

Distance Support and Readiness

NDIA Conference

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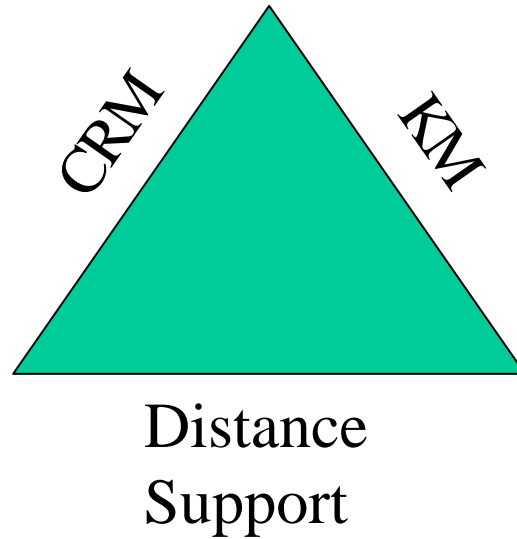


Adapting and transitioning today's support infrastructure and business processes to the tools and technology of E-Business and Information Technology.



Concepts

CRM -
Helping those
who request
assistance.



KM -
Understand who helped
whom when, and
analyze the metrics
for future resource
allocation.

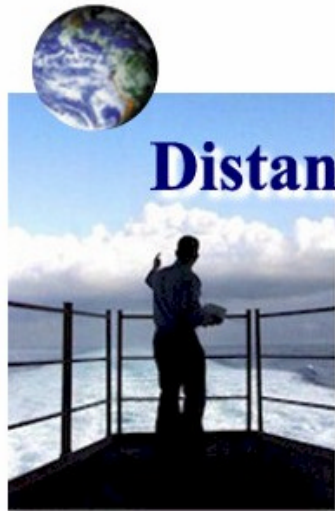
- ◆ 877 - 41 Touch
- ◆ www.ANCHORDESK.navy.mil
- ◆ Tele-Tools



Distance Support

What Does the Distance Support Provide the Sailor at sea?

- Provides the sailor with a single desktop point of entry to an integrated Distance Support tool bag, simplifying access to Naval maintenance, technical, supply, training, administrative and personnel resources



Distance Support Portal

A world of support at your fingertips

Anchor Desk

I need to . . .

