



Scenario 1

Sam, a telecommunications technician, needs to run some cables in Building 34, the Control Building. The racks for the cables are 12 feet above the ground, so the work will require a ladder. Sam comes to Matt before he starts work. "Tell me what I need to do."

Matt is concerned not just about Sam's using the ladder safely, but his storing it safely afterwards. Recently there was an incident in which an improperly stored ladder fell on—and injured—an employee.

Checking the ES&H Manual

- 1 Matt opens his browser, and starts from the default home page—the SLAC Detailed Page. From there he navigates to the ES&H home page.
- 2 Matt clicks the ESH Manual link.
- 3 When the ES&H Manual page appears, he scans it for the word "ladder", and finds the link to chapter 15: "Ladders, Scaffolds, and Work Platforms". He notices the chapter was last updated in May 1994. He clicks the link.

The chapter PDF opens.

- 4 On the first page he sees Bulletin 60, which was issued in February 2003. He decides to check it first since its more recent than the chapter. He clicks the link.

The bulletin PDF opens.

- 5 He scans the PDF and notes that it covers choosing a ladder, setting it up, and so on, but doesn't immediately see any information about storing a ladder. He uses the PDF Search function to search for "store" but finds nothing pertinent.
- 6 Matt prints the bulletin for Sam, then he clicks Back button to return to the chapter.
- 7 Again, he uses the PDF Search function to search for "store", but what he finds is inadequate. He nonetheless prints the document for Sam because it has other useful information.

Checking Policies

- 1 Matt returns to the ES&H home page and clicks the Policies link in the left-hand navigation.
- 2 On the Policies page, he first clicks the Bulletins link. On the Bulletins page, he clicks the List By Titles link. He scans the titles and finds only Bulletin 60, which he's already printed.
- 3 He returns to the Policies page and clicks the link to SLAC Safety Programs and Site Safety Goals.

The SLAC Safety Initiatives page appears. [Note discrepancy with link name.]

- 4 He scans the page, but finds nothing related to ladder safety.

Checking New Documents

- 1 Matt returns to the ES&H home page and clicks the Review Documents link in the left-hand navigation to see if there's a new version of ES&H Manual chapter 15.
- 2 On the Document Reviews page, he clicks the View Revision Histories link.
- 3 When the Revision Histories page appears [this page currently has no title], he scans it and discovers there's a revised chapter 15.
- 4 Again, he uses the PDF Search function to search for "store". But the only information he can find refers to protecting the ladder from damage when it's stored, not to prevent the ladder from harming employees.
- 5 He prints the chapter for Sam.
- 6 He returns to the Revision Histories page, and clicks the link to Responses with Comments to find out if anyone has commented on the lack of information about ladder storage safety.
- 7 When the Comments with Responses page appears, he scans it. He can't find anything on ladder storage safety.

Checking Documents

- 1 Matt goes back to the ES&H home page and clicks the Documents link in the left-hand navigation.
The References page appears. [Note discrepancy with link name.]
- 2 He scans the page and sees nothing specific about ladder safety, so he decides to click the Building Manager Program link.
- 3 On the Building Manager Program page, he clicks the link to the Building Program Manager manual.
The PDF of the manual opens.
- 4 Matt uses the PDF Search function to search for "ladder". He discovers one reference to it, a reference to ladder safety training, Course 293.

Looking for a Training Course

- 1 Matt goes back to the ES&H home page and clicks the Training link in the left-hand navigation.
- 2 On the Training main page, he clicks the Course Catalog link.
- 3 On the Course Catalog page, he looks for 293, but can't find it. It's not in the Core Courses list and he doesn't notice the Resource Courses list. He scans the alphabetical list and finds it there.
- 4 He clicks the link to the course. When the course page appears, he notes that it's a computer-based course, but that it doesn't seem to cover ladder storage safety. He's frustrated that the page doesn't contain a detailed course description or a syllabus.
- 5 He prints the page for Sam just in case.
- 6 He goes back to the Training main page to find out if Sam has taken the ladder safety course. He clicks the STA Data Entry Form.
- 7 When the STA Data Entry page appears, he enters Sam's name and clicks Submit.
- 8 Sam hasn't taken the course, so Matt adds the course page to the stack of print-outs for Sam. He'll recommend that Sam take course.

