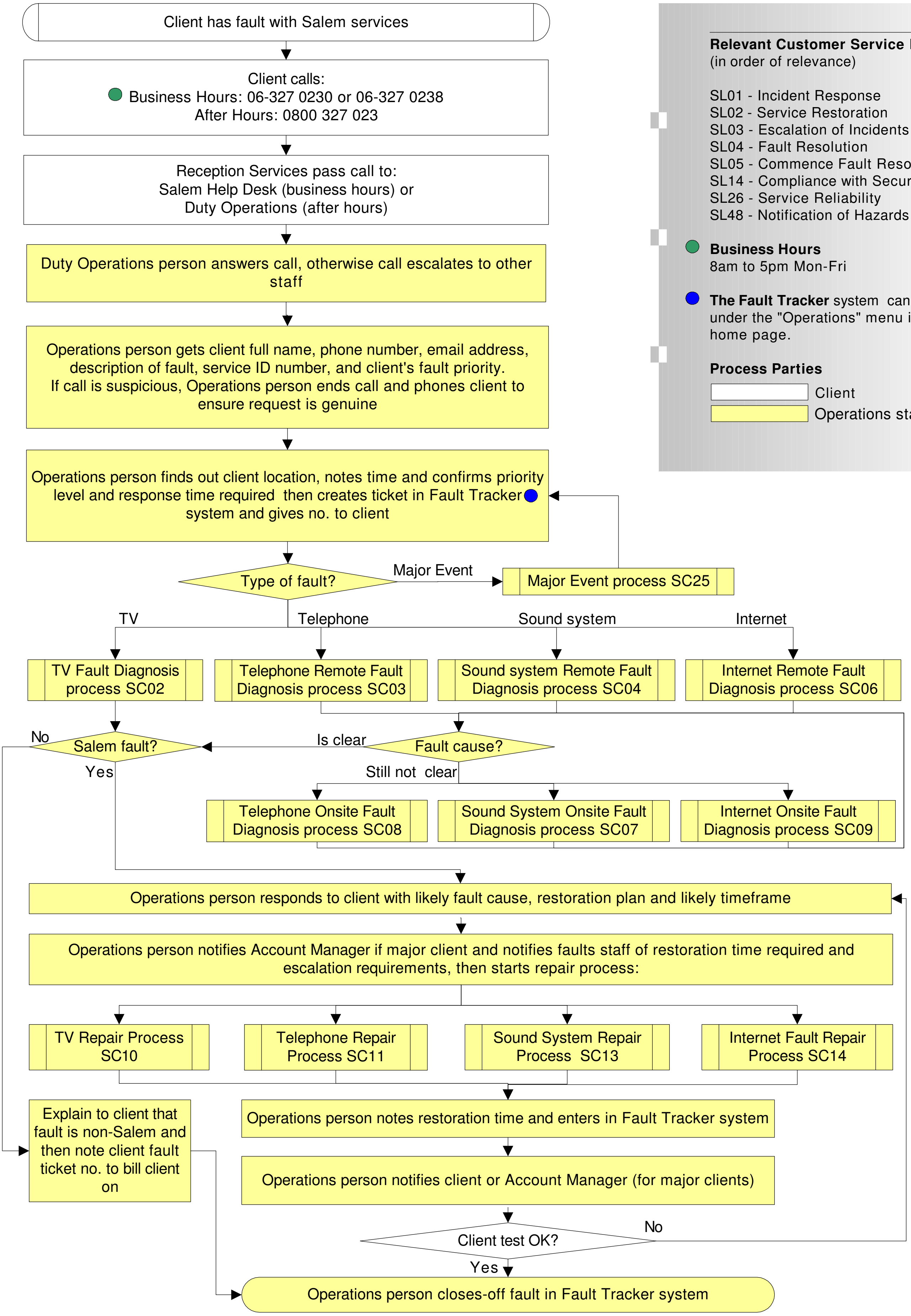
Salem Communications Fault Restoration Process Overview



Process Notes

Relevant Customer Service Levels
(in order of relevance)

SL01 - Incident Response
SL02 - Service Restoration
SL03 - Escalation of Incidents
SL04 - Fault Resolution
SL05 - Commence Fault Resolution
SL14 - Compliance with Security Policies
SL26 - Service Reliability
SL48 - Notification of Hazards

Business Hours
8am to 5pm Mon-Fri

The Fault Tracker system can be accessed under the "Operations" menu in the Intranet home page.

Process Parties

Client
Operations staff

Comco

Work Instruction For: **Managing CAMS Job Request Register**	Job Instruction Number TE - I - 001

Date of Issue: 17/12/201X	Version: 1	Status: Active	Page: 1 of 8

Operation: Work Instruction	
Location: National Design Group	
Prepared by: David Frank	Approved by: Rob Wilson
Safety Requirements/ Precautions: Nil	

Step	Instruction
1	**Introduction**
2	**When You First Log a Design Job** When you first receive a job request from any source, you need to enter it into the CAMS Job Request Register (JRR). To get into the JRR Input screen, select from the CAMS main menu: Projects> Requests> JRR Input. Then fill-in the fields in the following order:

Step 1 – Introduction:

When you first log a design job	Go to step 2
When you actually start a job	Go to step 24
When you send a quote	Go to step 25
When you follow-up a quote	Go to step 26
When your quote is accepted or rejected	Go to step 27
When you finish a design	Go to step 28
When you've completed a job	Go to step 29

