

**BY ORDER OF THE COMMANDER
552D AIR CONTROL WING**

**552D AIR CONTROL WING INSTRUCTION
63-401**



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Acquisition

**COMPUTER SOFTWARE CHANGE
REQUESTS**

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This instruction implements responsibilities and procedures for reporting suspected errors in software and for requesting changes to software programs and documentation through the use of Computer Software Change Requests (CSCRs). Operating instructions or processes may be developed to provide detailed procedures for processing CSCRs within wing agencies. This instruction is the prescribing directive for the 552d Air Control Wing (552 ACW) 2, 5 Oct 11; 552 ACW 6, 1 Apr 10; 552 ACW 7, 5 Oct 11; 552 ACW 8, 5 Oct 11; and 552 ACW 9, 5 Oct 11. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Information Management Tool (IMT) 847, *Recommendation for Change of Publication*; route AF IMT 847s from the field through Major Command (MAJCOM) publications/forms managers. Ensure that all records created as a result of processes in this publication are maintained in accordance with AFD 33-3, *Information Management*, and AFMAN 33-363, *Management of Records*, and disposed of in accordance with the *Air Force Records Disposition Schedule (RDS)* located at <https://www.my.af.mil/afirms/afirms/afirms/rimc.cfm>. Contact supporting records manager as required. This instruction is directive and applies to all units and personnel assigned to the 552 ACW. It does not apply to Air Force Reserve Command (AFRC) and Air National Guard (ANG) units, except where noted otherwise. This Instruction may not be supplemented.

SUMMARY OF CHANGES

Added instructions for submitting AOCPS, DBCRs, C2MS PERs and SDRs, revisions to update office symbols and changed formatting where applicable.

1. Policy. The timely identification, expeditious processing and appropriate feedback of software incidents/errors and software changes are essential for accomplishment of the 552d Air Control Wing's mission. CSCRs must be submitted in order for customer requirements to be met and software/documentation errors to be corrected in a timely manner.

2. Responsibilities. All 552 ACW personnel using or maintaining software are responsible for identifying program and documentation incidents/errors and suggested changes by submitting appropriate CSCRs as specified. It is the responsibility of all CSCR originators and analysts to ensure their respective portions of the CSCR are accurate and complete, and to comply with the instructions contained in the attachments.

2.1. Focal Points. Effective and efficient software development requires an integrated but focused review of CSCRs.

2.1.1. The single point of contact for all CSCRs is 552 ACNS/SCXC, Configuration Management. This office is responsible for receiving and tracking all CSCRs, forwarding them to the appropriate program manager, and providing feedback as necessary. All CSCRs must be submitted to this office.

3. Procedures. All proposed changes and requests submitted to 552 ACNS/SCXC will be processed under one or more of the following CSCR types:

3.1. Program Incident Report (PIR), 552 ACW 6. A PIR identifies a suspected software error and may be initiated by any individual responsible for operating, maintaining, or observing any software driven system. See [Attachment 2](#) for format.

3.2. Program Error Report (PER), 552 ACW 2. A PER identifies a confirmed software error and may only be initiated by a programmer/analyst associated with software support. If the confirmed software error was originally reported in a PIR, the PIR will be closed and a PER will be initiated by the analyzing organization. See [Attachment 3](#) for format.

3.3. System Design Request (SDR), 552 ACW 2. An SDR identifies a proposed change to improve system performance or program design. Any individual associated with a system may initiate an SDR. See [Attachment 4](#) for format.

3.4. Document Error Report (DER), 552 ACW 7. A DER identifies an error in documentation and may be submitted by any individual associated with a system. See [Attachment 5](#) for format.

3.5. E-3 Database Change Request (DBCR), 552 ACW 8. A DBCR will be used to initiate changes to contents of the E-3 operational databases (ESM, JTIDS, Map, or Calculated Adaptation Data (CAF) as required to improve the operational effectiveness of the E-3 system. See [Attachment 6](#) for format.

3.6. E-3 Database Change Request (DBCR) Deployed, 552 ACW 9. A DBCR-Deployed will be used to initiate changes to contents of the E-3 operational databases (ESM, JTIDS, Map, or Calculated Adaptation Data (CAF) as required to improve the operational effectiveness of the E-3 system. See [Attachment 7](#) for format.

