

42-SEYM-200728-0002

Details

Case Number	42-SEYM-200728-0002
Status	Suspended (Parts/Equipment Required)
Summary	Bldg 4601, ECC, NVR 1 has an operation system failure. – Partial Failure
Contract	FSS-III CONUS -Seymour-Johnson
Category	Corrective Maintenance (Problem)
Priority	PL4: Partial Failure
Job Number	
Reported On	07/28/20 03:13 PM
Assigned To	JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR)
Subscribers	MATTHEW SCOT BRACKETT (CONUS, Dispatch (XATOR), Regional Manager, XATOR), JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR)

Additional Details

Customer Details

Caller	ANDREW T. MARCINKO, SSgt, USAF
Contact Number	DSN: 722-8228
Email	andrew.marcinko@us.af.mil
Tenant Name (POC)	
Tenants Number	

Suspension for Parts Details

Date Procurement Submitted	05/07/21
Date Part Ordered	05/07/21
Estimated Delivery Date	05/14/21
Date Parts	05/13/21

Received	
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Technician Summary

Indicate the operation of the system upon arrival	
Total Down Devices	
Indicate all repairs or actions taken	
Operation of the system upon departure	
USAF Witness	
Technician Summary	This is the redundant NVR1 that is at the ECC. It is currently inoperative and needs to be shipped to the PSG Austin office for re-image and repair. The base retains recording capability on the secondary NVR management server. This was also discovered by me on system check out. I requested that the ticket be opened.

Delayed Completion and Root Cause Analysis

Cause For Delay	NVR Shipped to PSG for repair
Delay Start Date/Time	08/09/20 12:00 AM
Estimated Completion Date/Time	06/04/21 12:00 AM

Knowledge base reference

IMMS User Manual:	https://wiki.mcdean.com/display/IUM/Updating+and+Closing+Issues
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Current Corrective Maintenance (Problem) Details

Observed Issues	Communication Loss
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Problem Cause	
Resolution	
Location	Region 5 \ Seymour Johnson AFB

Location

Name	Seymour Johnson AFB
Full Path	Region 5 \ Seymour Johnson AFB
Category	Service
Type	Site
Contracts	FSS-III CONUS -Seymour-Johnson USAF -Seymour Johnson
Description	(ACC) - PL3 SSgt Andrew Marcinko 701-6817 andrew.marcinko@us.af.mil TSgt Trevor Mercer 722-8224 trevor.mercer@us.af.mil

Work Tickets

WT #	Status	Scheduled
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Handling Metrics

Acknowledge Time	Business Hours: 5m Total Hours: 5m
Telephonic/Remote Response	Business Hours: 60h 40m Total Hours: 213h 40m
Time to Arrive On-Site	Business Hours: 3h 2m Total Hours: 3h 2m
Resolution Time	Business Hours: 88h 50m (paused) Total Hours: 331h 9m (paused)
Notes After Completion	Not Started
Requires RCA	Business Hours: 88h 50m (paused) Total Hours: 331h 9m (paused)
Time to Suspend	Business Hours: 3m Total Hours: 11m

Time to Change Request	Business Hours: 88h 47m Total Hours: 330h 58m
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Follow-up for the following PM/Inspections

Updates

SAMANTHA ASHLEY PHILLIPS (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 PRO-21-0961 -delivered 5/11 PRO-21-0962- delivered 5/13 05/14/21 10:03 AM
COREY MICHAEL ROBERTS (CONUS, COR Team, USAFE) changed the status of 42-SEYM-200728-0002 from Change Request to Suspended (Parts/Equipment Required) 05/13/21 09:13 AM (effective 05/10/21 10:22 AM)
SAMANTHA ASHLEY PHILLIPS (CONUS, Dispatch (XATOR), Regional Manager, XATOR) changed the status of 42-SEYM-200728-0002 from In Progress to Change Request (Suspension-Parts/Equipment Required) Please suspend at request of Mr. Buchanan for parts. PRO-21-0962 - hard drives. 05/12/21 07:21 PM (effective 05/10/21 10:19 AM)
SAMANTHA ASHLEY PHILLIPS (CONUS, Dispatch (XATOR), Regional Manager, XATOR) changed the status of 42-SEYM-200728-0002 from Suspended to In Progress Placing "in progress" at request of Mr. Buchanan. 05/12/21 07:19 PM (effective 05/10/21 10:19 AM)
WILLIAM MICHAEL COOPER (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 Identified that new drives are needed. 05/11/21 12:08 PM (effective 05/11/21 12:07 PM)
SAMANTHA ASHLEY PHILLIPS (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 PRO-21-0961-Seagate small hard drive/600gb - Shipped 5/8/21 FedEx: 786926481931 PRO-21-0962- Seagate small hard drive/ 300gb - Ordered 5/7/21 05/10/21 10:21 AM (effective 05/10/21 10:19 AM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) updated 42-SEYM-200728-0002 PSG working on restoring NVR. No updates at this time on expected completion date and return. 04/12/21 10:13 AM (effective 04/12/21 10:12 AM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) updated 42-SEYM-200728-0002 Updated ECD to expected return date

