

 ITSO Division	Division/Section: <b>ITSO Division /ITSO OCC Traffic Operations</b>	Rev No. <b>2</b>
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	<h2>Shift Handing Over &amp; Taking Over</h2>	

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### DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	Shift Handing Over & Taking Over Copy____of ____	15 <sup>th</sup> December 2009	Muhamad Ridha (OE)	Alfred Loh (SOE)	Soh Ling Tim (MOPN)
1	Shift Handing Over & Taking Over Copy____of ____	XX October 2013	Chiam Zhi Wei (DysOE) Chua Teck Leong (AOM, ITSO OCC)	Ng Soon Han, Frankie (DOM, ITSO OCC)	Yeo Se Lay (SM,Ops)
2	Shift Handing Over & Taking Over Copy____of ____	XX December 2020	Daniel Wu (AOM) Lye Keng Fatt (DM, ITSO OCC)	Ng Soon Han, Frankie (Mgr, ITSO OCC)	Yeo Se Lay (DDIT)

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### **AMENDMENT HISTORY RECORD**

Rev No.	Effective Date of Change	Section & Sub- Section Amended	Amendments/ References	Party Requesting for Change
1	XX Oct 2013	Whole Document	Due to organization change of division name from ITSC to ITSO.	DOM, ITSO OCC
2	XX Dec 2020	Whole Document	Due to change of Staff Designations in ITSO OCC. Delete SOE, insert DM Delete DySOE, insert DyAM	Mgr, ITSO OCC

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## **Section 1 Introduction**

1.1.1 The handing over and taking over of shift duties in ITSO OCC are as follows:

- a) The Deputy Manager (DM), Deputy Assistant Manager (Dy AM), Operations Executive (OE) and Fault Coordinator (FC) shall commence his / her shift duty as reflected in the monthly shift roster.
- b) DM shall brief and deployed the zonal position for OEs.
- c) DMs, DyAMs, OEs and FCs shall report for duty at the stipulated time reflected on the monthly duty roster.
- d) OEs shall notify DMs when seeking request for mutual exchange of duty among respective team. OEs shall indicate the mutual exchange of duty on the Mutual Exchange Record File. DMs shall ensure mutual exchanges are reflected in the roster.
- e) DMs, DyAM, OEs and FCs shall report at the stipulated times for the mutual exchange of duty accordingly.

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f) The Duty Shift Hours for DMs, DyAM, OEs and FCs as follows:

<b>OE Shift</b>	<b>OE Duty Hours</b>
Day Shift	0730hrs - 1630hrs
Afternoon Shift	1400hrs - 2230hrs
Night Shift	2215hrs - 0745hrs

<b>DM &amp; DyAM Shift</b>	<b>DM &amp; DyAM Duty Hours</b>
Day Shift	0730hrs - 1630hrs
Afternoon Shift	1400hrs - 2230hrs
Night Shift	2215hrs - 0745hrs

<b>FC Shift</b>	<b>FC Duty Hours</b>
Day Shift	0730hrs - 1630hrs
Afternoon Shift	1400hrs - 2230hrs
Night Shift	2215hrs - 0745hrs

1.1.2 DMs, DyAMs, OEs and FCs shall report at the stipulated times or report according to cover duty time for covering of duties if required.

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## Section 2 Responsible Person

2.1.1 Deputy Manager (DM), Dy Assistant Manager (DyAM), Operations Executive (OE) and Fault Coordinator (FC)

## Section 3 Process

### 3.1 Operations Executive (OE) shift handover and takeover

3.1.1 Incoming shift duty OE shall report for duty at ITSO OCC by the stipulated times in the duty roster to take over the outgoing shift duty OE.

3.1.2 Before taking over, the incoming shift duty OE shall familiarize himself or herself with the situation in ITSO OCC, current activities on the roads (events/road works, accidents, congestions etc.) in their respective zone and update on the latest instruction by reading the operations instruction file.

3.1.3 Once the incoming shift OE is ready to take over duties he/she shall inform the outgoing shift OE that he/she is ready for take over of duties.

3.1.4 Outgoing shift OE shall brief the incoming shift OE of the current situation, ongoing activities, outstanding /follow up work(s), special instructions or outstanding faults in both ITSO OCC and their respective Zone of responsibilities according to the working position they are handing over.

3.1.5 Both handing over and taking over OE shall check each other for mutual understanding for the briefing process or instructions.

3.1.6 When the incoming OE has understood and is satisfied with the briefing given by the outgoing OE. The outgoing OE shall log out and the incoming OE shall login into the respective zone workstations. The takeover/handover process is completed and the outgoing OE shall sign off position.

3.1.7 All OE shall not sign off position until properly relief of their duties by another OE. If under any official circumstances where an on Duty OE needs to be relief, it can be directed to do so at the Duty DM or DyAM (ITSO OCC) discretion.

3.1.8 Sub-sections 3.1.1-3.1.7 is a description of handover and takeover for normal operations. During emergency or abnormal operations, the handover and takeover process shall not commence until the handing over OE feels that the incident situation is under control and is ready for the handover and takeover process to begin. The incoming OE will assist as directed by the Duty DM/ DyAM.

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### 3.2 Deputy Assistant Manager (DyAM) shift handover and takeover

3.2.1 Incoming shift Duty DyAM shall report for duty at ITSO OCC by the stipulated times in the duty roster to take over the outgoing shift Duty DyAM.