3	Source/ Client Enter the source/ client into the **Cli** field - ie the party which *directly* commissioned you to do the work. Select one of the following options using the **"List" (F5)** key: WCG - Work Control Group CUS - Customer direct SAL - Sales LAD - Local Area Design OTH - Other Then hit **"Enter"**
4	Customer Enter the client surname and customer in the **Cust** field in the format: "<client name>/ <customer>". The client surname is the surname of the person in the source or client organisation. If no name is relevant then leave it out and just enter "<customer>". The customer is the end-user which the client represents. If the client and customer are the same, then just type "<customer>". Typically the client would be in the Regional office and the customer would be some business such as BNZ bank eg "Smith/ BNZ". Between the client and customer there may be other ‘middle-men’ including Work Control Group or Sales, but these are not to be written here.
5	Leave **Pla & Ctp** fields blank

6	Description Of Job Enter the filename and job description in the **Description** field in the format: "<filename>/<Job description>". Only 50 characters of this field are actually shown on the JRR status reports, so make the best use of this for the job description, ie write the most meaningful descriptive words first. The filename is either: Pre-sales: a) "TXXXXXXX" (Tender List no.) for tender-listed jobs; b) "NDG" for Minor Works (non-listed) pre-sales jobs. Note that filename is actually "NDGXXX" but XXX is just the JRR no. so don't bother writing it here; Or post-sales: c) "DXXXXXX", where XXXXXX is the EJD job no.
7	Leave **Serv Ord No** field blank
8	Job Order No. Enter into the **Cust Ord No** field the order number given by the client to Suncom, eg the Work Control Group Internal Job Request no. to the Regional office.
9	Billing Information Leave the **Bill Ref** field blank unless you want to use it for some billing info in addition to the Job Order No.
10	Date Job Received In the **Received** field, enter the date you received the Job order from the client.

11	Building where Job is based Enter into the **Blg** field the building which your Job is based in or from.
12	Design Manager Enter into the **D/Mgr** field who the design manager is for the job, ie the specific job-related design manager, *not necessarily* your line manager (Rob Wilson).
13	Designer Enter into the **Des** field who the designer is **-** ie your CAMS identity.
14	Date Assigned The **Ass** field will automatically record the date you enter the job into CAMS.
15	Target Date Enter into the **Targ** field the target date for completion of the Quote. If the job comes in as direct post-sales (no pre-sales stage) then enter the date of *design* job completion.
16	Comments Enter into the **Comments** field any info you want to record that’s not already included in the other fields.
17	In the **Expend Cat** field select "Design Overhead" for all jobs.

18	Leave the **Outcomes..................Followed Up** fields all blank at this stage.
19	Initial Status Set the job status in the **Status** field to one of the following: DL or DA **-** if you're only Logging the job but can't start work straight away; DP **-** for a Pre-sales or standards job you're starting straight away; DU **-** for a Region-owned job you're starting straight away; DI **-** for an NDG-owned job you're starting straight away;
20	Leave **Hrs spent** field blank.
21	Billing Flag Set the **J/B** field to Y for an NDG-owned job to indicate billing is required, or enter N for a Region-owned job, which they will bill.
22	Region's JRR Reference For Region-owned jobs enter into the **Parent JRR#** field the Region's related JRR number if known.
23	JRR Sequence No. Having entered all the above information, hit the **Action** key **(F11)**. This will cause the job sequence no. to appear automatically in the **JRR Seq #** field (top left). Record this separately for future reference and for creating the job file.

24	**When You Actually Start a Job** When you’re actually starting a job which you previously logged, update the status as follows: DP - for a Pre-sales or standards job you’re now starting; DU - for a Region-owned job you’re now starting; DI - for a NDG-owned job you’re now starting;
25	**When You Send A Quote** When you send the quote to the client enter the date into the **Info Sent** field and the quoted amount into the Q field. This will typically be in $ for an external job and "x hours + $ matl" for Region-owned jobs. You can also enter a date in the **Follow Up** field to remind you to check up on the job if acceptance hasn’t come by the end of the validity period.
26	**When You Follow-Up a Quote** If acceptance or rejection has not been advised by the follow-up date above then make the follow-up call and enter the date of this in the **Followed Up** field.
27	**When Your Quote Is Accepted Or Rejected** If your quote has been accepted: then enter Y(es) in the **Accept (Y/N)** field. This field is the primary key to indicate the pre or post-sales state of the job. Change the **Status** field to "RA". Change the **Targ** field to the new post-sales *design* completion target date, by exiting the JRR Input screen & getting into the JRR Update screen (Projects> Requests> JRR Update). Go directly to the **1st Changed Target Date** field and enter the new target date, then tab across to **Advised** field & hit the **F3** key for today’s date (or enter another date), then tab to the **Just** field where you enter "Y", then tab to **By** field & enter "C", then to **Reason** field & enter "now post-sales". Also update the file reference in the **Description** field to "DXXXXXX". If your quote has been rejected: then enter "N(o)" in the **Accept (Y/N)** field. Change the **Status** field to "DC" (Completed).

28	**When You Finish a Design** When you have released the design specification, change the **Status** field to **"DB"**.
29	**When You've Completed a Job** When you have completed the job including billing (if required), change the **Status** field to "DC" (Completed). You can enter the actual hours spent on the job into the **Hrs spent** field if you wish, for the record.

End of Work Instruction