

REVISION B



Establishing and Managing OSMA Flight Operations Contingency Action Center



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Date

1. Purpose

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

2. Scope and Applicability

This OSMA HQOWI describes a critical process necessary to establish and successfully manage the OSMA Action Center in the OSMA Management Information Center (Q-MIC). This HQOWI is applicable to the individual(s) in OSMA who are designated as contingency support personnel within the Code QE and Code QS 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

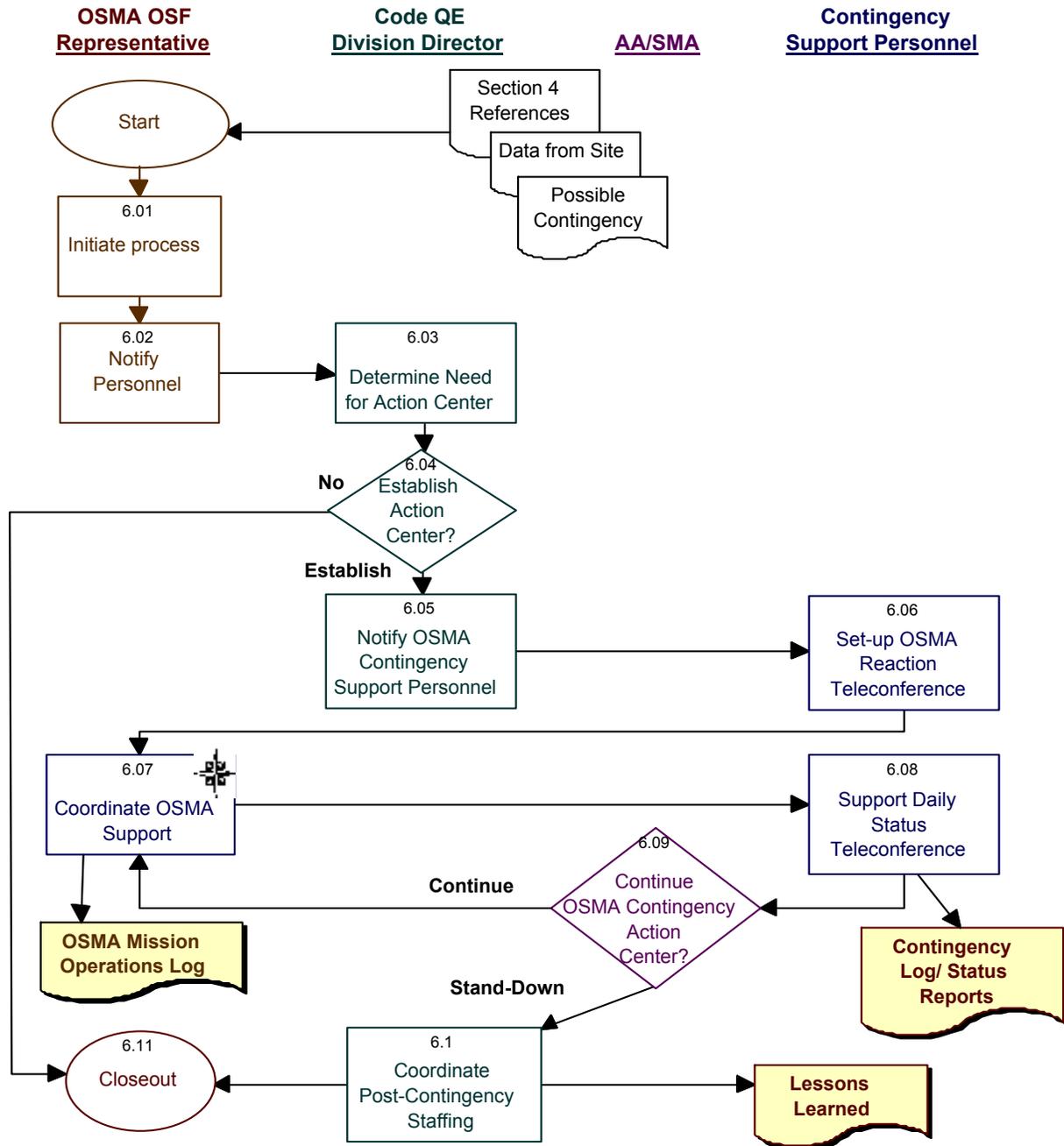
- 3.1. AA/SMA: Associate Administrator for Safety and Mission Assurance
- 3.2. Code QE: Enterprise Safety and Mission Assurance Division
- 3.3. Code QS: Safety and Risk Management Division
- 3.4. OSF: Office of Space Flight
- 3.5. Q-MIC: OSMA Management Information Center (NASA HQ Room 5W40)
- 3.6. Space 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.
- 3.7. 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 HQOWI.

