Workflow: Support Request and Daily Support Tracking Form

Contractor downloads, completes and submits a JDAC Support Request Form by an e-mail to the assigned JDAC Engineer and JDAC Facilitator.

GOTRS Support	Other Operational Support

JDAC Engineer review and updates the JDAC Support Request Form.

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JDAC Facilitator reviews the JDAC Support Request Form.

JDAC Engineer submits a completed (hard copy) JDAC Support Request Form to the Track Rights Liaison.

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⬇

Track Rights Liaison sends an e-mail to the JDAC Engineer and JDAC Facilitator stating the requests was entered in GOTRS.

Support must be coordinated by JDAC Facilitator.

⬇

⬇

Track Rights Liaison will only set-up TRST support. Any other support must be coordinated by JDAC Engineer/JDAC Facilitator.

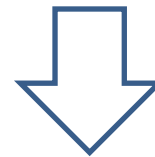JDAC Facilitator notifies the ODC about the support arrangements.

⬇

JDAC Engineer notifies the ODC about the support arrangements.

⬇

⬇

Once the support occurs, the contractor is expected to e-mail a completed JDAC Daily Support Tracking Form to the assigned JDAC Engineer and JDAC Facilitator.

*** SSWPs must be approved prior to submitting the support request form when applicable.***

09/2013