



EFCOG FALL WORKSHOP Requesting, Permitting, Data Management & Client Relations

Y-12 National Security Complex

Jenny Oldham
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•Automation, Web Interface Designs



Original Process:

Requests were made by filling out a standard form.

A spreadsheet tool was used to enter and track status.

Hardcopy documentation was collected and reviewed using a route slip.

Signatures were collected manually during reviews and final approvals.

Work was done in consecutive order and was not conducive to multiple disciplines working simultaneously (i.e. time consuming)

•Automation, Web Interface Designs



New process

Automation:

Permits tracked in a formal database.

Electronic files utilized whenever possible. (PDF, CAD, MS-Word, etc...)

Electronic files and associated metadata available on the network to whoever has a need-to-know.

Requester can print and track status.

•Automation, Web Interface Designs



Web Interface Design:

A web-based interface provides a structured series of forms and reports interlinked to the permit process to capture required information, supporting files and status approvals.

•Who's involved in the process



Customer:

Marks the work location in the field and documents these locations on a sketch.

The requester fills out a web-based form to initiate the permit request and uploads the sketch.

The web-based form captures this information into database with a new request status.

Permit Coordinator:

The permit coordinator reviews the request and assigns a team of engineering disciplines to review the permit request.

•Who's involved in the process



ES&H:

ES&H personnel review all excavation permits for potential contaminated soil disturbance. (Through a GIS system with automated email)

Engineering Disciplines:

The Engineering disciplines research records (drawings, historical files, etc.) related to the permit location, walk-down the area and provide instructions as necessary.

Surveyors:

The surveyors scan and locate utilities affected by the permit location.

•Who's involved in the process



Final Reviewers:

Final reviewers ensure all aspects of the permit requirements have been met. If not, the permit is put in the status needed for re-review.
(Coordinator)

Management:


Management provides (as needed) workload priorities.

Derivative Classifier:

Derivative Classification is the final step before permit release back to the customer to ensure the information is controlled/protected at the level required.

. SME Participation with time limits (Guidelines)

After initial review and submittal by the permit coordinator, a time limit of 15 business days has been established for permit release back to the customer.

(ID) Permit No.	Cost Object	Building	Requested	Sched Disc	Scan Base	Release Base
Project/Job Title			Submitted	Act Disc	Sched Scan	Sched Release
D-1	Requester	Status/Priority	Need By	Commitment	Act Scan	Released
(1068) FY09-1E (P) 	VBDADMEK		10/02/2008	10/07/2008	10/14/2008	10/16/2008
Trench Drains 3 locations Jack Case Center			10/02/2008	10/02/2008	10/14/2008	10/16/2008
Balance of Plant	BXX	Released/High	10/23/2008	10/23/2008	10/06/2008	10/06/2008

Engineering Discipline Review - 5 days
 Surveyor Scanning - 5 days
 Coordinator Final Review - 5 days

Note: These limits (Guidelines) were set by what was determined to be a normal permit. These limits could vary due to scope of permit, a commitment date and the “Need-By” dates.

• Scheduler/Client/Survey Team Communication Protocols



Scheduler:

The scheduler function is accomplished by the work-flow designed into the system.

Each task has an associated status that must be met before proceeding to the next task, although the engineering disciplines work simultaneously. When a task is completed the next responsible party is notified via automatic email generated by the system.

In addition, the permit coordinator schedules field activities using Outlook Calendar.

• Scheduler/Client/Survey Team Communication Protocols



Client/Survey Team Communication:

Communications between the client and survey team is a combination of reportable information collected by the system and face-to-face interactions. Reports are available to allow anyone to query the current status of a permit at any time.

The primary contact for overall communications is the permit coordinator.

• Database Issues

Data storage:

Data storage is on a dedicated server running Microsoft SQL Server. A formal back-up methodology is in place to allow for disaster recovery.

Security Requirements:

A special client is defined on the SQL Server for application access. Other than system administrators, no other users have direct access to the database server.

• Database Issues

Validation:

A series of database tables define permit roles and functions. User authentication is performed by the application and verified through the database tables before a user is allowed to perform certain functions.

Check off electronically and electronic signatures are accepted.

• Site Security Considerations



Security, Contamination and other considerations:

Q Clearance required for certain site access

Pre-notification of access

POD Plan-of the day

Training (RadCon, Confined Space, etc.)

Personal Protective Equipment (PPE)

Escorts



• Time limitations on standard permitting process

Excavations/Penetrations must be started 60 days after release of permit to customer.

