the implementation of interfaces to data communications networks such as the Operations Systems Network (OSN)?</p> <p>C.8 Plan and provide required interfaces between Operations Support and locally developed systems?</p> <p>C.9 Assist in the coordination of cluster site planning and preparation activities (eg, floor space, power, air conditioning, etc)?</p> <p>C.10 Develop and apply standards and guidelines for minicomputer measurement and performance criteria?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 7 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>C. DESIGNATED CORPORATE SUPPORT FUNCTIONS (Contd)</p> <p>C.11 Coordinate procurement of mini-computer hardware and software not ordered as a part of an Operations System through a Telephone Equipment Order?</p> <p>C.12 Review and approve all vendor billing for computer equipment and services?</p> <p>C.13 Develop and administer security and disaster recovery restoration plans for minicomputer systems? Review documented plans. Comment on any shortcomings or weaknesses.</p> <p>C.14 Provide and assist in the application of corporate data base and site security measures for mini-computer systems?</p>		
Additional Comments:		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 8 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>C. DESIGNATED CORPORATE SUPPORT FUNCTIONS (Contd)</p> <p>C.15 Provide technical assistance to organizations responsible for monitoring minicomputer system capacity and utilization?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 9 of 20)

**OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS**

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>D. DESIGNATED MINICOMPUTER OPERATIONS SUPPORT FUNCTIONS</p> <p>The tasks listed below support minicomputer operations functions performed in either a clustered or stand alone environment:</p> <p>Does the Operations Support Group</p> <p>D.1 Apply practices issued regarding minicomputer operations and administration?</p> <p>D.2 Coordinate the preparation of procedures for the installation of all generic software updates for supported systems (BWCN, BWT's Generic Retrofits)?</p> <p>D.3 Receive, distribute, and track the installation of all software changes (BWCN, BWTs, Billable Enhancements) for supported systems? Review established procedures for change distribution and implementation.</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 10 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>D. DESIGNATED MINICOMPUTER OPERATIONS SUPPORT FUNCTIONS (Contd)</p> <p>D.4 Conduct periodic operational reviews of Minicomputer Operations Groups in accordance with Section 007-550-309? Review operational review documentation and status of follow-up actions.</p> <p>D.5 Provide support to operations and user personnel in resolving troubles caused by data base anomalies?</p> <p>D.6 Monitor time and materials charging practices used by operation groups for consistency with account classification rulings?</p> <p>D.7 Maintain current documentation reference library supporting minicomputer system operations?</p>		
Additional Comments:		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 11 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____
 REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____
 CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>D. DESIGNATED MINICOMPUTER OPERATIONS SUPPORT FUNCTIONS (Contd)</p> <p>D.8 Administer measurement plans related to evaluation of Mini-computer Operations Groups?</p> <p>D.9 Conduct special studies related to the Minicomputer Operations Groups?</p> <p>D.10 Develop any local methods and procedures required to support Minicomputer Operations Groups?</p> <p>D.11 Establish systems restoration and operations plans for each supported minicomputer system? Review at least six sets of systems manuals for content quality.</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 12 of 20)

**OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS**

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>E. DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS</p> <p>The tasks listed below support organizations performing self-maintenance of minicomputer systems:</p> <p>Does the Maintenance Support Group</p> <p>E.1 Apply sections issued regarding minicomputer maintenance and administration?</p> <p>E.2 Develop strategies for and coordinate the implementation and expansion of self-maintenance activities?</p> <p>E.3 Provide second tier maintenance support for all self-maintained minicomputers?</p> <p>E.4 Act as an escalation point for maintenance troubles requiring referral outside the company?</p>		
Additional Comments:		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 13 of 20)

**OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS**

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>E. DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS (Contd)</p> <p>E.5 Participate in acceptance testing of supported systems?</p> <p>E.6 Monitor self-maintenance cost/benefit and cash flow?</p> <p>E.7 Conduct periodic operations reviews of vendor and self-maintenance operations in accordance with Sections 007-560-307 and 308? Review operational review documents and status of follow-up action items.</p> <p>E.8 Establish Preventive Maintenance schedules for self-maintained minicomputer hardware?</p> <p>E.9 Receive, distribute, and coordinate the preparation of procedures for the installation of vendor Field Change Orders (FCOs) for self-maintained minicomputers?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

- * If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 14 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>E. DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS (Contd)</p> <p>E.10 Review and issue Operational Trouble Reports (OTRs) and Engineering Complaints (ECs) for supported systems?</p> <p>E.11 Develop recommended spare parts stocking levels and inventory management strategy for self-maintenance operations?</p> <p>E.12 Coordinate the procurement of special tools and test equipment and diagnostic aids required for minicomputer hardware maintenance?</p> <p>E.13 Identify training needs and requirements for minicomputer hardware maintenance?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 15 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>E. DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS (Contd)</p> <p>E.14 Develop system maintenance strategies which ensure complete and proper distribution of maintenance responsibility (ie, computer, interface hardware, facilities, far-end equipment) for supported systems?</p> <p>E.15 Monitor time and materials charging practices used by Minicomputer Maintenance Groups for consistency with account classification ruling?</p> <p>E.16 Assist planners, engineers, project managers in the coordination of the installation of minicomputer systems?</p> <p>E.17 Maintain current documentation reference library for maintenance of minicomputer systems, hardware, and software?</p>		
Additional Comments:		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 16 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>E. DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS (Contd)</p> <p>E.18 Administer measurement plans related to evaluating Mini-computer Maintenance Groups?</p> <p>E.19 Conduct special studies related to Minicomputer Maintenance Groups and associated mini-computer systems?</p> <p>E.20 Maintain personnel contact lists identifying key user, operations, maintenance, and support contacts for each system supported?</p> <p>E.21 Assist in the preparation of system inventories, and review all Maintenance Activity Reports issued for supported systems?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 17 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

COMPANY _____ LOCATION _____ DATE _____

REVIEWER _____ CHECK GROUP REVIEWED _____ ALL _____

CORPORATE SUPPORT _____ OPERATIONS SUPPORT _____ MAINTENANCE SUPPORT _____

REVIEW ITEM	YES/NO* DATA	REMARKS/FINDINGS
<p>E. DESIGNATED MINICOMPUTER MAINTENANCE SUPPORT FUNCTIONS (Contd)</p> <p>E.22 Develop emergency escalation procedures for self- and vendor-maintained systems?</p> <p>E.23 Develop list of vendor contacts and billing requisition numbers for each minicomputer system supported?</p> <p>E.24 Ensure the adequacy of vendor documentation for the self-maintenance organization?</p> <p>E.25 Assist in the preparation of Service Agreements for supported systems in accordance with Section 007-505-330?</p> <p>E.26 Develop any local methods and procedures required to support Minicomputer Maintenance Groups?</p>		
<p>Additional Comments:</p>		

Whenever possible, field force comments on staff support should be solicited to aid in identifying both strong and weak areas of support.

* If answer is NO, indicate in DATA column what OC Support Group (Corporate Support, Operations Support, Maintenance Support, or NONE) currently performs this function.

Fig. 1—Operational Review Checklist (Sheet 18 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

SECTION F. SUMMARY STATEMENT

COMPANY _____

LOCATION _____ DATE _____ REVIEWER _____

Additional Comments:

Fig. 1—Operational Review Checklist (Sheet 19 of 20)

OPERATIONAL REVIEW CHECKLIST
MINICOMPUTER SUPPORT GROUPS

SECTION F. PROBLEMS AND RECOMMENDATIONS LOG

COMPANY _____

LOCATION _____ DATE _____ REVIEWER _____

REVIEW ITEM	RECOMENDATIONS	COMMITMENT (WHO/WHEN)
Additional Comments:		

Fig. 1—Operational Review Checklist (Sheet 20 of 20)