13 JUL 1987

11800
MAIN

Base Maintenance Officer, Marine Corps Base, Camp Lejeune

Assistant Chief of Staff, Facilities, Marine Corps Base, Camp Lejeune

MIP 87-CLNC-107-FAC ALTERNATE PROCEDURES FOR BASE MAINTENANCE TO PROCESS WORK REQUESTS WHEN THE COMPUTER IS DOWN

Ref: (a) AC/S FAC memo 11800 FAC dtd 25 Jun 87

1. As requested in the reference, the subject MIP has been received and has resulted in the establishment of the following policy when the Emergency Service computer is "down". Callers will be queried if the request for service is an emergency or urgent requirement. If so, the request will be handled and processed manually. If the request is for routine service, the requestor will be asked to call back the following work day. However, even routine calls will be handled manually when manpower and workload permit. Due to volume, units requesting service work during computer down-time will be obliged to place a follow-up call to obtain the call "number", if desired, as it is a computer-controlled sequencing process.

2. Accordingly, the MIP is recommended for acceptance.

M. G. LILLEY

Blind copy to:
Admin Br
Ops Br (WkRecp)

Writer: C. Powell, MAIN, 2511
Typist: S. Schmitz, 10 Jul 87

ROUTING SLIP

26 JUN 1987

L	ACTION	INFO	INITL
BMO		✓	
DBMO		✓	CP 6/29
DIR, ADMIN (Log)	✓		
DIR, OPS	✓		6/30
DIR, M&R			
DIR, UTIL			
SECRETARY			
COMMENTS:			

Tim, your action! Sounds like something we should be doing already! CP 6/29

Suspense 17 Jul

OPNAV 5216/144A (Rev. 8-81)
S/N 0107-LF-052-2320

DEPARTMENT OF THE NAVY

Memorandum

11800
FAC

DATE: JUN 25 1987

FROM: Assistant Chief of Staff, Facilities, Marine Corps Base

TO: Base Maintenance Officer

SUBJ: MIP PROPOSAL NO. 87-CLNC-~~108~~ 107-FAC, ALTERNATE PROCEDURES FOR BASE MAINTENANCE TO PROCESS WORK REQUESTS WHEN COMPUTER IS DOWN

Ref: (a) AC/S BOSMAD memo 11800 BOSM dtd 18 Jun 87

Encl: (1) MIP Proposal

1. Review the enclosed MIP proposal in accordance with established procedures and reference (a). Response is requested no later than close of business 17 July 1987.

2. Point of contact GySgt. S. D. Maple, extension 3034/3035.

K. J. KIRIACOPOULOS
By direction

7/7/87

Sandy

Pls. type rough for Col's chop

HAL
Need ie
by COB 7

OPNAV 5216/144A (Rev. 8-81)
S/N 0107-LF-052-2320

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7/7/87

Sandy

Pls. type rough
for Col.'s chop

6/30/87

HAL

Need reply back by COB 7/13

TJ

MODEL INSTALLATION PROGRAM

PROPOSAL

MARINE CORPS BASE
CAMP LEJEUNE

INSTRUCTIONS:
1. COMPLETE ALL INFORMATION REQUESTED.
2. PLEASE PRINT OR TYPE LEGIBLY.
3. USE ADDITIONAL SHEETS IF NECESSARY.
4. FORWARD COMPLETED PROPOSAL TO AC/S, BOSMAD, MCB

DO NOT WRITE IN THIS SPACE

DATE RECEIVED: 11 Jun 1987

PROPOSAL NUMBER: 87-CLNC-107-FAC

TITLE OR SUBJECT OF PROPOSAL

Alternate procedures for Base Maintenance to process work requests when computer is down

NAME, TITLE, GRADE/RANK OF SUBMITTER(S)

Laurence F. MASON, MGySgt

PHONE

3040/3048

CURRENT PROCEDURE

When the computer that process maintenance requests is not operational, the trouble desk will not accept any requests until the computer comes up on line. There is no telling when it will come up on-line nor would the caller of a maintenance request know when it is up. The only way to find out would be keep calling. This is time consuming and costly in wasted man hours.

PROPOSED PROCEDURE (If a directive/order must be waived to implement proposal-Identify the specific reference.)

That Base Maintenance institute backup procedures to handle maintenance requests when their computer goes down.

BENEFITS/ADVANTAGES

Maintenance requests will be processed as they are called in or received. Man hours would not be wasted in calling in to find out if the computer is up. Also, in certain instances savings in reduced utilities costs would be realized.

I (WE) UNDERSTAND THAT THE ACCEPTANCE OF A CASH AWARD FOR THE USE OF THIS PROPOSAL BY THE UNITED STATES GOVERNMENT SHALL NOT FORM THE BASIS OF A FURTHER CLAIM OF ANY NATURE UPON THE UNITED STATES BY ME (US), MY (OUR) HEIRS, OR ASSIGNS.

Laurence F. Mason
LAURENCE F. MASON 11Jun87
(SIGNATURE AND DATE)

(SIGNATURE AND DATE)

MODEL INSTALLATION PROPOSAL
MCBCL 11800

Excellent Installations — The Foundation Of Defense

ENCL (1)

MAINTENANCE DISCREPANCY REPORT
MCBCL 11014/24 (REV. 08-86)

FACILITY NUMBER	MINOR JOB ☐ YES ☐ NO	ZONE

WGC	SHOP	REPAIR CODE OR DESCRIPTION	LOCATION(S)	UNIT OF MEASR	WORK UNITS	FOR P&E USE ONLY: LABOR EPS	LABOR COST	MAT'L COST	FOR COMPLETED WORK ONLY: JOB STARTED	JOB COMPLETED	LABOR HOURS	BADGE #
✓01	38	2005 NT Whole Bldg	356477 7C310		1	LT	744			5703		
✓01	39	2005 NT Whole Bldg	356479 582		1	Vanstrenber				3525		
✓01	32	2005 NT Whole Bldg	356486 AS222		1	Sgt cummings				6701		
*✓01	33	V310 Reach in Refer 1752 15, 34	366490 T12465		1	Short				2705		
✓02U	32	4,5 Motor Repair Bay door on door	356494 T C101		1	Capt Borbar				0538		
✓02U	51	1679 Partial Power	356506 1403		1	Helen				5725		
*✓01	37	H015 NO STEAM	BB7		1	Bell Carder				7148		
02U	32	2049 WATER POURING OUT OF A/C TT2455	366523 T2524		1	LT Prank				0261		
02U		Door up	366532 T 12466			Pat				2074		

REMARKS

called

SUBMITTED BY	DATE	TELEPHONE NO.

Tim

The present policy is to inquire of the customer if the problem is life or property threatening. If the answer is "yes", the information is taken and writen down for input at a later time. Then the respective shops is called. We try to limit these to 01's and selective 02U's. All other callers are requested to call back at a specific time - usually provided by RASC.

To use the alternative method of accepting all calls and recording them on a MDR would create a backlog of entries to input when the machine comes up. This method was tried in the past and to input tickets on the phone after the equipment was up created backlogs in other areas.

Today the computors were down for four hours. During that time the operator recorded a total of 80 01 and 02U calls. This, on a morning when the Marines were returning from an extended weekend. When the machines began functioning two operators spent a total of 1.5 hrs cutting these tickets. At any one time, three of us accepted/rejected calls on our current criteria policy.

The idea has merit and could be done in the interest of customer service upon calling, but it would not (1) increase response time on 02 tickets; or (2) provide the customer with their ticket number and (3) ensure that the operator would input all tickets received after machine is up.

Hal