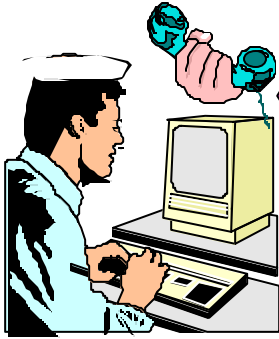
Distance Support Vision/Status



V Collaborative Infrastructure

Product One: Streamlined Access to Support Infrastructure

V

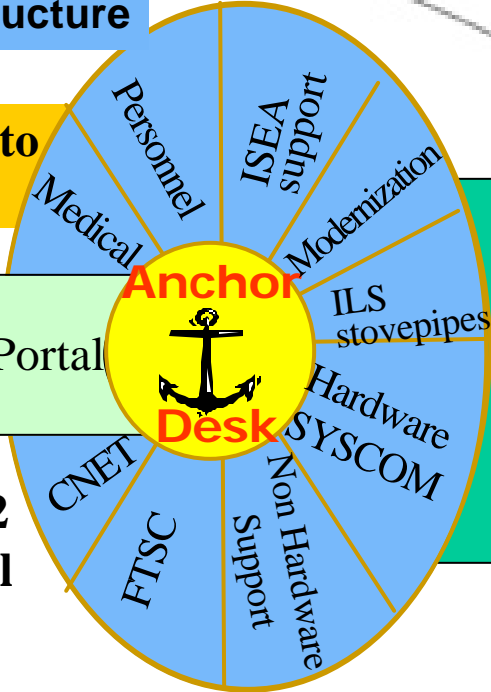


Single Point of Entry

Knowledge-Portal



V 1-877-4-1-TOUCH option 2
WWW.anchordesk.navy.mil

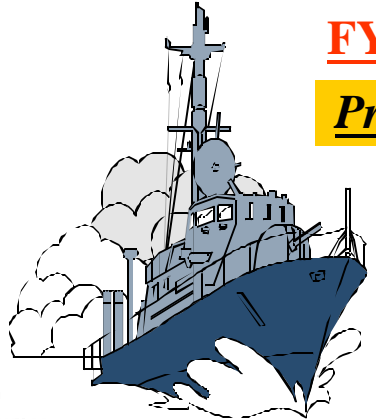


Shared Data Environment

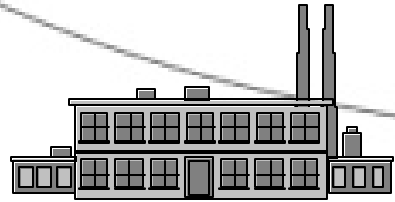
Basis for:
Process/Eng Analysis
Resource Allocation
Tactical Decision

FY 02/03

Product Two: Knowledge Management



Proactive System Improvements
Tactical Decisions



Resource Allocation



Distance Support Portal

Distance Support Portal

- Chaplain & Spiritual Support
- Information Technology
- Medical
- Operational
- Ordnance
- Personnel / Quality of Life
- Supply
- Technical Systems / Eqpt.
- Training

Toolbox

- Call/Email for Assistance
- Collaboration Tools
 - Sametime[®] Chat
 - NetMeeting[®]
 - Support Kit
- Submit a Question Online
- Submit a Deficiency Report
- Submit a Tech Solution

links ...

portal user's guide more about distance support site man metrics home

◆ Specific category support:

The left side of the main menu identifies specific categories of support.

◆ Toolbox:

Under the Toolbox area, a set of general assistance tools are found. Because of their universal application, they are found on every major menu throughout the Portal.

◆ Portal/Distance Support specific links:

Links to Portal specific information.



NIPRNet-vs-SIPRNet

- ◆ NIPRNet and SIPRNet

- Each is available on the Portal CD
- Install program prompts you to load one or the other version
- Header area of screen shows version number with “n” for NIPRNet or “s” for SIPRNet

- ◆ NIPRNet

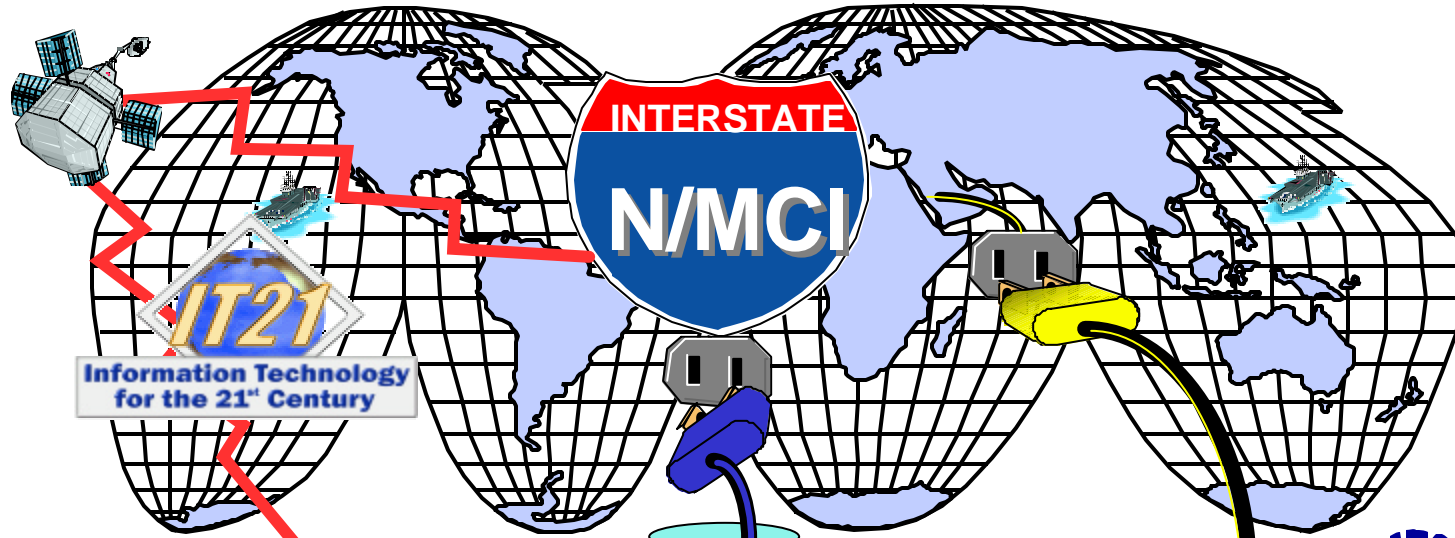
- Ships can access any unclassified, non-secure network sites

