**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 Received | 05/13/21 |

## 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-immage 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 |

# Current Corrective Maintenance (Problem) Details

|  |  |
| --- | --- |
| Observed Issues | Communication Loss |
| 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 |

# 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 |

# 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 NVR1 that is at the ECC. It is currently inoperative and needs to be shipped to the PSG Austin office for re-immage 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 |