

Document Owner: Manager Customer Planning

SCADA Alarm Call Out - Maintenance Procedure

Procedures for responding to SCADA alarms after hours. This does not cover the physical works required to restore service when the network has encountered a failure.

Health & Safety and Operational Information

Hazard Indicators



Personal Protection



Health and Safety Information

- Health and Safety documentation.
- Generic Traffic Management Plans or site-specific Traffic Management plan.
- Hazardous Waste
- Confined Space Entry

Operation's & Maintenance Documentation

- Corridor Access Requests (CAR) and WIP Permits (site specific or generic/global)
- Service plans (B4uDig)
- Design drawings
- Site plans
- Notification Calling Cards

Customer Information (Confidential)

- Blow Back at risk customers (WWL)
- Vulnerable customers (DHB supplied list)
- Priority customers (WWL)

Priority Customer Categories

- Schools and Childcare
- Commercial premises
- Hospitals
- Retirement Homes/Villages
- Correction Facilities
- Military Installations
- Oil and Gas Refinery

Emergency Procedure / Escalation

Additional Documentation

Emergency

- In event of service strike to utility/energy source (e.g. fuel, Gas, Power, Water etc.) report immediately to team leader
- Make "Site Safe" and isolate risks to people or property with resources at hand

Escalate if extra resources required or problems occur!

- Escalate to Team Leader and inform of the issues faced and/or expected resources required if necessary.

Required Skills, Competencies (Qualifications and/or Certifications)

Competent persons only

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Standard Operating Procedure

Required Equipment

| Equipment and Information | Details |
|--------------------------------|--|
| Fully Equipped Vehicle | Ensure vehicle, plant, equipment and materials appropriate to responding to SCADA callouts is available. |
| IT Hardware/ Communications | Cellphone (<i>to receive SCADA alarm notifications</i>) iPad (<i>to manage work orders</i>) Laptop (<i>to link to SCADA systems and resolve issues remotely</i>) |
| Process Flow Map | MS Visio process flow - SCADA Response / Promapp. |

Prepare to do the work

| Action | Action Details |
|--------------------------------|---|
| Pre-Start | Complete Pre-Start - Planning for Reactive Maintenance. |
| Confirm On Call status | Check SCADA system has you set as duty officer. |
| Check communications equipment | Check your communications and control devices are functional and connected to control |
| Test alarm system | Run test to ensure SCADA alarm and notification are operational. |
| Maintain charge | Maintain full charge on all mobile devices throughout on-call period. |

Perform the work

| Action | Trade | Action Details |
|-------------------|-------|--|
| SCADA | | Acknowledge receipt of SCADA alarm |
| Laptop | | Check SCADA and diagnose fault. |
| Remote Access | | Log onto system and run diagnostics etc. If possible, resolve fault remotely. |
| Create Work Order | | Generate work order to deal with fault and travel to site if required |
| Create Work Order | | If issue can be resolved during normal working hours and is not of an urgent nature Generate work order to deal with fault / resolve alarm issue. |
| Lone Worker | | If required to attend site apply Lone Worker SOP. – Insert SOP # |
| Preparation | | Prior to departure, ensure you have appropriate equipment available in relation to the expected task(s). If further assistance or specialist equipment is required escalate to supervisor for approval |
| Maintenance | | Undertake Required Maintenance as per approved SOP for the task(s) undertaken. |
| Closure | | Carry out work order closure procedures as per Reactive Maintenance - Generic Maintenance Procedures |