

Fault Reporting Procedure

Purpose Of Procedure

The purpose of this procedure is to outline the process involved in reporting equipment and system faults to the Media Systems Technology Group, along with the appropriate reporting structure that would accompany actions that would be taken as a result of a report.

Procedure

- 1) Faults are normally reported to the group in one of two manners;
 - a. By a school or service department's lead Academic or lead support staff personnel. This fault report would normally follow an investigation by the owner department that has concluded that the problem is not operational in nature. The Media Systems group can and will assist with a diagnosis.
 - b. As part of a scheduled maintenance sweep performed by members of the Media Systems Technology Group.
- 2) Once it is determined that a fault exists, the problem will be identified on our tracking system as follows;
 - a. The school or service department's lead Academic or lead support staff personnel enters the fault into BCAM, ensuring proper equipment identification. Here again the Media Systems Technology Group can assist with equipment identification.
 - b. If the problem is identified as part of a systems sweep, the Media Systems Technology Group will enter the problem into BCAM.
- 3) If the repair involves a specific piece of equipment, the lead Academic or lead support staff personnel will deliver it to the Media Systems Group Workshop. For system related fault/repairs, a Media Systems group member will contact the user group lead to determine when the system is available for repair and money is available for the repair.
- 4) If system-integrated equipment needs to be removed for repair, the lead Academic or lead support staff personnel will be notified by e-mail. The user group lead must then authorize by e-mail the removal of this equipment. Once removed if additional parts money is required the appropriate departmental personnel must OK the expense.
- 5) When a piece of equipment needs to be repaired off site, the lead Academic or lead support staff personnel will be contacted by the Media Systems group by e-

- mail. The user group lead must then authorize the off site repair of the unit by e-mail correspondence.
- 6) The status of the repair will be updated in the ENG note portion of the BCAM fault report. Updates will also be provided at the bi-weekly Tech Services meeting.
 - 7) Once a repair is completed, the user group lead will be notified by e-mail. The user group can pick up workshop delivered units. For system-integrated components, the Media Systems group will make arrangements with the user group lead to reinstall the unit and test the system.
 - 8) The user groups will determine their repair priorities determined at the bi-weekly Technical Services meeting, historic usage practice and/or through e-mail correspondence.