

 <p>UPS Management Policy</p>	Policy Number	GCS-Ops-001
	Effective Date	09/01/2011
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	Approval Authority	GCS Lead - Jeremy Sawicki Operations Director - Jeffery B. Hoffer

1.0 Purpose

All SWI workstations shall house a UPS so that in the event power is lost to the building, power to the computer and all work is preserved. This policy is designed to provide a consistent method for managing the TrippLite UPS battery backup units.

2.0 Policy

This policy was created to outline a process for receiving, installing, and replacing TrippLite UPS battery backup units to achieve the purpose as described above.

3.0 Definitions

SWI - Statewide Intake, the division of DFPS where the GCS unit operates.

GCS - Operations Unit within the SWI which provides front line technical support to all of SWI. The designation GCS is referred to in terms of the Unit or an Individual in the Unit.

Spark - SWI Internal Messaging Program

UPS - TrippLite Uninterruptible Power Supply, a battery backup for a computer to prevent the loss of power. An image for reference may be found at Image-01 near the bottom of this document.

Battery Outlets - The three outlets on the right-hand side of the UPS which will continue to power devices connected to it, even during a power outage. Shown on Image-01 as A.

Surge Outlets - The three outlets on the left-hand side of the UPS which only protect from power surges. Shown on Image-01 as B.

Pod/Office - A place where SWI business is conducted, identified by a group of 4 numbers or a letter and number combination. Location's in which UPS units will be placed.

4.0 Persons Affected

This policy will affect all current and future GCS. As well, a UPS Unit will be installed at every SWI computer thereby affecting all SWI employees.

5.0 Responsibilities

GCS will be responsible for the actual management of the UPS Units. The remaining SWI staff is responsible for allowing GCS access to consign, maintain, and replace units as needed. Additionally SWI staff is responsible for alerting GCS of any problems related to the UPS Units.

6.0 Procedure Guidelines

6.1. Notifications

- 6.1.1. UPS units should never be plugged into an extension cord, surge protector, or an outlet meant for a different pod.
- 6.1.2. Only the computer monitor, CPU and sound bar should be connected to the battery outlets on the UPS.
- 6.1.3. Nothing should be connected to the surge outlets
- 6.1.4. Follow Procedure **GCS-OPS-001 - Procedures for handling the UPS Battery** to install the UPS units.

6.2. Installation

- 6.2.1. All new offices and pods at SWI will require a UPS unit to be installed.
- 6.2.2. All current offices and pods at SWI which do not have UPS units at the time of the publishing of these procedures will have units installed as soon as feasible.
- 6.2.3. Follow Procedure **GCS-OPS-001 - Procedures for handling the UPS Battery** to install the UPS units.

6.3. Replacement

- 6.3.1. SWI staff is to notify GCS of any unusual activity related to the UPS unit. SWI staff is to follow notification procedures outline in **GCS-OPS-010 - Procedures for Contacting GCS for Technical Assistance**.
- 6.3.2. Replacement of nonfunctional units is to be carried out as soon as feasible to ensure continued protection of key systems.
- 6.3.3. Testing of unit is highly recommended before replacement.
- 6.3.4. Follow Procedure **GCS-OPS-001 - Procedures for handling the UPS Battery** for testing and replacement instructions.
- 6.3.5. Notification of UPS Replacement Template must be completed. The template includes equipment, location, serial numbers of old and new UPS, etc

6.4. Warranty Process

- 6.4.1. UPS Units are warranted, and every unit must have specific information recorded. Specific procedures can be found in **GCS-OPS-001 - Procedures for handling the UPS Battery**
- 6.4.2. Warranty testing procedures begin when a Notification of UPS Replacement is generated.
- 6.4.3. Contact TrippLite at 1-773-869-1234 and go through their prompts to receive support with UPS units.
- 6.4.4. Once it has been determined the UPS is bad, TrippLite will send out a replacement unit. Have TrippLite send the replacement unit to 2401 Ridgepoint Drive, Austin, TX, 78754, c/o SWI GCS Lead Supervisor.

- 6.4.5. The United States Environmental Protection Agency (EPA) consider Unusable Lead Acid Batteries, which the UPS Units are, as Hazardous Waste. Disposal procedures are to be followed exactly.
- 6.4.6. Specific procedures for disposal are found in **GCS-OPS-001 - Procedures for handling the UPS Battery.**
- 6.4.7. All UPS units which have been determined to bad will be stored in the logistics room.
- 6.4.8. Once 10 broken UPS units are collected a work request is to be sent stating that UPS units require "Environmental Disposal".
- 6.4.9. Program Support will contact Texas Facilities Commission (TFC), and TFC staff will handle the pickup and removal of the bad UPS units.

7.0 Image



8.0 Revision History

Date	Action	Section
09/01/2011	Creation of original UPS Management Policy. Submitted to Management for approval.	All