

RACC Meeting Minutes No. 185 (10/18/06)

1. Purpose: A regularly scheduled meeting of the RACC was held from 2:00 p.m. to 3:00 p.m. EDT in Room 3246 on Wednesday, October 18, 2006, to discuss and address national and regional AWIPS issues, problems and concerns.

2. Regions In Attendance: The following regions (and other NWS organizations outside of Silver Spring) participated in the conference call: **ERH**: Cindy Scott; **SRH**: Eric Howieson; **WRH**: Gar Nelson, Carl Gorski, Richard Douglas, Andy Edman; **CRH**: Bill Gery; **ARH**: Duane Carpenter, Phil Mieczynski; **PRH**: Ken Waters, Bill Ward; **NWSTC**: Jim Podischek; **Warning Decision Training Branch**: Timm Decker; **NRC**: Jeff Sickles; **OCWWS**: Shannon White;

3. Discussion Items: The following topics were discussed/briefed at the meeting:

a. Status of OB7.1 and OB7.2: We completed the beta testing of OB7.1 and are deploying it nationally beginning today. We had a lessons learned teleconference call with the alpha and beta sites last Thursday. To briefly summarize that call:

- The alpha and beta test site participants liked the weekly teleconference calls and were pleased with the issues resolution from the NCF, particularly with the support from Brad Scalio and Ben Brinkley.
- The installs were too long as sites are used to 7-8 hour long installations and OB7.1 went several more hours.
- There is a need for weekend support for mission critical software that is in emerging releases.

A complete lessons learned document will be issued shortly. Earlier today, Jamie Vavra sent out the list of resolved and unresolved OB7.1 issues.

Concerning OB7.2, we are installing an alpha version today on the RFC platform here at headquarters (NMTR). Jamie and Sanford Garrard will be traveling to BCQ next week to install OB7.2 there. We are beginning to schedule beta sites and should have a full schedule in a few days.

b. GFE Support and Enhancements:

As you may know, the contract has Raytheon take on software maintenance support for eventually all the AWIPS software. The contract was created as a conscientious attempt to offload all of the corrective and adaptive maintenance primarily done by MDL, GSD, SEC, and OHD. The idea was to off load the corrective and adaptive maintenance, which would result in all the labs refocusing their efforts to new challenges coming down the road. We need to re-engineer AWIPS into a new architecture and this will be a huge project.

With that being said, the GFE support has been transferred from GSD to Raytheon as of October 1st. GSD is still around and are funded by the NWS. They are now concentrating on doing development instead of having them also do operational support and corrective and adaptive maintenance. Edwin Welles and Randy Chambers proceeded to brief the group using the Power Point files which are attached to this document. The attached files are titled "GFE Support_Oct182006" and "ASM Overview".

To briefly summarize the user support process, a site having a GFE problem would call the NCF. The NCF will open a trouble ticket and could assign it to the ASM team for further investigation. The ASM team would take one of two actions. They would find that the problem is not a software issue and recommend a resolution to the site, which either the ASM team or the site can complete. At this point, the trouble ticket would be closed. The second action would be that the ASM would find that the problem is in the software. ASM would then create a DR, whose priority would be determined by the DR Team. The DR Team would then recommend to which release this DR needs to be assigned to. Karen Tepera of Raytheon briefed the group on the small enhancements proposed process. This is contained in the attachment titled "AWIPS Small Enhancement DRAFT v0-2".

Andy Edman asked about the IFPS list server continuing to be used to funnel information (e.g., formatter support) to the field sites? Raytheon responded that there are no plans to do so. A long discussion ensued about the sites needing to keep up on current GFE and formatter support information as has been done in the past. Andy Edman also asked about how much training the NCF and Raytheon has been given to date. The answer is not much so far but there is a plan in place and more training will be forthcoming.

How about the pre-releases? We have a requirement for it and have established a workload for it in OB8.

How about an escalation of an critical/urgent issue during off hours, who does the field call? We need to think more about this situation.

Randy Chambers committed to develop an approach that addressed improving/enhancing "NCF" software support in the following areas:

- Communication
- Coordination
- Collaboration

Randy believes that developing the approach is a government action (not RTS). Therefore, to prevent this approach from being developed in a vacuum, Randy is soliciting the field's input. If the region's have suggestion/recommendations that will help define the approach, they should submit them to Randy Chambers. Randy plans on presenting the approach in one month at the RACC in the middle of November.

c. Focal Point/Participants Reports, Problems and Concerns:

Central Region: nothing significant to report

Pacific Region: The earthquakes last week caused some power outages at PBP. We lost 4 servers due to heat problems in the office since the AC was out for long periods of time and we are without backup generators. We are back to normal now but would like any help from the other regions on how to handle a similar situation in the future. Several regions indicated they could send Bill some information on this situation.

Southern Region: We have a high speed LP3 printer at our RFCs in the region. A mod note was recently issued indicating that there would be no more maintenance support for these printers. Also, we would need to submit an RC to keep them on the network and to obtain new IP addresses. Is this true since the printers are not being replaced? The WSH response was that the RFCs do not need to submit an RC to get a new IP address since there are no replacements for these at the RFCs. There is a disconnect in the documentation that was sent out and Neal Dipasquale took the action item to bring this up at the next CCB meeting.

The next RACC is scheduled for Wednesday, November 1, 2006. If you know of any agenda items you wish to be discussed at this RACC, please e-mail them to Jim Stenpeck and cc Wayne Martin. This is to ensure that all of the appropriate WSH personnel attend this RACC to address your issues.