3.7. Trouble Incident Report (TIR). A TIR is used to document Trouble Reports (TRs) generated during interoperability testing of AOCP. See [Attachment 8](#).

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Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 33-3, *Information Management*, 08 Sept 2011

AFMAN 33-363, *Management of Records*, 1 March 2008

Prescribed Forms

552ACW 2, *Computer Software Change Request*

552ACW 6, *Program Incident Report*

552ACW 7, *Document Error Report*

552ACW 8, *E-3 Database Change Request (DBCR)*

552ACW 9, *E-3 Database Change Request (DBCR) Deployed*

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Attachment 2

PROGRAM INCIDENT REPORT (PIR)

A2.1. PURPOSE. The PIR will be used to report a program incident or suspected program error.

A2.2. INITIATION. Any individual involved in operating, maintaining, or observing a software driven system may initiate a PIR. The *originator* must review the PIR and all attachments for classification purposes. The PIR and attachments will be properly marked with classification markings before submitting. Only one incident and one program should be identified or analyzed per report. The PIR will be forwarded to 552 ACNS/SCXC after appropriate routing. AOCIP related PIRs must be routed thru 552 OSS/OSR, all others should be routed through 552 ACNS/SCXP, prior to being sent to 552 ACNS/SCXC. The use of acronyms and jargon should be avoided. A PIR may be converted to a PER, SDR, or DER by the analyzing organization should further analysis/action be necessary.

A2.3. FORMAT. Authorized users will submit PIRs on 552 ACW 6. It is mandatory that the name/grade/phone number of originator, program, program version the PIR is being written against, priority, and statement of problem be filled in prior to submitting the PIR. PIRs should be completed electronically or in ink in a legible print style. Instructions for completing the 552 ACW 6 is as follows:

A2.3.1. The originator will complete the following items:

A2.3.1.1. **Item 1. Date/Zulu Time.** The date and Greenwich Mean Time (GMT) when the incident occurred. Give the beginning and end times when the problem occurred.

A2.3.1.2. **Item 3. Title.** Enter an abbreviated unclassified title which is descriptive of the problem.

A2.3.1.3. **Item 4. Name and grade of originator.** Name and grade of person reporting the problem.

A2.3.1.4. **Item 5. DSN/Commercial/E-Mail.** The DSN/commercial phone number and e-mail address of the individual identified in Item 4.

A2.3.1.5. **From.** Organization and functional address symbol of the PIR originator.

A2.3.1.6. **Item 6. Alternate point of contact.** Give the name of someone else that knows about the problem in case the originator cannot be contacted.

A2.3.1.7. **Item 7. DSN/Commercial/E-mail.** The DSN/commercial phone number and e-mail address of the individual identified in Item 6.

A2.3.1.8. **Item 9. Program.** The specific computer program in use when the incident occurred, i.e., AMS, HDS, etc.

A2.3.1.9. **Item 10. Version.** Identify the specific version/subversion of the computer program on which the incident occurred, i.e., 1.0, 2.0, etc.

A2.3.1.10. **Item 11. Document reference.** The specifications or user's manual, to include document number, title, page, and paragraph which the incident violates.

A2.3.1.11. **Item 12. Priority.** In agreement with the customer, enter a priority as described in [Attachment 9](#).

A2.3.1.12. **Item 13. Statement of problem.** A detailed description of the reported incident. Include sequence of actions taken, corrective action and results, status of error indicators, and any other information which may aid in problem analysis.

A2.3.1.13. **Item 14. What Was Done Prior To The Problem.** Describe in detail what actions were taken before the incident occurred.

A2.3.1.14. **Item 34-57.** Fill out any applicable items, generally not used for non-AOCP CSCRs

A2.3.2. The 552 ACNS/SCXC will complete the following items:

A2.3.2.1. **Item 2. Log Number.** Enter the CSCR control number.

A2.3.3. The following items will be completed by the analyzing organization.

A2.3.3.1. **Item 22. Programmer/Analyst.** The name of the individual performing the analysis of the problem.

A2.3.3.2. **Item 23. DSN/Commercial.** The DSN/Commercial phone number of the individual referred to in item 22.

