

Date Wed, 19 Apr 2000 143832 -0600
From Meredith Brown racer@lanl.gov
Subject- Blue Alert- Equipment Moved and Repaired Without Notifying User

Title- Blue Alert- Equipment Moved and Repaired Without Notifying User

Date March 22, 2000 Identifier 2000-NV-NTSBN-005

Lessons Learned Statement- Employees who work on government equipment should inform the organization who uses the equipment before removing it from one work area to another.

Discussion of Activities- On March 10, 2000, a subcontractor was upgrading memory on various computers. The subcontractor removed a computer for repair from a work area. They did not notify the computer user to which the computer was assigned, anyone else in the local organization, or leave documentation that the computer was being moved for repair. Personnel noticed that the computer was not in its assigned area and a search was conducted to locate it.

Analysis- The computer was removed and peripherals were left in the area. The lack of a computer when the rest of the peripherals were still in place signaled to an employee passing by that the computer was missing. The employee notified the proper authorities that the computer was missing and a search was conducted. The computer was not located in the immediate area. Computer Security personnel were notified. The Computer Security personnel located the computer at another onsite location designated for computer repair. An employee mentioned afterward that he was working in the area when the subcontractor was in the process of removing the computer. The subcontractor completed the requested computer services and returned the computer to the work area. The subcontractor employees attended a meeting to discuss the need to notify users, obtain appropriate approval, and document activities prior to removing equipment from its work area.

Recommended Actions- Subcontractors need to be directed to notify the appropriate parties prior to conducting work. Personnel should not initiate changes to or remove government equipment without proper authority. Employees who see government equipment, especially computer equipment, being moved need to stop the activity or check for authorization to ensure that equipment accountability is maintained.

Estimated Savings/Cost Avoidance Cost avoidance from delays in work schedules

Priority Descriptor Blue

Work/Function Facility Equipment

BN Functional Categories N/A

Hazard Loss of process control

ISM Core Function Work within Controls

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