

Respond to Requests for Assistance from Structure Construction Staff, Division of Engineering Services Functional Units, and Other Stakeholders

In general, requests for assistance fall into two categories:

1. Project-specific subject matter inquiries that need an immediate response.
2. General questions pertaining to Technical Team subject matter that have statewide applicability.

For project-specific subject matter inquiries, any Technical Team member that receives the inquiry should provide the response after quick consultation with the Team Chair and/or Team Sponsor. The rest of this attachment addresses general instructions for responding to requests pertaining to Technical Team subject matter:

1. Requests for assistance should come in through the Team Sponsor. If a request is received by another Technical Team member, they should send it to the Team Sponsor:
 - a. The recording and documenting process begins here.
 - b. The Team Chair sends the requester an email confirming receipt of request.
2. The Team Chair enters requests for assistance on the Technical Team Work Plan:
 - a. If the request is project-specific, charge Technical Team time to the project.
 - b. Determine the level of importance.
 - c. Estimate the hours needed to provide a response.
 - d. Assign to team members with due dates (draft, compiled, comments, complete).
3. The Team Chair sends requester an updated email with the status of the request.
4. Assigned Technical Team members send comments back to the Team Chair, who compiles them for the Team Sponsor.
5. The Team Sponsor presents the proposed response to SC Top Management and determines if the request requires further input from the Technical Team.
6. The Team Chair sends the Technical Team's response to requester.

7. If the response to the request for assistance has statewide applicability, Structure Construction (SC) Top Management will determine the method of distribution. If changes to a Process Development Diagram (PDD) supporting a Bridge Construction Memo (BCM), SC technical manual, or SC training material are required, the Team Sponsor and Team Chair update the Work Plan, schedule, and resourcing to accommodate such changes. Refer to the procedures for developing or updating a:
 - a. Work Plan – refer to [Attachment 3](#), *SC Technical Team Work Plan and Resource Budget*.
 - b. BCM – refer to [Attachment 4](#), *Developing and Updating Process Development Diagram (PDD) Packages*, and [Attachment 4.1](#), *Structure Construction 8-Step Development and Review Schedule – from PDD to Published BCM*.
 - c. SC technical manuals – refer to [Attachment 5](#), *Developing and Updating Structure Construction Technical Manuals*.
 - d. SC training materials – refer to [Attachment 7](#), *Collecting, Producing, and Updating Field Engineering Aids and Training Materials*.
8. Each Technical Team maintains a database of requests and results to minimize repeating responses to requests for assistance.