A2.3.3.3. **Item 24. Office Symbol.** The functional address symbol of the individual referred to in Item 22.

A2.3.3.4. **Item 25. Analysis.** The findings of the programmer/analyst. (Acceptable answers may be found in the CSCR process in the Process Asset Library on the Local Area Network).

A2.3.3.5. **Items 26-27.** Complete the total time expressed in man-hours and mainframe (if applicable) time used.

A2.3.3.6. **Items 31-33.** These items will be completed by the program manager or technical advisor after reviewing the finding of the programmer/analyst.

Attachment 3

PROGRAM ERROR REPORT (PER)

A3.1. PURPOSE. The PER will be used to report a confirmed program error.

A3.2. INITIATION. Only programmers/analysts responsible for software support may initiate a PER. Users will submit PIRs to report suspected software problems. Only after verification that a software error exists will the analyst open a corresponding PER. The *originator* must review the PER for classification purposes and properly mark with classification markings before submitting.

A3.3. FORMAT. Authorized software support personnel will utilize 552 ACW IMT 2, Computer Software Change Request, for submitting PERs. Instructions for completing the form for PER submission are as follows:

A3.3.1. The PER originator will complete the following items:

A3.3.1.1. **CSCR Type.** Enter PER

A3.3.1.2 **To.** Enter 552 ACNS/SCXC

A3.3.1.3. **Date.** Enter the date the form is prepared.

A3.3.1.4. **Title.** Enter an abbreviated unclassified title which is descriptive of the problem.

A3.3.1.5. **Requester.** Enter the originator's name and grade.

A3.3.1.6. **Organization.** Enter the originator's organization, address, and zip code.

A3.3.1.7. **Phone number.** Enter the originator's DSN/Commercial phone number.

A3.3.1.8. **System.** Leave blank

A3.3.1.9. **S/W Program.** The specific computer program in use when the incident occurred, i.e. AOCP, HDS, etc.

A3.3.1.10. **Version.** Identify the specific version/subversion of the computer program on which the incident occurred, i.e., 1.0, 2.0, etc.

A3.3.1.11. **Reference.** The specification or user's manual that the incident violates if applicable.

A3.3.1.12. **Crew Position Affected.** Enter crew position or N/A if not applicable.

A3.3.1.13. **Problem/Current Operation.** Describe in detail the problem being identified by the PER.

A3.3.1.14. **Proposed Solution/Desired Operation.** Enter the proposed solution of the problem.

A3.3.1.15. **Impact.** Enter the effect of implementing/not implementing the request.

A3.3.1.16. **Affected Items.** Enter the T.O.s, subsystems, etc if applicable.

A3.3.1.17. **SDR/PER Priority.** In agreement with the customer enter a priority as described in [Attachment 9](#).

A3.3.2. 552 OSS/OSR will review C2MS PERs written for the 552 ACW, and the 752 OSS/CCX will review C2MS PERs written for the Control and Reporting Centers (CRCs). After PERs are reviewed these will be sent to the 552 ACNS/SCX Program Manager. The program manager will review the PER for clarity of statement before completing the following:

A3.3.2.1. **POC.** Enter the name and grade of the 752 OSS/CCX Point of Contact, or 552 OSS/OSR Point of Contact (whichever is applicable).

A3.3.2.2. **ORGN.** Enter the office symbol of the person identified in POC.

A3.3.2.3. **Reviewed By OG RRB on.** Digitally signed by the signing official.

A3.3.2.4. **Date.** The date the signing official reviewed the PER.

A3.3.3. 552 ACNS/SCXC will complete the following item:

A3.3.3.1. **Tracking No.** Enter the PER tracking number. (CSCR Control Number).

A.3.3.3.2. **Current Status.** Identify closure status of CSCR upon closure and the effective date that the CSCR was closed.

Attachment 4

SYSTEM DESIGN REQUEST (SDR)

A4.1. PURPOSE. An SDR allows an individual associated with a system to propose a change to improve system performance, program design, or add a new capability.

A4.2. PROCESSING. The originator will thoroughly review each SDR to ensure all information provided is clear and specific before forwarding. The *originator* must review the SDR for classification purposes and properly mark with classification markings before submitting.

