


REVISION C



Establishing and Managing OSMA Flight Operations Contingency Action Center


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Date

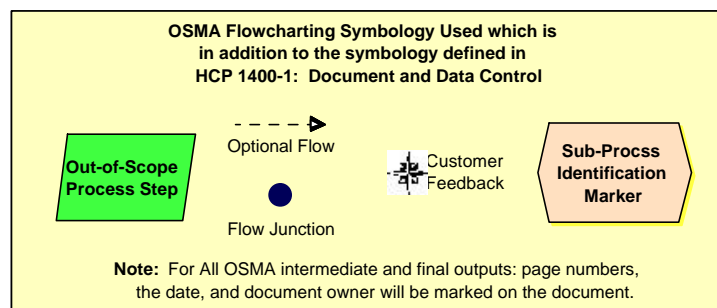
DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 13, 2000	
Revision	A	April 14, 2000	Deleted Notification list and participant lists from Appendix B; Added references 4.5 and 4.6 (new #); editorial corrections to Section 1, Step 6.01 and Quality Records in Section 7.
	B	February 1, 2002	Added customer list, customer feedback to section 5 and step 6.07.
	C	March 31, 2004	Editorial and organizational changes to all sections.

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1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document the process that the Director, Enterprise Safety and Mission Assurance, Code QE, uses to implement an OSMA Contingency Action Center during a probable or declared Space Flight Operations contingency. This HOWI also specifies the Quality Records associated with the process.

2. Scope and Applicability

This OSMA HOWI describes a critical process necessary to establish and successfully manage the OSMA Contingency Action Center in the OSMA Management Information Center (Q-MIC). This HOWI is applicable to the individual(s) in OSMA who are designated as contingency support personnel within the Code QE, Code QS, and Code QV Divisions. The Director of Code QE may staff the Q-MIC with people internal and external to the organization or the SMA community as the situation dictates.

3. Definitions

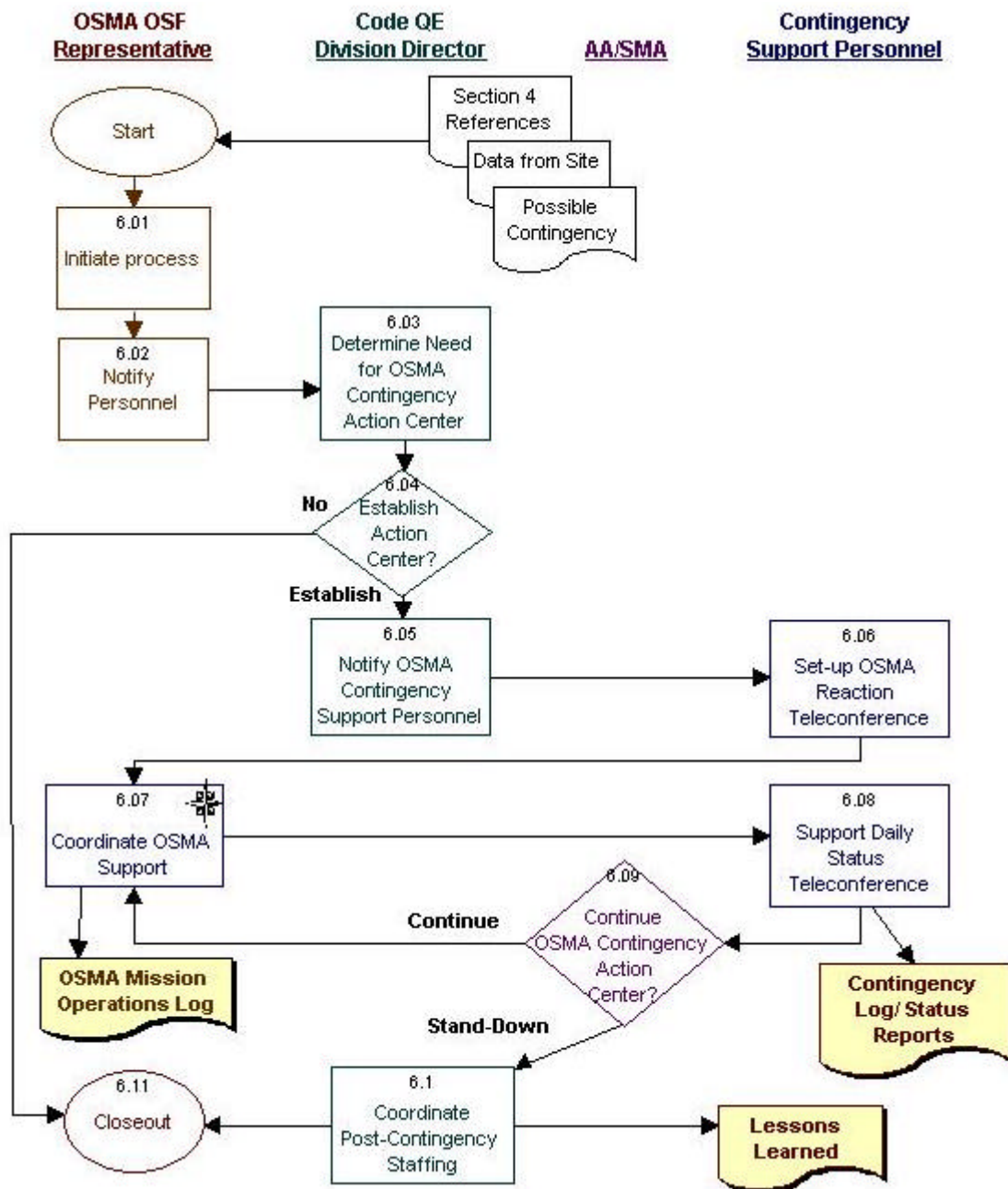
- 3.1. AA/SMA: Associate Administrator for Safety and Mission Assurance
- 3.2. Code QE: Enterprise Safety and Mission Assurance Division
- 3.3. Code QS: Safety and Assurance Requirements Division
- 3.4. Code QV: Review and Assessment Division
- 3.5. OSF: Office of Space Flight
- 3.6. Q-MIC: OSMA Management Information Center (NASA HQ Room 5W40)
- 3.7. Space Flight Operations (SFO) Contingency: For the purpose of this plan, a Space Flight Operations contingency is defined as any mishap, mission failure, incident, or close call that causes a major impact to space flight operations or prevents accomplishment of a primary mission objective involving OSF-controlled personnel, hardware, support equipment, or facilities or any personnel, hardware, software, equipment, or facilities that have been integrated with OSF-controlled flight related systems. An SFO contingency can involve a mishap to any OSF space operations or development program, including suspected contingency situations at contractor facilities and/or government facilities operated under contract.
- 3.8. VoTS: Voice Telecommunications System