Finding a Contact

- 1 Matt is convinced there's no information on the site about ladder storage safety, so he decides to find a contact he can call to ask about it. He goes back to the ES&H home page and clicks the Contacts & Committees link in the left-hand navigation.
text
- 2 When the ESH Staff Contact Information page appears, he scans the ESH Staff Contact List, but can't find a listing for Ladder Safety. So he clicks the Industrial Safety link.
- 3 He decides that Tom Rizzi, who listed as Industrial Safety Engineer, is probably the person to contact. He clicks Tom's name, and when Tom's contact page appears, gets Tom's number.
- 4 He calls Tom. Tom isn't in, so he leaves a message, explaining that he'd like information about ladder storage safety.

Checking Departments & Services

- 1 Matt goes back to the ES&H home page and decides to check Departments & Services just in case there's any additional information there about ladder safety. He clicks the Departments & Services link in the left-hand navigation
- 2 On the Departments & Services page, he scans the links under Safety Groups and discovers the Ladder Safety FAQ. He clicks the link.
- 3 He scans the FAQ but doesn't find any information about ladder storage safety. But he does notice that Scott Blankenship—not Tom Rizzi—is the correct contact for questions about ladder safety.
Just at that moment, Matt's phone rings. It's Tom, returning his call. Tom tells Matt to contact Scott.
- 4 Matt calls Scott, and leaves a message for him.

Checking the Area Hazard Analysis (AHA)

- 1 Matt decides to check the Area Hazard Analysis for Building 34 to see if there's other information he needs to provide Sam with. He goes back to the ES&H home page and clicks the AHAs link in the left-hand navigation.
- 2 On the Area Hazard Analysis Document Library page, he clicks the link for Building 34, and downloads the Word document.
Matt's search of the ES&H Web site for information about ladder safety has taken 25 minutes.

Scenario 2

Sam has been assigned a non-routine task: pulling fiber-optic cable through an underground utility tunnel. His supervisor has told him to get a JHAM form from Matt.

Getting a Job Hazard Analysis and Mitigation (JHAM) form

- 1 Matt goes the ES&H home page. He clicks the JHAM link.
text
- 2 On the SLAC Job Hazard Analysis and Mitigation and Area Hazard Analysis Programs page. He downloads the JHAM form in Word format.
- 3 Matt also downloads the On the Spot JHAM PDF.
- 4 He emails both to Sam.

Reviewing Committee Meeting Minutes

Scenario 3

Matt has just started a term as a member of the Electrical Safety Committee. He's heard that there's a problem with the cable installations on SPEAR3. He wants to find out if the committee has discussed the problem and if any action has been taken.

- 1 Matt goes to the ES&H home page. He clicks Contacts & Committees in the left-hand navigation.
- 2 On the ESH Staff Contact Information page, he chooses Electrical from the left-hand navigation.

The Electrical Safety Committee page appears.

[The remaining steps are how the scenario would work with the new design. You can't actually complete this task currently.]

- 3 Matt notices the search box labeled Search Committee Minutes. He types "cable installations spear3" and clicks Search.

The search results appear. The first item is the minutes of the July 19 committee meeting.

- 4 Matt reads the text excerpt in the first item, decides it's something he wants to read, and clicks the link to the July 19 minutes.

The PDF of the July 19 minutes appear.

Scenario 4

A rewrite of ES&H Manual, Chapter 8, "Electrical Safety," is in the works. Matt is assigned section 10, "Safe Work Practices" to review.

Reviewing an ES&H Manual Chapter

- 1 Matt goes to the ES&H home page. He chooses Document Reviews. The Document Reviews page appears.

- 2 Matt clicks the Review and Comment link.

The Review and Comment page appears. [This page currently has no title.]

- 3 Matt reviews "Safe Work Practices" and makes comments.