- Avoid interference with other projects in same area
- Utility tracing fading due to weather/wear
- Changes to the site since release of permit
- Control of permit

Note: One Call is 15 days by comparison



• Time limitations on standard permitting process

Tennessee One Call

For all excavations within the Y-12 emergency response boundary [which includes areas inside and outside the security fence(s)], it is a requirement that the person responsible for the excavating process contact **Tennessee One Call at 1-800-351-1111** or other area utility companies, as appropriate, in accordance with the Underground Utility Damage Prevention Act. The call is to be made 72 hours prior to the start of work. In an emergency, Tennessee One Call will respond in approximately 2 hours. The instructions received from Tennessee One Call or other utility companies are to be documented and followed. The caller should write the ticket number and date of the call after the service supervisor's name and organization. While this is not an action performed by E&T personnel, those E&T personnel involved in the excavation/penetration process need to be aware of this requirement and its mention on the Excavation/Penetration Permit form(s). For work exceeding 15 calendar days, the utility (Tennessee One Call) must be notified again.

The One Call is only required for excavations.

The One Call contacts other owned utilities within the complex.

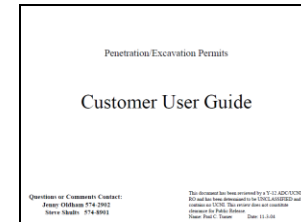
Verizon

City of Oak Ridge Water

The One Call is good for 15 days and will require more calls if work is longer than the 15 days.

The One Call is documented on the permit with ticket number's and date of each call.

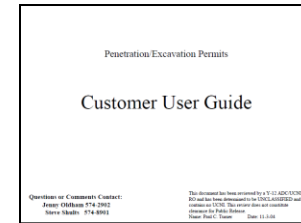
• Teaching clients



Written description of process and limitations:

User guides are provided on-line to assist the customer with using the system. In addition to on-line guidance the permit coordinator directs the customer on properly defining the permit boundaries, defining the scope of work to be performed, field marking, and required drawings for supporting the permit requirements. The limitations include getting the proper information defined correctly at the initial request of the permit.

• Teaching clients



Formalized Pre and Post walk-downs:

Pre (initial) Walk-Downs are scheduled by the permit coordinator using Outlook calendar. The requester is contacted prior to scheduling to determine in-field requirements such as lifts, ladders, and PPE. Certain areas will also require RADCON involvement and additional scheduling for Plan-of-the-Day (POD).

The permit location should be marked in the field prior to walk-down.

Post Walk-Downs consist of the requester reviewing the requirements of the released permit with contractor/maintenance personnel before performing the work.

• Handling emergency requests



Defining emergency requests:

The requestors always consider their permits top priority emergency requests. If there's a plant emergency (broken water main), The Plant Shift Superintendent (PSS) can waive permit requirement. If "unknown" is discovered during a penetration/excavation, the permit coordinator is notified (per note on permit) and the coordinator works with engineering disciplines to determine what was found and provides instructions on how to proceed with the penetration/excavation.

• Handling emergency requests



Require Management Approval?

Management involvement becomes necessary when multiple permits require immediate attention. Management will help set priorities and support the coordinator in addressing issues expressed by the permit requestors.

• Identifying and incorporating unknowns excavator requirements



If an “unknown” is discovered during a penetration/excavation the permit coordinator is notified by phone call or pager (add note on permit) and the coordinator works with engineering disciplines to determine what was found and provides instructions on how to proceed with the penetration/excavation. The responsible engineering discipline issues revisions to appropriate base maps/drawings or documents.

Historically, as-builts were not performed as part of a project’s scope.

• Exceptions to using process through documented work procedure



Penetrations:

- If wall penetrations are less than $\frac{3}{4}$ " depth in any building
- In buildings without a safety basis, partial wall penetrations that do not exceed 8" in any direction (floor and column penetration require Structural Engineering review)

Note: All penetrations require Fire Protection Engineering review.

• Exceptions to using process through documented work procedure



Excavations:

- Excavations that do not exceed 25 ft² and are 12 in. or less in depth
- Excavations that do not penetrate surface material such as concrete and asphalt (i.e. sidewalk, road surface, etc.)
- If there's a plant emergency (i.e. broken water main), the Plant Shift Superintendant (PSS) can waive permit requirement.

Note: Even when a permit is not required, the area involved still requires scanning for energized electrical by field crews. (maintenance or construction)