A4.3. FORMAT. Any individual associated with a system may submit an SDR. The 552 ACW 2, Computer Software Change Request, will be utilized to initiate an SDR. The following instructions outline procedures for use of the 552 ACW 2 for SDR submission.

A4.3.1. The SDR originator will complete the following items:

A4.3.1.1. **CSCR Type.** Enter SDR

A4.3.1.2. **To.** Enter 552 ACNS/SCXC

A4.3.1.3. **Date.** Enter the date the form is prepared.

A4.3.1.4. **Title.** Enter an abbreviated unclassified title which is descriptive of the design request.

A4.3.1.5. **Requester.** Enter name and grade of originator.

A4.3.1.6. **Organization.** Enter the originator's organization, address, and zip code.

A4.3.1.7. **Phone No.** Enter originator's DSN/Commercial phone number.

A4.3.1.8. **System.** Leave Blank.

A4.3.1.9. **S/W Program.** The specific computer program in use when the incident occurred, i.e. AMS, HDS, etc.

A4.3.1.10. **Version.** Identify the specific version/subversion of the computer program on which the incident occurred or the current operational baseline, i.e., 1.0, 2.0, etc.

A4.3.1.11. **Reference.** The specification or user's manual that the incident violates.

A4.3.1.12. **Crew Position Affected.** Enter crew position if applicable.

A4.3.1.13. **Problem/Current Operation.** Enter the purpose of the SDR in as much detail as possible.

A4.3.1.14. **Proposed Solution/Desired Operation.** Enter the desired results of operation with implementation of the SDR.

A4.3.1.15. **Impact.** State the impact resulting from implementation or non-implementation of the SDR.

A4.3.1.16. **Affected Items.** Enter the T.O.s, subsystems, etc if applicable.

A4.3.1.17. **SDR/PER Priority.** In agreement with the customer enter a priority as described in [Attachment 9](#).

A4.3.2. Initially, the SDR will be reviewed by the program manager or the technical advisor (if Air Control Network Squadron originated) or the section chief/designated representative of the originating agency (if not Air Control Network Squadron originated) who will review the form for validity, suitability, and clarity of statement before completing the following and submitting to 552 ACNS/SCXC. C2MS SDRs are the exception and will be reviewed by 552 OSS/OSR or 752 OSS/CCX as appropriate. After SDRs are reviewed, they will be sent to the 552 ACW/CC for approval and will then be sent to 552 ACNS/SCX Program Manager

A4.3.2.1. **POC.** Enter the name and grade of the 752 OSS/CCX Point of Contact, or 552 OSS/OSR Point of Contact (whichever is applicable).

A4.3.2.2. **ORGN.** Enter the office symbol of the person identified in POC.

A4.3.2.3. **Reviewed By.** Digitally signed by signing official

A4.3.2.4. **Date.** The date the signing official reviewed the PER.

A4.3.3. 552 ACNS/SCXC will complete the following items:

A4.3.3.1. **Tracking No.** Enter the PER tracking number. (CSCR Control Number).

A4.3.3.2. **Current Status.** Identify closure status of CSCR upon closure and the effective date that the CSCR was closed

Attachment 5

DOCUMENT ERROR REPORT (DER)

A5.1. PURPOSE. The DER is the vehicle for any individual associated with a system to initiate a correction to official documentation. The DER may also be utilized to improve format and clarity of official documentation.

A5.2. PROCESSING. 552 ACNS reviews the report, generates updated pages, and reproduces and distributes them to authorized agencies. Normally, the updated pages will be distributed when program version/ subversions are released. However, if the number or importance of corrections warrants, the DER may be used as the authority to make out-of-cycle changes to the affected document(s). The *originator* must review the DER for classification purposes and properly mark with classification markings before submitting.

A5.3. FORMAT. 552 ACW 7, Document Error Report, will be used to initiate a DER. Instructions for completing the 552 ACW 7 for submission are as follows:

A5.3.1. The DER originator will complete the following items:

A5.3.1.1. **To.** Enter 552 ACNS/SCXC.

A5.3.1.2. **From.** Include originator's organization and address.

