

SOUTHERN REGION

7/18/03

SUBJ: SOUTHERN REGION AIR TRAFFIC DIVISION LOTUS NOTES OPERATING PROCEDURES

1. PURPOSE. Lotus Notes Operating Procedures have been developed to help manage electronic communication within the Air Traffic Division (ATD) and field facilities. These procedures were developed by the Air Traffic Management Planning Board.
2. DISTRIBUTION. This Order is distributed to all users of Lotus Notes within the Southern Region Air Traffic Division and field facilities.
3. OPERATING PROCEDURES FOR LOTUS NOTES USERS. The procedures are as follows:
 - a. Lotus Notes shall not be used as the sole communication tool for short deadline action and/or direction items. The sender must ensure that these type messages are received by addressee.
 - b. Do not request a return receipt unless it is absolutely necessary. It slows the system down needlessly. Uncheck the return receipt box in your user preferences if it is set for a return receipt default.
 - c. When messages are received with multiple addresses, don't reply to all, unless it is absolutely necessary.
 - d. On the subject line include "Action, FYI, Per Your Request, Private or RE."
 - e. Use priorities with each message type, i.e., Low, Normal, or Urgent.
 - f. At the bottom of the message, Lotus Notes messages should include the name and telephone number of the sender, to facilitate telephone communication, if necessary.
 - g. Send messages to the appropriate level within the Air Traffic Division. DO NOT copy higher levels in the organization. Trust the specialist to work the issue. The specialist should respond in a timely manner and should staff out the work so that by the time it reaches the approval level, the approving official would only need to review and sign the document. If the issue is not being responded to in a timely manner, then use the chain of command.

h. An organizational mailbox has been established for each facility according to Lotus Notes standards. Mailboxes use the standardized format to ensure that all Lotus Notes users know how to address an individual facility. The standardized format is: 7-ASO-3letterID-option. Examples are: 7-ASO-ZTL-ARTCC, 7-ASO-RDU-AFSS, 7-ASO-RDU-ATCT.

i. All items from the Air Traffic Division of a general nature shall be sent to the organizational mailboxes. Exceptions are:

- (1) Messages that are sent to an individual with specific accountability for the issue.
- (2) Messages that are confidential for specific individuals.
- (3) Messages that would be in the same context as warranting a phone call to an individual.

j. Each facility Air Traffic Manager shall designate who will retrieve messages from the organizational mailbox (i.e., manager, secretary, or staff person), and how messages will be distributed within the facility.

k. The field Lotus Notes Administrator will set up a secure password for the organizational mailbox.

l. The person designated to retrieve messages from the organizational mailbox will open and forward messages to the appropriate person in the facility responsible for the action. All Lotus Notes responses shall be from the responsible person and not from the organizational mailbox.

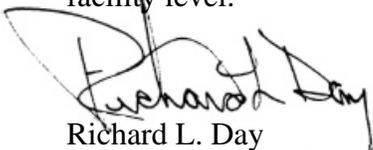
m. Public mailing lists containing the addresses of organizational mailboxes have been set up for regional office Air Traffic users. The lists are option specific and are named:

#ASO-500cc-AFSS-Facility-Mailboxes

#ASO-500cc-ARTCC-Facility-Mailboxes

#ASO-500cc-ATCT-Facility-Mailboxes

o. All group "Action" items sent via Lotus Notes by the ATD will be tracked at the ATD branch level, and announced on every Friday's ATD 8:30 a.m. telcon to ensure receipt at the field facility level.



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