



DEFENSE INFORMATION SYSTEMS AGENCY

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IN REPLY
REFER TO: Joint Interoperability Test Command (JT5A) Facilities AO

22 November 2010

Subject: Standard Operating Procedures (SOP) for Coordinating Mowing and Trimming Services at the Receiver and Transmitter Sites

Purpose: to provide guidance for coordinating the cutting of grass at Site Sybil and the receiver site off Brainard Road

1. This SOP is applicable to service orders placed by the JITC Service Desk with the Directorate of Public Works (DPW), Fort Huachuca.
2. Procedures:
 - When the customer submits a request for grounds keeping services to the Service Desk, the Service Desk Operator will open a ticket in the Track It database. Note: request must originate from government personnel (i.e., not a contractor).
 - The Service Desk operator will call the Grounds Department (533-2717) at DPW to schedule the service.
 - The Service Desk operator will coordinate with the initiator to determine if they are able to support the proposed date/time (specifically, the service will not interfere with testing and the originator is able to provide site access/escort for the duration of the service.
 - Once a date/time for service is established (that meets the customer's needs as well as DPW's schedule) the Service Desk operator will provide contact information to the DPW point of contact.
 - The Service Desk operator will enter the date/time of service in Track It. The operator will create an alert for automatic notification the working day before service is scheduled.
 - When the Service Desk operator receives the alert, they will contact the customer and DPW points of contact to ensure the service is still on schedule and personnel are available for access and escort. Note: the Service Desk operator must make contact with both parties (i.e., no voicemail). If the customer point of contact is not present, the Service Desk operator will contact the appropriate Office Manager for resolution.
3. Point of contact for this SOP is the JITC Facilities Manager, 538-5071.


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