PURPOSE

This University of Nevada, Reno Facilities Services Department Standard Operating Procedure (SOP) provides additional guidelines for Controls Shop personnel required to perform standby duties as outlined in the Facilities Services Department Standby Policy, dated May 1, 2012.

PROCEDURES

The following SOP will be used by all Controls Shop personnel when performing standby duty.

Checking Alarms

Alarms are sent by the controls system server to the “Standby” phone. All alarm messages must be downloaded to the “Standby” phone as they are received or within five minutes of receipt of the initial alarm alert.

Any alarm received on the “Standby” phone is “critical” as defined in the established alarm matrix. Therefore, every alarm must be checked and verified; no alarm will be considered a “nuisance” alarm. If it is determined that the alarm activated and then cleared without operator action, a note is made in the Overtime Log. The problem should be reviewed during next business day and, if necessary, fixed.

When an alarm is received, log into the system and check that alarm. Perform the necessary actions to mitigate the problem. Do not work on or check any other alarms that may show on the system. Only alarms that trigger the alert are to be addressed; all others are considered non-critical and should be addressed during normal business hours.
The Overtime Log
The Overtime Log is maintained by the HVAC Controls SBC. Each alarm is logged as it is received. The log entry includes the date, time, building, piece of equipment and the alarm type. Record the “time in” and the “time out.” “Time in” is the time the alarm is received and the system is accessed. If an alarm is received, but the SBC is unable to access the system in a timely manner the “time in” starts when system access occurs. If the system is not accessed in a timely manner, a note in the Overtime Log, stating the reason for the delay, is required. When the response to the alarm is complete, log out of the system and close the window (do not click on the “X”). The log out time is the “time out.”

Note any calls received from any UNR personnel outside of normal business hours in the Overtime Log.

The Overtime Log must be maintained on a daily basis. Entries in the Overtime Log are required as alarms and actions occur. The Overtime Log will be reviewed by the Supervisor at the beginning of each business day.

IMPLEMENTATION

The Controls Supervisor is responsible for the implementation of this SOP within area(s) of responsibility.

TRAINING

All Controls personnel shall receive training by the supervisor on this Controls Shop Standby Duty SOP during the first month of employment. The supervisor shall ensure regular review of and compliance with the SOP.

COMPLIANCE

Compliance with all UNR and FSD policies and procedures is required of each employee. Failure to comply with this SOP may result in disciplinary action as outlined in the Nevada Administrative Code, the Nevada System of Higher Education Prohibitions and Penalties, and/or the Nevada System of Higher Education Board of Regents Handbook.