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LOS ANGELES POLICE DEPARTMENT
EMERGENCY COMMAND CONTROL
COMMUNICATION SYSTEM

PROBLEM/FAILURE REPORTING SYSTEM

JET PROPULSION LABORATORY
CALIFORNIA INSTITUTE OF TECHNOLOGY
PASADENA, CALIFORNIA

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Prepared for:

Los Angeles Police Department
Emergency Command Control Communications System
Program Management Office
Los Angeles, California

LOS ANGELES POLICE DEPARTMENT EMERGENCY COMMAND CONTROL COMMUNICATION SYSTEM

PROBLEM/FAILURE REPORTING SYSTEM

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SECTION I

INTRODUCTION

A. OBJECTIVE

The objective of the Problem/Failure Reporting System is to provide management insight into the ECCCS performance, which will identify those areas in which corrective action should be taken. The Problem/Failure Reporting System will provide a method of systematically reporting, recording, and reviewing problems and failures that arise in the installation, test, and operation of the ECCCS.

B. SCOPE

The Problem/Failure Reporting System applies to all problems or failures (hardware, software, or operational) arising from activities directly related to the ECCCS program starting with the initial installation of equipment in City facilities.

SECTION II

GENERAL PROCEDURES AND PRACTICES

A. IMPLEMENTATION

The Problem/Failure Reporting System will be established and controlled through the LAPD ECCCS Program Management Office (PMO). The PMO will establish a Problem/Failure Report (PFR) Control position which will be responsible for:

1. Co-ordination with the various departments involved in the ECCCS installation, test and operation to insure adherence to the Problem/Failure Reporting System requirements.
2. Issuance of PFR forms, by number blocks, to the ECCCS user areas.
3. Maintenance of PFR accountability.
4. Distribution of PFR action, information, and review copies to the appropriate departments responsible for problem/failure analysis and corrective action.
5. Follow-up action to insure that PFR's are given proper and timely attention.
6. Issuance of PFR status and summary reports on a bi-weekly basis. These reports should, as a minimum, contain the following information:
   a. A listing of all currently open PFR's and all PFR's closed during the reporting period.
   b. A brief summary statement of the problem/failure documented by the PFR and the latest available status.
   c. The cognizant agency responsible for each PFR.

d. A flag indicating each PFR remaining open 30 days after initiation.

B. PFR FORM

The PFR form to be used for all ECCCS problems or failures is shown in Figure 1. The form will contain three identical pages and utilize pressure sensitive paper.

C. FLOW DIAGRAM

A flow diagram of the PFR handling process is shown in Figure 2.

D. OPERATION

1. PFR Origination

Upon observing a problem or failure, the observer (can be anyone involved in the installation, test, operation, or maintenance of the ECCCS) will initiate a PFR. The originator completely fills out Section I of the PFR, including form headings. PFR's will be generated for two major categories of problem/failures. The first category relates to hardware oriented problems while the remaining category is concerned with software and operational problems. PFR's for the two categories will be handled as follows:

a. Hardware

After completion of Section I, the originator removes the first page of the PFR and forwards the balance of the form to the PFR Control Center. The first page of the PFR remains with the equipment involved in the problem or failure until the analysis and corrective action has been completed. All equipment delivered to the repair facility must be accompanied by COPY 1 of the PFR.

LAPD ECCCS

☐ PROBLEM/ ☐ FAILURE REPORT NO. XXXXXX

DATE _____ PROBLEM/FAILURE DATE _____

EQUIPMENT NOMENCLATURE _____

MODEL NUMBER _____

SERIAL NUMBER _____

VENDOR NAME _____

DESCRIPTION OF PROBLEM/FAILURE: _____

ENVIRONMENT AT FAILURE: _____

REPORTED BY: _____ DATE: _____

II PROBLEM/FAILURE ANALYSIS: _____

CAUSE OF PROBLEM/FAILURE: DESIGN ☐ WORKMANSHIP ☐ ADJUSTMENT ☐
PIECE PART FAILURE ☐ TEST EQUIPMENT ☐ OPERATOR ERROR ☐ MISHANDLING ☐
OTHER ☐ _____

