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# **Technology Delivery Center (TDC):**

## **Guidelines for Tracking Out Tech Statistics**

For  
Oklahoma City, OK

**A Technology Delivery Center (TDC) Document**  
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## Collection of (hard) data

### Chronology of Pallet Contents Sheets

1. When warehouse personnel move pallets of equipment from the warehouse racks, they remove the pallet contents sheet attached to the pallet. This sheet is a physical record of where inventory was stored in the warehouse, and is identified by a five-digit number beginning with the number "5" or the number "6." (Ultimately this sheet is brought into the TDC and placed in the "Inbound" tray at the Administration desk. These sheets normally have remnants of clear tape and/or shrink-wrap still attached to them.)
2. After warehouse personnel move equipment from the warehouse racks to the floor, they assemble a "virtual pallet" (rolling rack) that is brought into the TDC for teching. Before the rolling rack is brought into the TDC, warehouse personnel print a pallet contents sheet for items on the rolling rack and place it in the rack pocket. This sheet is identifiable by a five-digit number beginning with the number "9." TDC technicians use this sheet for reference during the teching process. When the teching process is complete, the technician throws this sheet away. (Note: This sheet is saved if the technician has been teching CPUs. See below.)
3. When a technician finishes teching a rack, they print two "updated" copies of their pallet contents sheet. On one copy, the technician writes their name, TDC pod number, and the client and places the sheet in the "Outbound" tray at the Administration desk. The other copy is placed in the rack pocket.  
  
*Note: This procedure is slightly different when the equipment being teched includes CPUs. In this case, the technician also fills out a "Data Destruct Sheet" and staples that to their updated pallet contents sheet, together with the pallet contents sheet they received with their rack. These sheets are reviewed for both QC and research purposes.*
4. Once warehouse personnel have re-assigned the Out Teched equipment to a new pallet in the warehouse, another pallet contents sheet is generated. This sheet is identifiable by a five-digit number that begins with "6" and the words "Out Tech" in the "Stage" column. A copy of this sheet is also placed in the "Outbound" tray at the Administration desk.

## Daily Reports

### Yesterday's Scans Report

1. Each morning, print the "Yesterday's Scans" report by doing the following:
  - Go to Internet Explorer and type <http://bcs.bluecurrent.com> in the address field. Once you are at the BCS site, you will need an Employee login and password (this can be obtained from the IT department via the TDC Director).
  - After logging in to BCS, go to **Reports**, then drop down and click **Yesterday's Scans**.
  - In the "MailStop" field, select **BCI40** from the dropdown list.
  - In the "Stage" field, select **Out Tech** from the dropdown list.
  - In the "Column" field, select **Client** from the dropdown list.
  - In the "Row" field, select **Employee** from the dropdown list.
  - Click **Get Report** (If running a report on a Monday for the previous Friday, click the calendar icon and then click the date of the previous Friday.)
  - When the report appears on the screen, go to **File** then **Print**.
  
2. Perform a Quality Control check on the previous day's statistics from BCS by doing the following:
  - Gather the pallet contents sheets that were turned in by the technicians the previous day (these sheets are identified by the technician's handwritten name at the top). These sheets should all be in the "Outbound" tray at the Administration desk.
  - Organize the sheets by technician and add up the total number of units Out Tched. Compare these numbers to the numbers shown per technician in the BCS "Yesterday's Scans" report. Normally there is anywhere from a 5% to 10% difference in the numbers, with the BCS numbers being higher. If the difference between two numbers is particularly pronounced, show the numbers to the technician(s) involved for an explanation (misplaced pallet contents sheets, etc.).

## Daily Out Teched Report

1. Assemble the Daily Out Teched Report by doing the following:
  - Go to \\10.10.200.11\tech\_array21. Open the **Project Coordination** folder, then the **Projects** folder, and then the **2003 Daily Teched Report** folder.
  - Create a copy of a previous "Daily Out Teched" Excel sheet (for format).
  - Using the previous day's pallet contents sheets for data, go through the Excel sheet and enter the number of units teched the previous day by technician, client and equipment type. Once finished, delete any rows with "0" units.
  - Email a copy of the "Daily Out Teched" sheet to the Vice President of IT and the TDC Director no later than 12 noon each day. Send a Cc: to the Assistant TDC Director.
  - Print a copy of the report. The report will be useful for entering data in the "Monthly Out Teched Report" (see below).

## Exceptions Report

1. Information for the Exceptions Report (only printed on an as-needed basis) is entered each day as follows:
  - Go to \\10.10.200.11\tech\_array21. Open the **Project Coordination** folder, then the **Projects** folder, then the **2003 Daily Teched Report** folder, and then the file "Exceptions.xls."
  - Gather the pallet contents sheets from the day before for CPUs that were teched (these sheets will have "Data Destruct Sheets" attached to them).
  - In the "Exceptions.xls" worksheet, enter the following information
    - a) Technician name
    - b) Previous day's date
    - c) The five-digit pallet contents sheet number
    - d) Name of the client/owner of the CPUs that were teched
    - e) The total number of CPUs on the rack, as originally assigned
    - f) The number of CPUs that were able to be Out Teched
    - g) The number of CPUs that went to Exceptions (for physical destruction of the hard drive)
  - The worksheet will automatically generate the proper percentages.
  - Print the report upon request by either the Vice President of IT or the TDC Director.

## Weekly and Monthly Out Teched Reports

1. Assemble the Weekly Out Teched Report by doing the following:
  - Go to \\10.10.200.11\tech\_array21. Open the **Project Coordination** folder, then the **Projects** folder, then the **2003 Daily Teched Report** folder, and then the "Teched" Excel sheet for the appropriate month (May Teched.xls, June Teched.xls, etc.).
  - Using the "Daily Out Teched" report printed earlier, enter the previous day's numbers for technician/client/equipment in the set of 21 Excel worksheets that make up the "Monthly Out Teched" file.
  - Each Monday morning (after entering the figures for the previous Friday), run a report titled "Out Teched for the Week Ending" for the previous week. The easiest way to do this is to make a copy of the entire "Monthly Out Teched" file and then delete or hide all information other than the week for which the report is being run.
  - Email the report to the TDC Director and Assistant TDC Director.
  
2. Assemble the Monthly Out Teched Report by doing the following:
  - Follow the steps above for creating the Weekly Out Teched report, and delete/hide all information except for the "Monthly Totals at a Glance" worksheet. Make certain that all formulas in the worksheet are correct and that all information has transferred properly.
  - At the beginning of each month, send the report for the previous month to the TDC Director and Assistant TDC Director.

## **Filing**

1. From the "Outbound" tray, organize pallet content sheets as follows:
  - Technician's Out Tech sheets, by client
  - Remove any "Data Destruct" sheets and organize these by client
  - Remove any Inbound pallet sheets and organize these by client
  - Warehouse Outbound pallet sheets, by client

File each of the above groups of documents in the appropriate file in the file cabinet at the Administration desk.

2. From the "Inbound" tray, take the pallet content sheets and place them in the third drawer of the tall filing cabinet, keeping them in (roughly) chronological order, the earliest being near the front, most recent toward the back.