03/30/21 06:07 PM (effective 03/30/21 06:06 PM)
SAMANTHA ASHLEY PHILLIPS (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 RMA paid 3-18-21. 03/30/21 07:54 AM
WILLIAM MICHAEL COOPER (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 Checking on status of repair order. 03/29/21 07:52 PM
WILLIAM MICHAEL COOPER (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 NA 03/29/21 07:51 PM
SAMANTHA ASHLEY PHILLIPS (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 PSG waiting on payment to begin work. POC: PSG PM Joey Cardyn 512-653-5778 / joey.cardyn@psgglobal.net 03/18/21 07:41 AM (effective 03/18/21 07:36 AM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) updated 42-SEYM-200728-0002 Waiting on PSG to return NVR 03/01/21 10:37 AM (effective 02/10/21 09:45 PM)
COREY MICHAEL ROBERTS (CONUS, COR Team, USAFE) changed the status of 42-SEYM- 200728-0002 from Change Request to Suspended (Equipment Repair) 02/17/21 12:06 PM (effective 02/10/21 09:45 PM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from In Progress to Change Request (Suspension-Equipment Repair) NVR Shipped to PSG for repair 02/15/21 10:10 PM (effective 02/10/21 09:40 PM)
JASON LEE BUCHANAN (CONUS, Technician, XATOR) updated 42-SEYM-200728-0002 This is the redundant NVR ₁ that is at the ECC. It is currently inoperative and needs to be shipped to the PSG Austin office for re-image and repair. The base retains recording capability on the secondary NVR management server. This was also discovered by me on system check out. I requested that the ticket be opened. Shipped NVR to Austin for Repair. ECD March 15 2021 02/15/21 09:41 PM (effective 02/10/21 09:40 PM)

JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from Dispatched to In Progress 02/09/21 10:01 AM (effective 02/09/21 09:00 AM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from Acknowledged to Dispatched 02/09/21 10:01 AM (effective 02/09/21 09:00 AM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from Suspended to Acknowledged 02/09/21 10:00 AM (effective 02/09/21 09:00 AM)
COREY MICHAEL ROBERTS (CONUS, COR Team, USAFE) changed the status of 42-SEYM-200728-0002 from Change Request to Suspended (Equipment Repair) 02/01/21 09:57 AM (effective 11/30/20 10:02 PM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from Acknowledged to Change Request (Suspension-Equipment Repair) 01/29/21 10:03 PM (effective 11/30/20 10:02 PM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from Suspended to Acknowledged 01/29/21 10:02 PM (effective 11/30/20 10:02 PM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) updated 42-SEYM-200728-0002 Awaiting manufacture RMA 11/30/20 06:02 PM
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) updated 42-SEYM-200728-0002 Updated ECD 10/22/20 01:40 PM
COREY MICHAEL ROBERTS (CONUS, COR Team, USAFE) updated 42-SEYM-200728-0002 09/30/20 11:22 AM
COREY MICHAEL ROBERTS (CONUS, COR Team, USAFE) changed the status of 42-SEYM-200728-0002 from Change Request to Suspended (3rd Party work) 09/08/20 12:29 PM (effective 08/09/20 09:34 PM)
JOHN JOSEPH GALLAGHER IV (CONUS, Regional Manager, Technician, XATOR) changed the status of 42-SEYM-200728-0002 from In Progress to Change Request (Suspension- 3rd party work) 09/01/20 09:32 PM (effective 08/09/20 09:31 PM)
EDWARD J BAKLE (CONUS, Dispatch (XATOR), Regional Manager, XATOR) updated 42-SEYM-200728-0002 Updated per J. Gallagher. 08/09/20 08:15 PM
EDWARD J BAKLE (CONUS, Dispatch (XATOR), Regional Manager, XATOR) changed the

status of 42-SEYM-200728-0002 from Dispatched to In Progress 08/09/20 08:14 PM (effective 08/06/20 04:00 PM)
MATTHEW SCOT BRACKETT (CONUS, Dispatch (XATOR), Regional Manager, XATOR) changed the status of 42-SEYM-200728-0002 from Acknowledged to Dispatched Technician contacted ESS, but was then rerouted to another base 08/06/20 12:58 PM
MATTHEW SCOT BRACKETT (CONUS, Dispatch (XATOR), Regional Manager, XATOR) changed the status of 42-SEYM-200728-0002 from Opened to Acknowledged 07/28/20 03:19 PM
MATTHEW SCOT BRACKETT (CONUS, Dispatch (XATOR), Regional Manager, XATOR) changed the status of 42-SEYM-200728-0002 to Opened 07/28/20 03:15 PM (effective 07/28/20 03:13 PM)

Activities

Start	Duration	Assignee	Category	Description	Mileage
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