



**Western Region Technical Attachment  
No. 90-38  
October 30, 1990**

**PLANS FOR FIELD SUPPORT SERVICES  
AT THE WSR-88D OPERATIONAL SUPPORT FACILITY**

*[Editor's Note: The following discussion comes from a paper presented at the Fourteenth Annual National Weather Association Meeting, October 15-19, 1990, by Daryl Covey and Ed Mahoney of the Field Support Section of the WSR-88D Operational Support Facility in Norman, Oklahoma.]*

During the 1990s, the NEXt Generation Weather RADar (NEXRAD) Program will procure and deploy at least 175 advanced WSR-88D Doppler weather radar systems for the Departments of Commerce, Defense, and Transportation. The Field Support Hotline operated by the Operational Support Facility (OSF) will provide advice, assistance, and support to all WSR-88D sites and government users for identification, analysis, and correction of problems arising in field operations, beginning with Government acceptance of the first field unit.

Forecasters and technicians at field WSR-88D sites will telephone OSF Hotline staff following any agency-required internal coordination. Separate sets of dedicated telephone numbers will provide selective access to either the duty operations or maintenance specialist. Detailed information on incoming calls will be logged, and the corresponding problems tracked to closure, using PC LAN-based software designed specifically for the unique "help-desk" environment. To resolve as many problems as possible during the initial call, the PC-LAN Hotline workstations will also be capable of rapidly searching voluminous system technical and policy documentation stored centrally in magnetic media. However, the more formidable problems may require the expertise of specialists in other sections of the OSF and/or reconfiguring the OSF WSR-88D system to replicate the problem and determine the "fix."

Hotline specialists will track progress toward resolving each problem reported, and will promptly inform the appropriate field site when a solution is found. There will be no need for interim action by the reporting site after the initial call. In cases where a reported problem has network-wide relevance, appropriate information will be disseminated to all WSR-88D sites via existing agency communications networks.

Hotline specialists will be trained to identify and resolve WSR-88D system problems through an initial eight-phase training program in their respective specialty (operations or maintenance), as well as an ongoing program of refresher and enhanced proficiency training to keep their expertise commensurate with system changes and new developments. Hotline staff will also be trained in customer relations since many inquiries to the Hotline may occur during time-critical operational situations.

We at the OSF enthusiastically anticipate the challenges and the satisfaction of providing top quality Field Support Hotline Service. Following Hotline implementation, we will activate a vigorous program of evaluation and refinement to ensure that this critical service remains fully responsive to user needs and that it remains abreast of applicable science and technology.