- ◆ SIPRNet

- Ships are limited to accessing only secure network sites

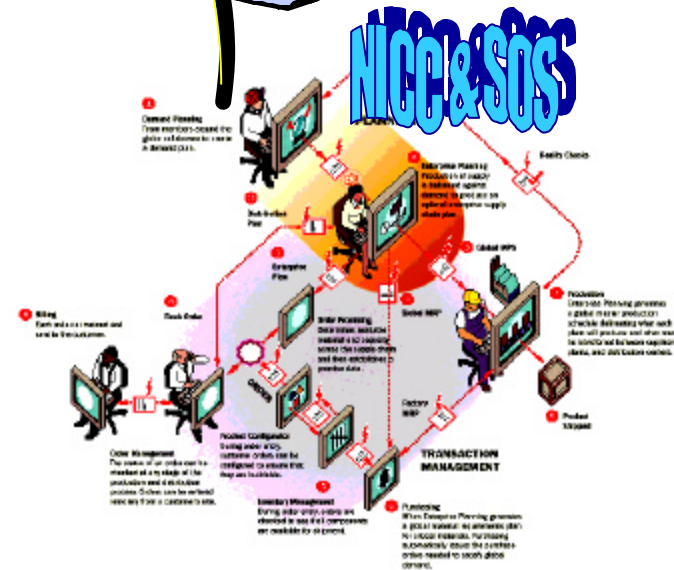
Leveraging Existing Infrastructure/Technology