4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and Level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this section unless specifically referenced in this OSMA HOWI.

- 4.1. [NPR 1000.3: The NASA Organization](#)
- 4.2. [NPR 8621.1: NASA Procedural Requirements for Mishap Reporting, Investigating, and Recordkeeping](#)
- 4.3. [NPD 8700.1: NASA Policy for Safety and Mission Success](#)
- 4.4. [NPD 8710.1: Emergency Preparedness Program](#)
- 4.5. [NPR 8715.2: NASA Emergency Preparedness Plan Procedural Requirements](#)
- 4.6. Office of Space Flight, Space Flight Operations Contingency Action Plan.
- 4.7. NSTS 07700, Volume VIII Appendix R, Revision D.
- 4.8. SSP 50190, Contingency Action Plan for ISS.
- 4.9. NASA Voice Teleconferencing Services (VoTS Reservation Form (see: <http://www.nisn.nasa.gov/vots/index.html>))

5. Flowchart



6. Procedure

6.01 OSMA OSF SFO Rep Initiate Process:

During a probable or declared Space Flight Operations (SFO) Contingency an outside source notifies the OSMA OSF SFO Representative. Notification may come from several sources (i.e.; verbal, visual, or electronic) and depends on mission phase and launch vehicle being used.

6.02 OSMA OSF SFO Rep Notify Personnel

The OSMA OSF SFO Representative will immediately notify the AA/SMA, Deputy AA/SMA, OSMA Division Directors, OSMA Emergency Manager (in Code QS), and other designated OSMA emergency response personnel. Other personnel will be determined by the mission and payloads involved. If radiological materials are involved, the Code QS Nuclear Flight Safety Assurance Manager will also be notified. A mission operations log (see Appendix B) of the OSMA response to the contingency is opened to record the notifications and other OSMA actions.

6.03 Code QE Division Director Determine Need for OSMA Contingency Action Center:

Upon notification from the OSMA OSF SFO Representative, the Director, Enterprise Safety and Mission Assurance Division (Code QE) will determine the need for establishing the OSMA Flight Operations Contingency Action Center.

6.04 Code QE Division Director Establish the OSMA Contingency Action Center?

If the decision is to establish, then the process continues. If not, the process is halted and response is handled without an OSMA Contingency Action Center.

