



**Document Control**

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**1. Purpose**

1. The purpose of this LOP is to provide an outline on the procedure to undertake in the event of systems issues or equipment failure at MR Sydney. These issues can be broad ranging. They can be related to internet connection, ineffective functioning of specific equipment used at the MR Sydney including but not exclusive to electronic equipment and any associated hardware, software and/or accessories, telephones, photocopier and printers, air conditioning, lighting, and infrastructure such as power, water and also furniture and fittings etc.

**1. Systems issues or equipment failure – procedure for reporting**

- 1.1. DOs are responsible to ensure all systems are correctly functioning and displayed correctly (also refer to MR Sydney LOPS 01 Duty Officer Attendance and Watch Protocols).
- 1.2. If there is an internet outage, the video wall and telephones and internet access from the workstations will not work. The backup base mobile phones located on the charging rack can be used.
- 1.3. Systems issues (malfunction of any type including temporary outage irrespective of length) are to be reported by using the “Equipment Failure” function in SeaOwl.
- 1.4. All equipment and systems issues which are considered urgent (ie issue will jeopardise the effective operation of MR Sydney Base) and not resolved within 10 minutes will be advised to the “Duty Base Manager” immediately via telephone. (The Duty Base Manager will either be the UC, DUC, Deputy Operations or delegate as advised). If the Duty Base Manager is unavailable, telephone whoever is not scheduled as the Duty Base Manager out of the fore mentioned officers and if none are available, call the Operations Officer.
- 1.5. Issues should be classified as either “System & Technology” or “Property” or “Frequentis” related.
- 1.6. Prior to logging on any issues, check the log on SeaOwl to ensure the same issue is not already recorded.
- 1.7. In executing 1.3 above, be specific when stating what the issue is, what was the cause or probable cause and any other details the DO deems pertinent. Indicate if you are unsure of the cause and wherever possible, describe what happened and time it occurred and how long it

lasted if applicable. This information will help determine the source of the problem and assist with a resolution.

- 1.8. Issues logged on SeaOwl are automatically converted to an email sent to the UC, DUC, Operations Officer, Deputy Operations Officer and IT Officer.
- 1.9. Refer LOP OP 5 for procedure associated with issues arising from radio checks done during remote bases handover to MR Sydney.

**TIP:** To avoid the workstation “freezing” or dysfunctioning, applications on the information screen should be closed down at all times unless in use.

## **2. Radio Outages (ie RoIP – Radio Over Internet Protocol)**

- 2.1. RoIP outages mean the MR Sydney Radio Operator will not be able to hear any calls on the radio affected.
- 2.2. The ROM for the respective region is to be contacted immediately for all RoIP outages lasting 10 minutes.
- 2.3. The ROM will be responsible to assess the implications of the outage and provide instructions on the course of action to be taken by the MR Sydney Radio Operator.
- 2.4. Record details of the communication on Seahawk and if deemed necessary, create a Seaowl message to ensure the watches to follow are appropriately informed.

## **3. Telephone (Land line) failure**

- 3.1. When an outage occurs on the telephone land line at MR Sydney, calls are automatically diverted to the mobile located in the radio room. The mobile number is 0448 554 007.
- 3.2. Mobile is not to be used unless absolutely necessary and avoid passing the mobile number onto any callers. It is not the intention for a caller to contact MR Sydney via the mobile as missed calls and text messages are not part of standard monitoring by members.
- 3.3. The instructions to access the Voicemail on landline is available separately. (Note: Extension number is 8300 and pass code 2085 then enter #. Voicemail will be locked after 3 unsuccessful attempts. Call the Duty Base Manager to request for it to be unlocked).