3.2.2 Before taking over, the incoming shift duty DyAM shall familiarize himself or herself with the situation in ITSO OCC, current activities on the roads (events/road works, accidents, congestions etc.) for all zones and update on the latest instruction by reading the operations instruction file & the Duty DyAM occurrence logbook.

3.2.3 Once the incoming shift DyAM is ready to take over duties he/she shall inform the outgoing shift Dy AM that he/she is ready for take over of duties.

3.2.4 Outgoing shift DyAM shall brief the incoming shift DyAM of the current situation, ongoing activities, outstanding /follow up work(s), special instructions or outstanding faults in both ITSO OCC and the various zones. Also any changes to ITSO OCC manpower manning including mutual exchange, cover duty, duty recall or unplanned absence.

3.2.5 Both handing over and taking over DyAM shall check with each other for mutual understanding for the briefing process or instructions.

3.2.6 When the incoming DyAM has understood and is satisfied with the briefing given by the outgoing DyAM. The outgoing DyAM shall log out and the incoming DyAM shall login into the respective zone workstations. The takeover/handover process is completed and the outgoing Dy AM shall sign off position.

3.2.7 All DyAM shall not sign off until properly relief of their duties by another DyAM. If under any official circumstances where an on Duty DyAM needs to be relief, it can be directed to do so at the discretion by Manager (Operations), Dy Manager (Operations) or Deputy Manager (ITSO OCC).

3.2.8 Sub-sections 3.2.1-3.2.7 is a description of handover and takeover for normal operations. During emergency or abnormal operations, the incoming DyAM will assist the Duty DyAM, the handover and takeover process shall not commence until the handing over duty DyAM feels that the incident situation is under control and is ready for the handover and takeover process to begin.

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### **3.3 Deputy Manager (DM) shift handover and takeover**

3.3.1 Incoming shift Duty DM shall report for duty at ITSO OCC by the stipulated times in the duty roster to take over the outgoing shift Duty DM.

3.3.2 Before taking over, the incoming shift duty DM shall familiarize himself or herself with the situation in ITSO OCC, current activities on the roads (events/road works, accidents, congestions etc.) for all zones and update on the latest instruction by reading the operations instruction file & the Duty DM occurrence logbook.

3.3.3 Once the incoming shift DM is ready to take over duties he/she shall inform the outgoing shift DM that he/she is ready for take over of duties.

3.3.4 Outgoing shift DM shall brief the incoming shift DM of the current situation, ongoing activities, outstanding /follow up work(s), special instructions or outstanding faults in both ITSO OCC and the various zones. Also any changes to ITSO OCC manpower manning including mutual exchange, cover duty, duty recall or unplanned absence.

3.3.5 Both handing over and taking over DM shall check each other for mutual understanding for the briefing process or instructions.

3.3.6 When the incoming DM has understood and is satisfied with the briefing given by the outgoing DM. The outgoing DM shall log out and the incoming DM shall login into the respective zone workstations. The takeover/handover process is completed and the outgoing DM shall sign off position.

3.3.7 All DM shall not sign off until properly relief of their duties by another DM. If under any official circumstances where an on Duty DM needs to be relief, it can be directed to do so at the discretion by Manager (Operations) or Dy Manager (Operations), ITSO OCC.

3.3.8 Sub-sections 3.3.1-3.3.7 is a description of handover and takeover for normal operations. During emergency or abnormal operations, the incoming DM will assist the duty DM, the handover and takeover process shall not commence until the handing over Duty DM feels that the incident situation is under control and is ready for the handover and takeover process to begin.

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### 3.4 Fault Coordinator (FC) shift handover and takeover

3.4.1 Incoming shift Duty FC shall report for duty at ITSO OCC by the stipulated times in the duty roster to take over the outgoing shift Duty FC.

3.4.2 Before taking over, the incoming shift Duty FC shall familiarize himself or herself with the faults and equipment status in ITSO OCC, and for all zones and update on the latest instruction by reading the instruction file and hand over record book.

3.4.3 Once the incoming shift FC is ready to take over duties he/she shall inform the outgoing shift FC that he/she is ready for take over of duties.

3.4.4 Outgoing shift FC shall brief the incoming shift FC of the current fault situation, ongoing work activities, outstanding /follow up work(s), special instructions or outstanding faults in both ITSO OCC and the various zones.

3.4.5 Both handing over and taking over FC shall check with each other for mutual understanding for the briefing process or instructions.

3.4.6 When the incoming FC has understood and is satisfied with the briefing given by the outgoing FC. The outgoing FC shall log out and the incoming FC shall login into the respective zone workstations. The takeover/handover process is completed and the outgoing FC shall sign off position.

3.4.7 All FCs shall not sign off until properly relief of their duties by another FC. If under any official circumstances where an on Duty FC needs to be relief, it can be directed to do so at the discretion by Manager (Operations), Dy Manager (Operations) or Deputy Manager (ITSO OCC).

3.4.8 Sub-sections 3.4.1-3.4.7 is a description of handover and takeover for normal operations. During emergency or abnormal operations, the incoming FC will assist the Duty FC, the handover and takeover process shall not commence until the handing over Duty FC feels that the incident situation is under control and is ready for the handover and takeover process to begin.

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## Section 4 Abbreviations

FC     Fault Coordinator  
 ITSO   Intelligent Transport Systems Operation  
 OCC   Operation Control Center  
 OE     Operation Executive  
 Dy AM Deputy Assistant Manager  
 DM     Deputy Manager

## Section 5 References

1. Intelligent Transport Systems Center (Operations), Integrated Standard Operating Procedures.

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