6.05 Code QE Division Director Notifies OSMA Contingency Support Personnel:

The Code QE Division Director is responsible for notifying the support personnel from the current OSMA Management and Support Personnel Contingency Notification List maintained by OSMA OSF SFO Representative outside of this HOWI. Appropriate personnel will be based on the knowledge of the respective roles, responsibilities, and work experiences of the personnel on the list and the type of contingency underway. The OSMA Mission Operations Log, opened in step 6.02, records the time, event, status, and remarks.

6.06 Contingency Support Personnel Set-up OSMA Reaction Teleconference:

The OSMA Contingency Action Center Coordinator will set up a meeting/teleconference as soon as practical to:

1. Update OSMA-related SFO contingency data and information in the Q-MIC for a declared SFO contingency. Maintain active teleconferencing fax sheet that is printed with all the required names and telephone numbers for coordination with the NASA Voice Teleconferencing Services (VoTS). (see <http://www.nisn.nasa.gov/vots/index.html>).
2. Arrange for use of the Q-MIC (5W40) or other facility, needed support equipment for the OSMA Contingency Action Center, and contingency data and information. The Meeting Maker software on the Headquarters intranet will be used to reserve or clear the Q-MIC for the AA/SMA use as needed.
3. Notify management that access to the OSMA Contingency Action Center will be limited to a personnel access list that is begun during the teleconference.

6.07 OSMA OSF SFO Rep Coordinate OSMA Support:

The OSMA OSF SFO Representative will maintain liaison with the OSF Headquarters Contingency Action Team for this contingency and coordinate with the OSMA Contingency Action Center. The Mission Operations Log is updated as necessary.

6.08 Contingency Support Personnel Support Daily Status Teleconferences:

The OSMA Contingency Support Personnel will coordinate and provide a daily status report for the AA/SMA regarding current OSMA support, OSF Headquarters Contingency Action Team actions, and OSMA Contingency Action Center status/plans, status of, and information about the contingency. The AA/SMA will chair the OSMA Daily Contingency Status Teleconferences daily or at the frequency that he believes is necessary.

The Contingency Support Personnel will maintain contact with the OSMA OSF SFO Rep supporting the OSF Headquarters Contingency Action Team to receive and share information.

The Contingency Support Personnel will also maintain liaison with any Mishap Investigation Teams operating as a part of NPR 8621.1 response.

All Contingency Support Personnel are required to enter relevant data into the OSMA Missions Operations Log.

6.09 AA/SMA Continue OSMA Contingency Action Center?

The OSMA Contingency Action Center will continue in operation until directed by the AA/SMA to stand down. This may be determined by passing of the contingency or transferring of OSMA response activities to another location. When the contingency reaches a point where the process described by NPR 8621.1 has been implemented, the AA/SMA may determine that the function of the OSMA Contingency Action Center is no longer needed.

6.10 Code QE Division Director Coordinate Post-Contingency Staffing:

Coordinate personnel staffing for post contingency ongoing operations. The Division Director will ensure that any post-contingency actions are recorded and procedures are updated as a result of any lessons learned from the response. Contingency Response Log is closed out and Quality Records are filed.

6.11 OSMA OSF SFO Rep Closeout:

The process is closed out.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Contingency Log / Status Logs	OSMA OSF SFO Rep	Code QE Files	Hardcopy	Schedule: 1 Item: 119.B	Destroy 2 years after end of contingency
Lessons Learned	OSMA OSF SFO Rep	Code QE Files	Hardcopy	Schedule: 1 Item: 119.B	Destroy 2 years after end of contingency
OSMA Mission Operations Log	OSMA OSF SFO Rep	Code QE Files	Hardcopy	Schedule: 1 Item: 119.B	Destroy 2 years after end of contingency

Appendix A: OSMA OSF Contingency Support Personnel Duties to Support this HOWI Between Uses of the HOWI

- Assure that point-of-contact information on the OSMA Management Contingency Notification List is current.
- Maintain active teleconference lists to optimize coordination with the NASA Voice Teleconferencing Services (VoTS) at telephone (877) 232-6272; fax (800) 728-1300.
- Obtain necessary OSMA information to support an OSMA preliminary contingency evaluation. Act as lead in developing an OSMA preliminary contingency evaluation.
- NASA Voice Teleconferencing Services (VoTS) Reservation Form (see <http://www.nisn.nasa.gov/vots/index.html>).

Appendix B: Supporting Information

Included in Appendix B are:

- Mission Operations Log Sheet

