

February 1, 2016

MEMORANDUM FOR: Dr. Kathryn Bosley
Chief, Field Operations Division

FROM: Dr. Chung-Chu Teng
Chief, Engineering Division

SUBJECT: Clarification of After-Hours and Weekend Coverage for
Metadata Database Configuration

Configuration and Operational Engineering Team (COET) federal employees are available to provide after-hours and weekend database configuration support for water level, current, and meteorological stations. To ensure coverage is available for all field needs, the Engineering Division requires the following coordination procedures:

- The requirement for after-hours and/or weekend support must be communicated to COET by the FOD or the IDIQ field contractor prior to field maintenance travel. This coordination generally occurs during the pre-annual inspection meeting, but must happen no later than one week prior to the maintenance activity requiring database configuration support.
- All verbal requests must be documented via e-mail to the COET lead from the FOD or IDIQ field lead, with a copy to Continuously Operating Real-time Monitoring Service (CORMS).
- On the date/time requiring COET database coverage, the FOD or IDIQ field lead shall contact COET via the EDB roamer phone at 301-704-5310. If COET cannot be reached, FOD/IDIQ shall contact CORMS at 301-713- 2540. CORMS will then attempt to reach out to COET and request COET call the field lead.
- FOD/IDIQ shall follow the phone conversation with an email to all interested parties summarizing the phone conversation and subsequent actions taken.

I would appreciate it if you can distribute these procedural clarifications to FOD field personnel and to IDIQ field contractors immediately. ED will work with FOD and OD to revise applicable SOPs to reflect the above clarified procedures and post to the ROS by the end of 2016. The updated SOPs will be announced to FOD at which time we request that you pass along to the IDIQ contract firms via the COR. Please contact me if you have any questions.

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