NAME OF PERSON COMPLETING ANALYSIS: _____ DATE: _____

III CORRECTIVE ACTION: _____

DISPOSITION OF EQUIPMENT: REWORKED ☐ READJUSTED ☐
RETESTED ☐ SCRAPPED ☐ OTHER ☐ _____

NAME OF PERSON MAKING DISPOSITION: _____ DATE: _____

CONCURRENCE
NAME _____ DATE _____ AGENCY _____

FIGURE 1. PFR FORM

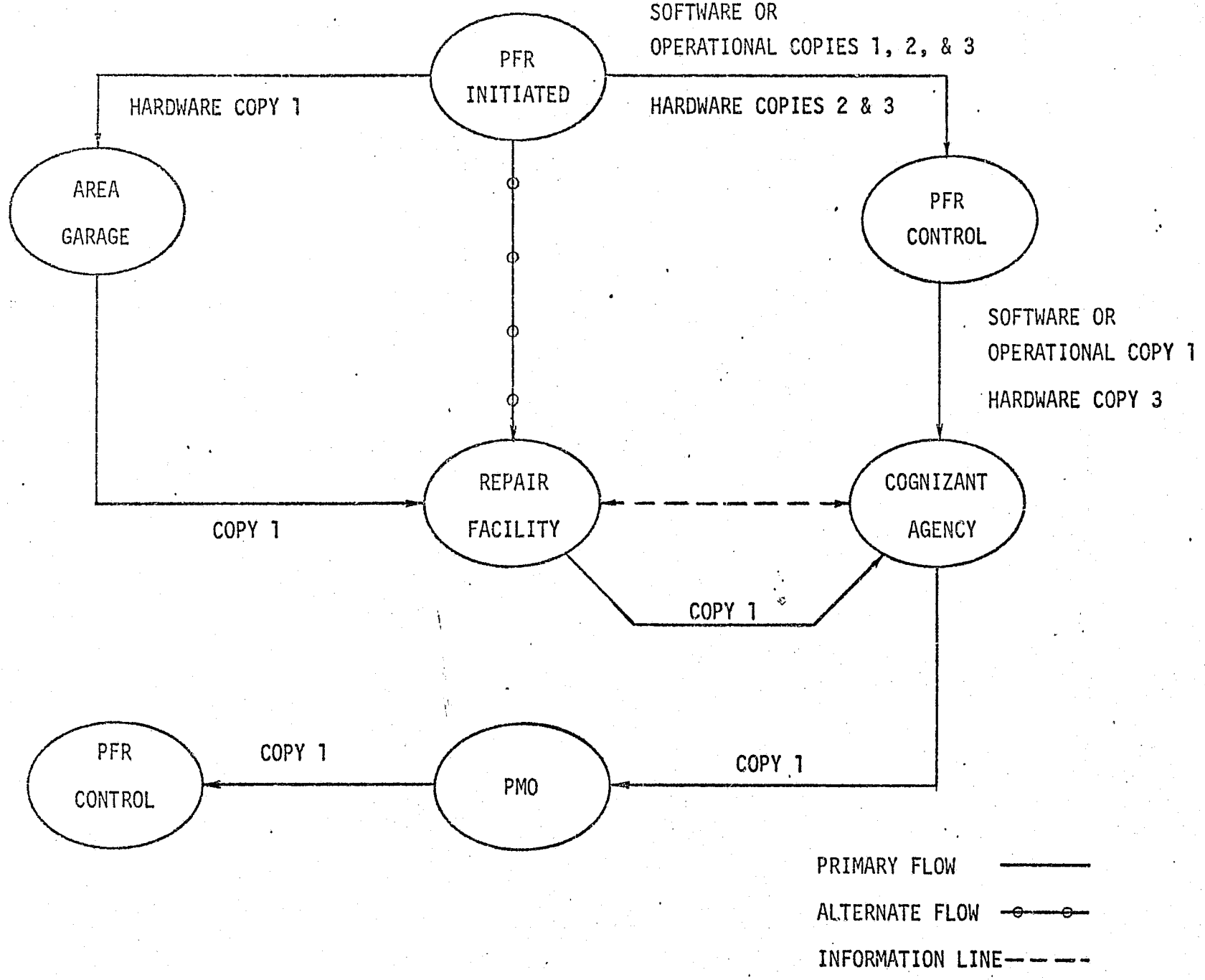

FIGURE 2. LAPD ECCCS PFR FLOW DIAGRAM

COPY 1 of the PFR will be delivered to the Area Garage Shift Supervisor for all equipment not delivered directly to the repair facility. The Shift Supervisor will then forward COPY 1 along with the equipment to the repair facility.

b. Software/Operational

Upon completion of Section I the originator will forward the entire PFR form to the PFR Control Center.

2. PFR Distribution

Upon receipt of the PFR (within 2 working days of PFR initiation), the PFR Control will check Section I for entry completeness and log the PFR as active. Within one working day the PFR will be distributed as follows:

a. Hardware

Information copy (COPY 3) to the cognizant agency.

b. Software/Operational

Action copy (COPY 1) to the cognizant agency.

3. Analysis and Corrective Action

Equipment or software to be repaired or modified as a result of a problem or failure must be accompanied by the first page of the PFR which initiated the action. The individual directly responsible for implementing the analysis and corrective measures will complete Sections II and III of the PFR upon completion of the necessary action. The PFR must be filled out such that it is self explanatory and self sufficient (supporting documentation must be referenced on the PFR and attached to it). Detail should be sufficient to permit an evaluation of the depth to which the problem or failure investigation was performed. The

completed PFR along with test results utilized to verify the adequacy of the analysis or corrective action will be forwarded to the cognizant agency.

4. Review and Concurrence

The PFR, with Sections I, II, and III completed will be delivered to the Cognizant Agency for review and concurrence with the analysis and corrective action. The Cognizant Agency will determine whether the problem or failure is generic in nature and, if so, the probable extent and impact of the necessary corrective action. Recommendations regarding generic problems will be attached to the PFR and forwarded to the PMO. The PMO will review the PFR and attached recommendations to determine the appropriateness of the problem resolution and any required follow-up action. The PFR will then be sent to the PFR Control for closure and distribution.

SECTION III

DEFINITIONS

Failure. Equipment or software performance outside the limits of specified requirements. This term includes intermittents, cessation of performance or failure of equipment or software to respond as commanded.

Problem. Any anomaly or occurrence which cannot be immediately explained including hardware, software, and operational procedures. Also included in this category is equipment performance which is within limits of the specified requirement, but is consistently approaching one side of the tolerance limit.

Cognizant Agency. The Los Angeles City department having direct responsibility for the maintenance, modification, and operational performance of specific hardware or software.

END