Enabling global, secure naval information exchange



IT21
Information Technology
for the 21st Century

Shared Data
Environment
**Knowledge
Management**



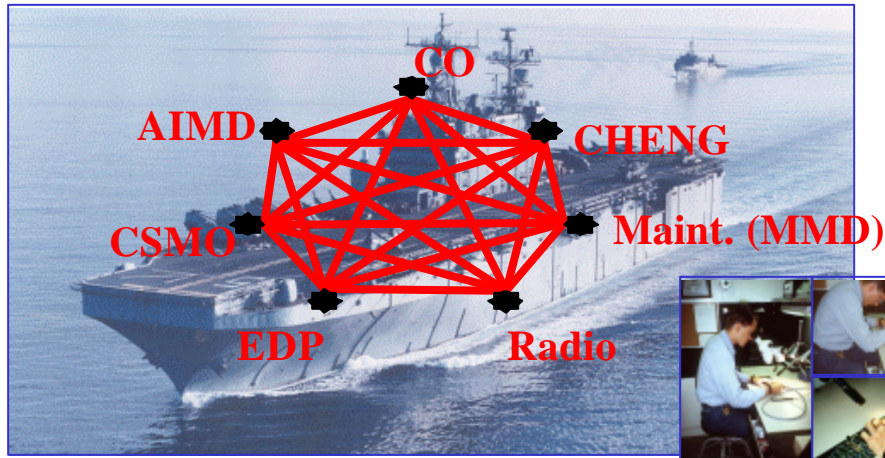
Distance Support Services

- Content Delivery
- Collaboration Environment
- Customer Relations Management



Network Building Blocks

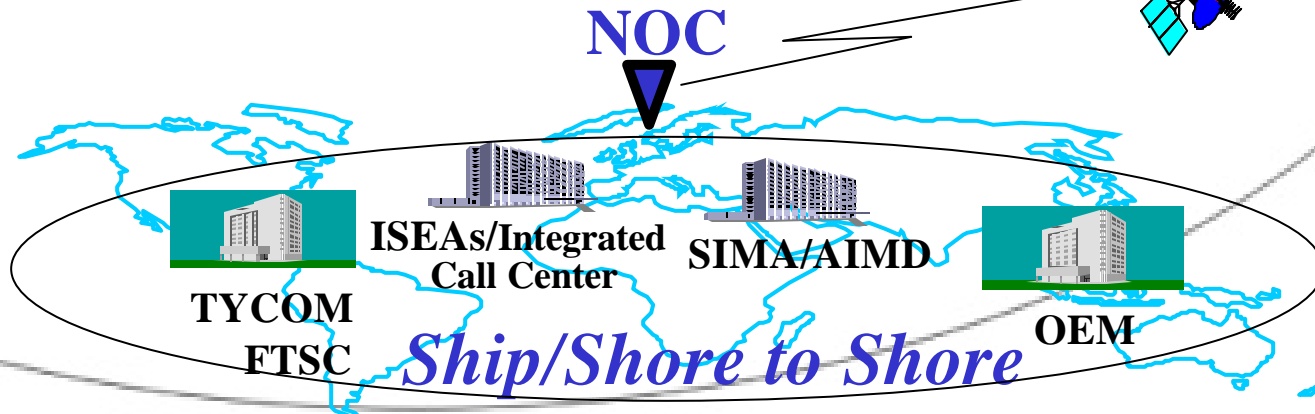
Collaboration/Data Sharing



Intra-Ship



Ship to Ship





NAVSUP

- One Touch



- ATIS
- ICAS
- Smartship

NAVAIR



- AMTCS
- ACTC
- JATDI



- Secure Interactive Distance Learning
- IT21

Academia/Industry



- Information Technology
- COTS

The DS TEAM

CNET



- Navy Learning Network
- Shipboard Training, Education, Adv & Morale (STEAM)
- LMRC