- 4.1. [NHB 1101.3: The NASA Organization](#)
- 4.2. [NPD 8621.1: Mishap Reporting and Investigating Policy](#)
- 4.3. [DRAFT NPG 8621.x: NASA Procedures and Guidelines for Mishap Reporting Investigating and Record keeping](#)
- 4.4. [NPD 8700.1: NASA Policy for Safety and Mission Success](#)
- 4.5. [NPD 8710.1: Emergency Preparedness Program](#)
- 4.6. [NPG 8715.2: NASA Emergency Preparedness Program Plan Procedures and Guidelines](#)
- 4.7. Office of Safety and Mission Assurance, Space Flight Operations Contingency Action Plan.
- 4.8. Office of Space Flight, Space Flight Operations Contingency Action Plan.
- 4.9. NSTS 07700, Volume VIII Appendix R, Revision D.
- 4.10. SSP 50190, Contingency Action Plan for ISS.
- 4.11. MSFC Communications telecom sheet
(see <http://www.hq.nasa.gov/office/codec/codeci/help/telecoms/audio.htm>).

5. Flowchart



6. Procedure

6.01 OSMA SFO OSF 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 SFO OSF Rep Notify Personnel

The OSMA OSF 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 Action Center:

Upon notification from the OSMA OSF Representative, the Director of 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 Action Center?

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

6.05 Code QE Division Director Notifies OSMA Contingency Support Personnel:

The Code QE 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 HQOWI (see Appendix B for listing as of January 2000). 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 Contingency 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 Appendix B or <http://www.hq.nasa.gov/office/codec/codeci/help/telecoms/audio.htm>).
2. Arrange for use of the Q-MIC (5W40) or other facility, needed support equipment for the Action Center, and contingency data and information. The Meeting Maker software on the HQ 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 Action Center will be limited to a personnel access list is begun during the Telecom.

6.07 OSMA OSF Rep Coordinate OSMA Support:

The OSMA OSF Rep will maintain liaison with the OSF contingency Action centers for this contingency and coordinate with the OSMA Action Center. The Mission Operations log is updated as necessary.

6.08 Contingency Support Personnel Support Daily Status Teleconferences:

The Q-MIC Contingency Support Personnel will coordinate and provide a daily status report for the AA/SMA regarding current OSMA support, OSF Action Center actions, and OSMA Contingency 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 Rep supporting the OSF Action Center to receive and share information.

The Contingency Support Personnel will also maintain liaison with any Mishap investigation Teams operating as a part of NPD 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 OSMA response activities are transferred to another location. When the contingency reaches a point where the process described by the NPD 8621.1 has been implemented, the AA/OSMA may determine that the function of the Q-MIC Contingency Center is no longer needed.

6.10 Code QE Division Director Coordinate Post-Contingency Staffing:

Coordinate personnel staffing for post contingency ongoing operations. The 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 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 HQOWI between uses of the HQOWI

- 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.
- MSFC Communications telecom sheet
(see <http://www.hq.nasa.gov/office/codec/codeci/help/telecoms/audio.htm>).

Appendix B: Supporting Information

Included in Appendix B are:

- Contingency Notification List as of January 2000
- VoTS Teleconference Sheet
- Mission Operations Log Sheet

NASA Voice Teleconferencing Services (VoTS) Reservation Form

Call in Reservation: 1-877-232-NASA (6272)

FAX in Reservation: 1-800-728-1300

Please print or type the following information:

<i>NASA Site</i>	NASA HQ	<i>Call Leader</i>					<i>Phone #</i>	(202) 358-					
<i>Alternate Point of Contact</i>						<i>Phone #</i>							
<i>Person Scheduling Call</i>						<i>Phone #</i>							
<i>Call Date</i>		<i>Duration</i>	TBD		<i>Recurring Call? (please check one)</i>			<i>Y</i>	<i>e</i>	<i>s</i>	<i>No</i>	<i>N</i>	<i>O</i>
<i>Call Pattern (reoccurs daily, weekly, monthly, etc.)</i>								<i>Day of Week</i>					
<i>Call Time:</i>		<i>AM</i>	<i>PM</i>	<i>Time Zone</i>									
<i>Password (for Admit Dial-In Call)</i>		OSMA CONTINGENCY											
<i>Conference Call Type* (please check one)</i>				<i>Toll Free Dial-In</i>		<i>Admit Dial-In</i>		<i>Operator Dial-Out</i>					
<i>Conference Title or Name, (Required)</i>				OSMA CONTINGENCY									
<i>Fax Confirmation of Call Request (please check one)</i>					<i>Yes</i>		<i>No</i>		<i>Fax Number</i>				

Options or Features:

<i>For Toll Free Dial-In Call Types</i>				<i>For Admit Dial-In & Operator Dial-Out Call Types</i>			
<i>Privacy</i>	<i>Yes</i>	<i>No</i>		<i>Operator Monitoring</i>	<i>Yes</i>	<i>No</i>	
<i>Entry/Exit Tones</i>	<i>Yes</i>	<i>No</i>		<i>Operator Roll Call</i>	<i>Yes</i>	<i>No</i>	
				<i>Contact Call Leader First</i>	<i>Yes</i>	<i>No</i>	
				<i>Announce Late Entries</i>	<i>Yes</i>	<i>No</i>	

Special Instructions: (specify a script or protocol to be followed)

Operator Response: (for call in reservations only)

<i>Confirmation #</i>		<i>Toll Free #</i>		<i>Passcode (for Toll Free Dial-In) call</i>	
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