ANS Response Plan

(For Non-Business Hours)

Primary

Text or Call Secondary and let them know are responding

Secondary

You receive a text or call from Primary that they are responding

You do NOT receive a text or call from Primary within 15-20 min

Remain alert and stay up-to-date on the situation, read any emails or log posts

You do NOT understand the Alert

You understand the Alert

AIA Alert

Immediately call:
Zoe Frank
Scott Green
Mark Cheung

in that order until you reach someone.

HMI Alert

Immediately call:
Charles Baldner
Rock Bush
Zoe Frank
Brett Allard

in that order until you reach someone.

Non-Critical Alert

1. Email FOT at sdo-fot@lists.nasa.gov* cc jsoc_ops@lmsal.com
2. Post log on H&S website
3. The issues can be addressed during business hours with the local team and/or FOT

Critical Alert

1. Call for immediate assistance (refer to the emergency contact list)
2. Email FOT at sdo-ans@mail.nascom.nasa.gov, type "thisisasecret", your phone # or key personnel phone #, and "AIA" or "HMI" in the subject line.*
3. Email FOT at sdo-fot@lists.nasa.gov*, cc jsoc_ops@lmsal.com
4. If necessary, go directly to the JSOC-IOC to take action.

*If ANS server is down, call Brett Sapper or Glenn Miller in that order until you reach someone

Emergency Contacts Sheet:
http://jsocstatus.stanford.edu/hk/SDOStatus/protected/emergency_contact_list.pdf