A5.3.1.3. **Item 2. Name and grade of originator.** Enter name and grade of person reporting the error

A5.3.1.4. **Item 3.** The DSN/Commercial phone number of the individual identified in item 2.

A5.3.1.5. **Item 4.** Document. See Items 4a through 4j.

A5.3.1.6. **Item 4a. Number.** The designation of the document requiring correction.

A5.3.1.7. **Item 4b. Title.** The name or title of the document requiring correction.

A5.3.1.8. **Item 4c. Date.** The date of publication of the document requiring correction.

A5.3.1.9. **Item 4d. Part.** The part number of the specification, if applicable.

A5.3.1.10. **Item 4e. Volume.** The volume of the document requiring correction, if applicable.

A5.3.1.11. **Item 4f. Appendix.** The appendix of the document requiring correction, if applicable.

A5.3.1.12. **Item 4g. Paragraph, Figure, or Table.** designation of the documentation area requiring correction, to include number and title, if applicable.

A5.3.1.13. **Item 4h. Page.** The page number of the documentation area requiring correction, if applicable.

A5.3.1.14. **Item 4i. Line.** The line number of the documentation area that is in error, if applicable.

A5.3.1.15. **Item 4j. Subject.** The subject matter of the documentation requiring change.

A5.3.1.16. **Item 5. Statement of problem.** Identify error or omission.

A5.3.1.17. **Item 6. Recommendation or correction.** Describe the correction associated with the error or omission. When possible, proposed solutions should be presented in directive change format (“Change line 4.3 to read...”) for clarity.

A5.3.1.18. **Item 7. Reviews.** After completing items 1-6, forward the DER to the program manager or the technical advisor (if Air Control Group originated) or the section chief/designated representative of the originating agency (if not Air Control Group originated) who will review the form for validity, suitability, and clarity of statement, complete block 7 and forward to 552 ACNS/SCXC.

A5.4. 552 ACNS/SCXC will complete the following item:

A5.4.1. **Item 1. Software Change Report Number.** Enter a CSCR control number.

A5.5. Instructions to the programmer/analyst for completing the 552 ACW 7 are as follows:

A5.5.1. **Item 10. DER Resolution.** List all changes that were necessary to resolve the DER. Forward to the program manager or technical advisor

A5.6.

A5.6.1. **Item 11Approval** Complete block 11 (approval).

Attachment 6

DATABASE CHANGE REQUEST (DBCR)

A6.1. PURPOSE. The DBCR will be used to initiate changes to contents of the E-3 operational databases (ESM, JTIDS, map, or CAF adaptation data) as required to improve the operational effectiveness of the E-3 system.

A6.2. PROCESSING. 552 OSS/OSR will complete DBCRs for required database changes and must review the DBCR for classification purposes and properly mark with classification markings before submitting.

A6.3. FORMAT. The 552 ACW 8, DBCR, will be utilized when initiating a DBCR. The following instructions outline procedures for use of the 552 ACW 8.

A6.3.1. The DBCR originator will complete the following items:

A6.3.1.1. Title of Request. Enter an abbreviated unclassified title, which differentiates this request from any others. For example: exercise name and year or database version and type of change.

A6.3.1.2. Date. Enter the date the form is prepared.

A6.3.1.3. Classification. Classification of the information on the form.

A6.3.1.4. Requirement Point of Contact. Enter 552 OSS/OSR name and grade of originator or primary point of contact.

A6.3.1.5. Organization. Enter 552 OSS/OSR.

A6.3.1.6. Phone No. Enter 552 OSS/OSR DSN/commercial phone number.

A6.3.1.7. Database Use. Check the type of mission that requires the new database.

A6.3.1.8. Desired Delivery Date. Enter the date the new database must be available.

A6.3.1.9. AOCV Version. Enter the AOCV version to be used with the new database.

A6.3.1.10. EEDB Baseline. Leave blank

A6.3.1.11. Database Change. Check the type of database requiring the change.

A6.3.1.12. Affected Regions. Check any affected regions.

A6.3.1.13. Desired Operation/Proposed Solution. Enter a complete description of the desired change. Changes to map data must include coordinates, text and line texture information. JTIDS changes must include CAF/CIF text files in electronic format and associated menu sheets. Describe any unique considerations that have an impact, for example, special missions and training exercise dependent upon the change. Attachments in electronic format are not only acceptable but are preferred when they contain input data.

