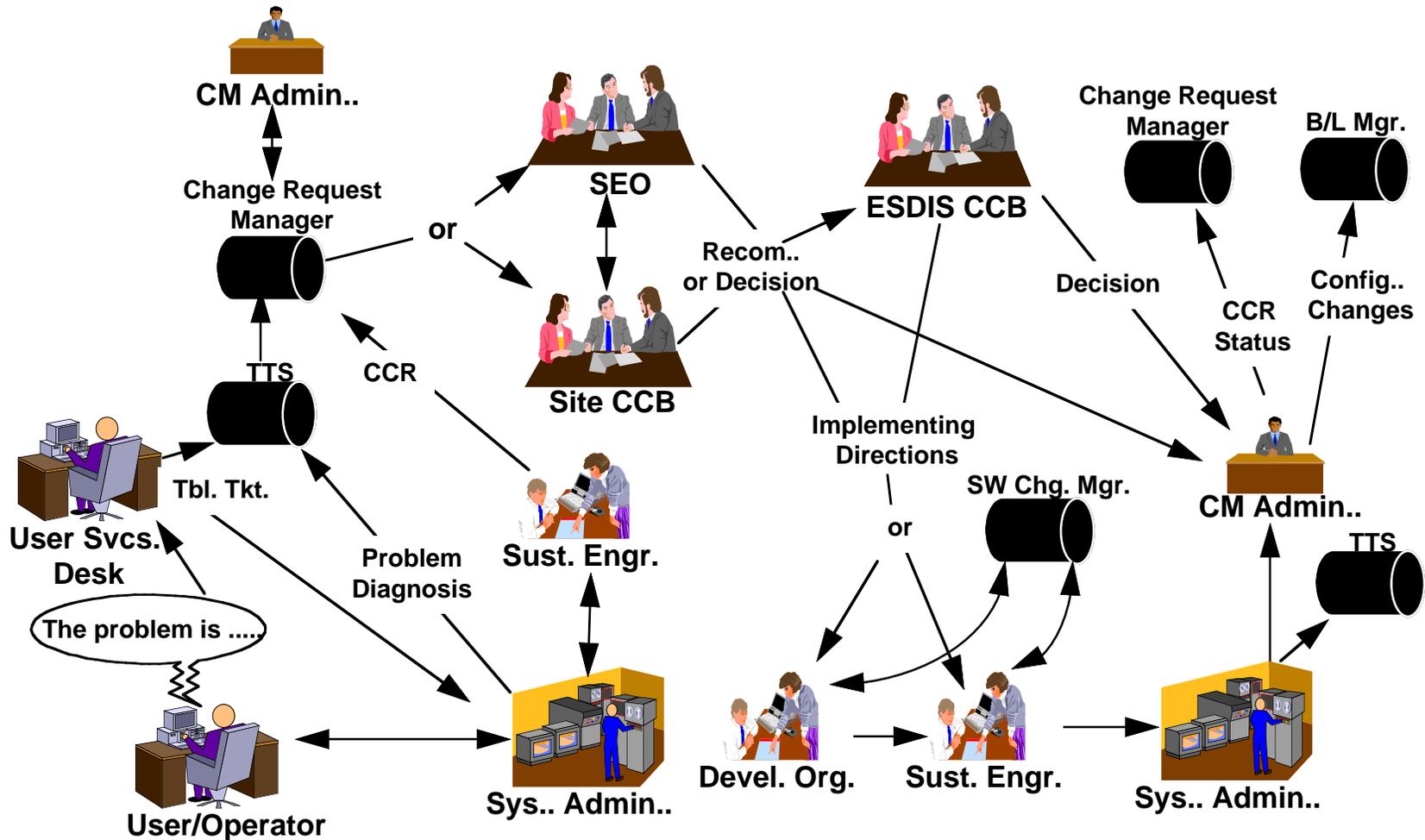


Custom SW Problem Scenario



Custom SW Problem Scenario

(Subsystem Involved: MSS)

Operator/User	System
User reports problem to User Svcs. Desk, which opens Trouble Ticket Operator reports problem by completing Trouble Ticket.	Trouble Ticket recorded and forwarded to Sys. Admin.
Sys. Admin. confirms problem is with the custom SW, records diagnosis on the Trouble Ticket, and forwards Trouble Ticket to the Sust. Engr.	
Sust. Engr. assesses problem, determines whether the action belongs to the site or the SEO. If an SEO action, forwards Trouble Ticket to SEO. If site action, prepares CCR, provides proposed solution with impacts, schedules, and resource assessment.	CCR record established in CR Mgr.
CM Admin. reviews CCR, schedules for CCB review or sends to SEO for action	CCR provided to CCB members or SEO, as applicable
If site CCB action, CCB reviews, decides, and provides implementation directions to the Sust. Engr. If SEO action, SEO recommends solution to ESDIS CCB for decision.	CCB decision recorded in CCR
SW patch is prepared by the site Sust. Engr., SEO, or the ECS Development Org (as applicable). Once developed and tested, the patch is provided to site Sys. Admin. for installation at sites.	Development status recorded in CCR
After site testing, Sys. Admin. installs the patch, and records completion on the Tbl. Tkt.	Install action recorded on Tbl. Tkt. and Tbl. Tkt. closed.
Sust. Engr. records completion on the CCR and routes CCR to the CM Admin.	Install recorded in CCR
Site CM Admin. closes CCR when SW patch installed, records B/L change in B/L Mgr.	CCR closed, reported in next status report. B/L Mgr. updated with SW change to all platforms/sites in which patch is applied