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Maintenance seen from the control room

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The technical infrastructure operators in the CERN Control Centre are in charge of monitoring all important service systems at CERN. The operator is a main actor in the corrective maintenance process; he decides what corrective maintenance actions should be taken, he dispatches work orders and follows up incidents in order to minimize down time and assures that lessons are learned from previous events. The infrastructure operator is also an actor in preventive maintenance where he needs to know what is going on at all times in all places; he has an active role in signing off safety forms and informing users of ongoing works and he needs to correlate preventive maintenance against alerts that arrive in the control room and that would normally trigger corrective measures. This talk will describe the processes used for corrective maintenance, the specific tools put in place to optimise them, the issues faced and some ideas for future improvements.

Author: SOLLANDER, Peter (CERN)

Presenter: SOLLANDER, Peter (CERN)

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