

**HANDLING ICCS WORKSTATION FAILURES****Work description:** This work instruction describes the handling of ICCS Workstation failures.**Scope:** This work instruction is written specifically for the OCC operating staff of Honolulu Rail Transit.**References:** Nil**PPE and precautions**

Nil

**Competencies or qualifications**OCC Supervisor, Train Controller,  
Yard Controller, Information  
Controller, Engineering and Fault  
Controller**Licenses or permits required**

Nil

**Tools and equipment required**

Nil

**1. Failure of a single ICCS Workstation***Information  
Controller*

You must:

- inform the Engineering and Fault Controller of the failure
- inform the OCC Supervisor of the failure
- use or share the other Information Controller's ICCS Workstation for the time being until yours is fixed

*Engineering and  
Fault Controller*

You must:

- inform the maintainer to arrange immediate maintenance intervention
- keep an eye on the ICCS Workstation repair progress
- inform the OCC Supervisor, and whoever reported the fault about the latest ICCS Workstation repair progress

*Yard Controller*

You must:

- inform the Engineering and Fault Controller of the failure
- inform the OCC Supervisor of the failure
- use or share the ICCS Workstation of the Engineering and Fault Controller for the time being until yours is fixed

*Train Controller*

You must:

- inform the Engineering and Fault Controller of the failure
- inform the OCC Supervisor of the failure
- use or share the other Train Controller's ICCS Workstation for the time being until yours is fixed

*OCC Supervisor*

You must:

- inform the Engineering and Fault Controller of the failure
- follow the fault rectifying progress closely

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## HANDLING ICCS WORKSTATION FAILURES

### 2. Failure of all ICCS Workstations - Likely the ICCS server fails

*Engineering and  
Fault Controller*

You must:

- inform the maintainer to arrange immediate maintenance intervention:  
find out why all ICCS Workstations in the OCC are not working  
start the BOCC ICCS servers  
keep an eye on the BOCC ICCS startup  
keep an eye on the ICCS server repair progress  
inform the OCC Supervisor about the latest ICCS server/network repair progress

*OCC Supervisor*

You must:

- find out the extent of failures and the estimated recovery time from the Engineering and Fault Controller  
inform the OCC Manager of the failures  
if the OCC ICCS servers fail, then start the BOCC ICCS servers  
if the BOCC ICCS servers could not take over the OCC ICCS (both sites fail):  
then dispatch the Information Controllers to the OCC Equipment Room to man the DMT and to resume the duties of Information Controller  
Instruct the Information Controller to broadcast and inform all Station Attendants of:  
loss of ICCS in OCC and BOCC  
new operating location of the Information Controllers  
follow the fault rectifying progress closely  
on notification from the Engineering and Fault Controller that the ICCS servers have been rectified, instruct the Information Controllers to return to OCC  
inform the OCC Manager regarding resumption of ICCS  
if the OCC ICCS restarted or if the BOCC ICCS servers took over from the OCC ICCS servers, resume normal operations in OCC  
log the event in the OCC Supervisor Daily Report

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<b>Signature:</b>			
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## HANDLING ICCS WORKSTATION FAILURES

### Information Controller(s)

You must:

- inform the Engineering and Fault Controller immediately of the total ICCS failures
- inform the OCC Supervisor immediately of the total ICCS failures
- on instruction from OCC Supervisor, proceed to the OCC Equipment Room to man the DMTs
- on instruction from OCC Supervisor, inform all Station Attendants of the situation including new operating location
- man the DMTs and if required:
  - trigger pre-recorded audio or visual messages at any or all stations
  - make ad hoc audio and/or visual announcements at any or all stations
  - make ad hoc audio announcements in the MSF yard and facilities
  - take emergency and passenger information calls from system-wide E-TELS, P-TELS, T-TELS and A-TELS
  - patch in first responder personnel to emergency calls
  - view system wide alarms on a visual display
  - view real-time and pre-recorded CCTV images
- on notification of the full recovery of OCC ICCS servers, and on authorization from OCC Supervisor, return to OCC
- inform all Station Attendants that you have returned to OCC
- log the event in the Information Controller Log

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