A6.3.2. 552 ACNS/SCXC will complete the following item:

A6.3.2.1. Tracking No. Enter the DBCR tracking number. (CSCR control number).

A6.3.2.2. EEDB Baseline. Enter the AF designator for the database baseline.

Attachment 7**DATABASE CHANGE REQUEST (DBCR) – DEPLOYED**

A7.1. PURPOSE. The DBCR – Deployed will be used to initiate changes to contents of the E-3 operational databases (ESM, JTIDS, map, or CAF adaptation data) as required to improve the operational effectiveness of the E-3 system.

A7.2. PROCESSING. DETCO or designated Database POC will complete DBCRs for required database changes and must review the DBCR for classification purposes and properly mark with classification markings before submitting.

A7.3. FORMAT. The 552 ACW 9, DBCR - Deployed, will be utilized when initiating a DBCR. The following instructions outline procedures for use of the 552 ACW 9.

A7.3.1. The DBCR originator will complete the following items:

A7.3.1.1. Title of Request. Enter an abbreviated unclassified title, which differentiates this request from any others. For example: exercise name and year or database version and type of change.

A7.3.1.2. Date. Enter the date the form is prepared.

A7.3.1.3. Classification. Classification of the information on the form.

A7.3.1.4. Requirement Point of Contact. Enter DETCO name or designated database POC and grade of originator or primary point of contact.

A7.3.1.5. Organization. Enter 552 OG/Deployed.

A7.3.1.6. Phone No. Enter 552 OG/Deployed DSN/commercial phone number.

A7.3.1.7. Database Use. Check the type of mission that requires the new database.

A7.3.1.8. Desired Delivery Date. Enter the date the new database must be available.

A7.3.1.9. AOCV Version. Enter the AOCV version to be used with the new database.

A7.3.1.10. EEDB Baseline. Leave blank

A7.3.1.11. Database Change. Check the type of database requiring the change.

A7.3.1.12. Affected Regions. Check any affected regions.

A7.3.1.13. Desired Operation/Proposed Solution. Enter a complete description of the desired change. Changes to map data must include coordinates, text and line texture information. JTIDS changes must include CAF/CIF text files in electronic format and associated menu sheets. Describe any unique considerations that have an impact, for example, special missions and training exercise dependent upon the change. Attachments in electronic format are not only acceptable but are preferred when they contain input data.

Attachment 8

TROUBLE INCIDENT REPORT (TIR)

A8.1. PURPOSE. The TIR is used to document Trouble Reports (TR) generated during interoperability testing of AOC.

A8.2. INITIATION. A TIR is initiated by the external test section (552 ACNS/SCTE) upon receipt of a TR from an interoperability test. This is done by forwarding the TR to the configuration management section (552 ACNS/SCXC). The configuration management section assigns a tracking number to the TIR and forwards to the AOC project manager for analysis. The external test section is the only office that can initiate a TIR.

A8.3. FORMAT. The information boxes on the TTR form are self explanatory.

Attachment 9

CSCR PRIORITY SCHEME

Table A9.1. CSCR PRIORITY SCHEME.

Priority	Applies if a problem could:
1	a. Prevent the accomplishment of an operational or mission essential capability. b. Jeopardize safety, security, or other requirements designated "critical."
2	a. Adversely affect the accomplishment of an operational or mission essential capability, and no work-around solution is known. b. Adversely affect technical, cost, or schedule risks to the project or to life cycle support of the system, and no work-around solution is known.
3	a. Adversely affect the accomplishment of an operational or mission essential capability, but a work-around solution is known. b. Adversely affect technical, cost, or schedule risks to the project or to life cycle support of the system, but a work-around solution is known.
4	a. Result in user/operator inconvenience or annoyance, but does not affect a required operational or mission essential capability. b. Result in inconvenience or annoyance for development or support personnel, but does not prevent the accomplishment of those responsibilities.
5	Any other effect.

Priority 1 = Emergency **Priority 2** = Urgent **Priorities 3-5** = Routine.