- BUPERS On-Line

CINC's / TYCOMS



- Collaboration At Sea
- Submarine Onboard Training
- C4I Training

BUMED



- Virtual Naval Hospital

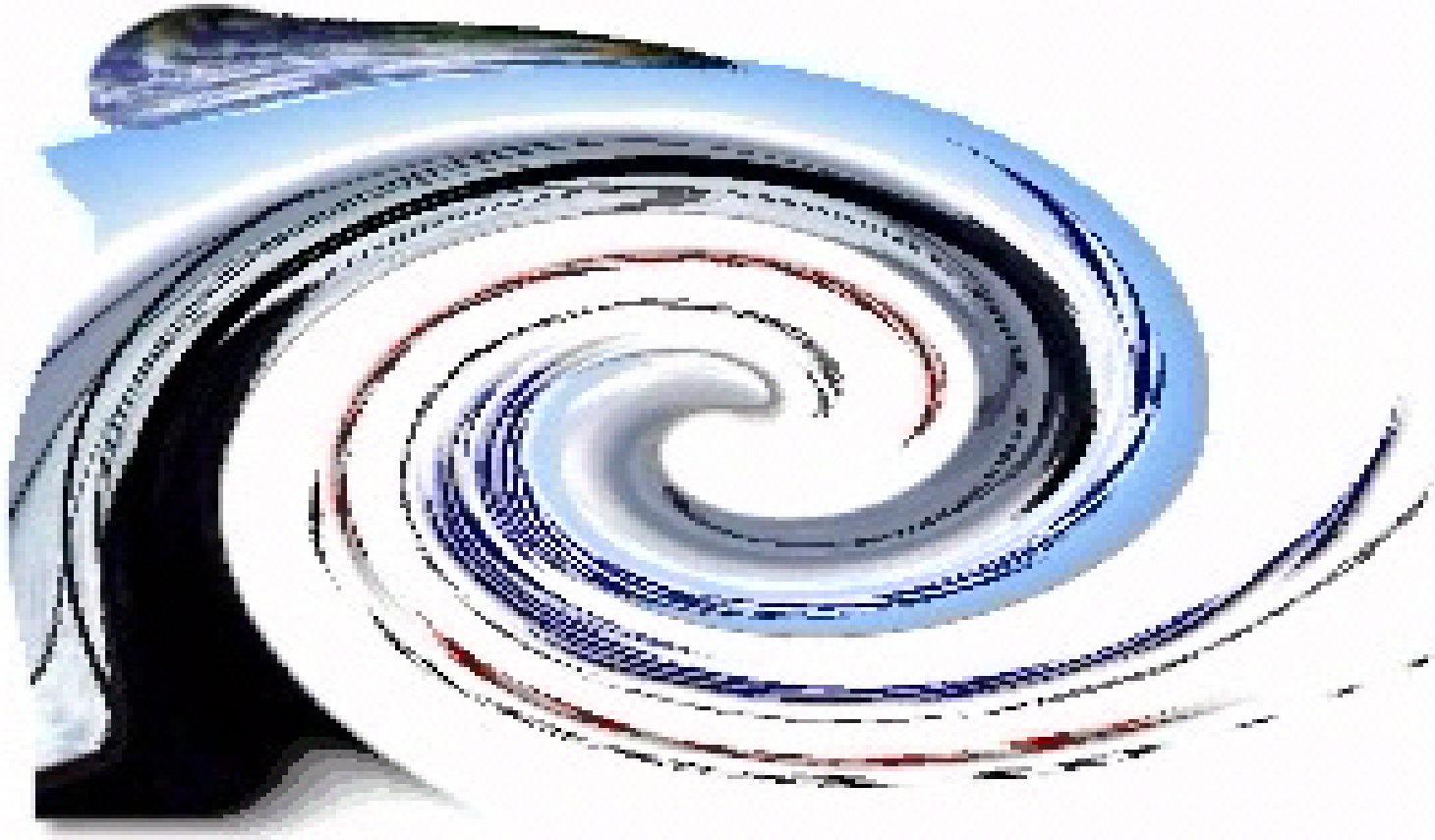


Distance Support Summary

- Interactive Portal (www.anchordesk.navy.mil)
 - Content access via Shared Data Environment
 - Organized links to a coalition of web based content providers...(i.e. training, medical, etc)
- Collaboration Tool Suite (Tele-tools & collaboration software)
 - Problem capture and filing portable hardware (Kit A & B)
 - On-line assistance to experts
- Customer Help Desk (Navy Integrated Call Center)
 - 24/7 support
 - Shore advocate for the Customer
 - POC for Trouble Call status and tracking



A word from the Fleet...





Testimonials from:

VADM P. BALILSE

**Abraham Lincoln
Battlegroup Commander**

8 Feb 01

**Craig Bradenburg
Director Fleet Support
Nav Sea**

**Capt. Douglas Dupouy
USS Abraham Lincoln
Commanding Officer**

**CDR Douglas Waite
Command Chaplain**



More Testimonials...

FC1(SW) Jonathon Schurch
Combat Systems
CIWS Work Center Supervisor

ETCS(SW) Richard Powell
Combat Systems
Maintenance Manager

ETC(SW) Mike Phillips
CCDG-3
Abraham Lincoln Battle
Group Distance Support
Coordinator

CDR Lou Valbracht
Senior Medical Officer



Distance Support Status

- ✓ **Business rules for collaborative infrastructure and shared data environment established**
- ✓ **PPL/SSIL certification issued**
- ✓ **Key data elements and database sharing/mining agreements established**
- ✓ **Metrics process developed**
 - **SOS data mining, DS web page link to maintenance metrics website**
- ✓ **Currently fielded on all platforms in Lincoln, Constellation, Roosevelt BG/ARGs and Vincen Battle Groups/ARGs**
- ✓ **Installation in-process for Stennis BG/ARGs**
- ✓ **Planned installs on all platforms**
- ✓ **Planned installs on all CONUS and OCONUS shore activities**



Measure for Results Metrics Web Site

Maintenance, Logistics, and Readiness Metrics Website - Microsoft Internet Explorer provided by MSN


File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Messenger

Address <http://163.249.168.39/NdeDev/Pages/MetricsHome.html> Go Links >>

Maintenance, Logistics, & Readiness Metrics

Building Tomorrow's Solutions Today...



Metric Data Applications Resources My Metrics User Account Site Search Go

Welcome to the NAVSEA Maintenance, Logistics, and Readiness Metrics Website

This updated site allows users to request dynamically produced metrics based on their individual needs. By using the "My Metrics" tab above, results from various databases can be combined on one, customized, "scorecard" page that will be automatically updated and easily recalled at any time. **NEW** features include:

- Ability to compare metrics before and after system update (dual scorecards)
- Color-coded to allow easy identification of problem areas
- Statistical table to support individual scorecards
- Thumbnails created when metrics are selected for trend display (no static display)
- Capability to download supporting data in multiple formats (Excel, text, etc.)
- Image-mapped graphs to allow drill down on data points
- Ability to select next level of detail (Top 10 - 20 lists)
- Site search capability
- Ability to compare scorecard metrics against other platforms or equipment

The ultimate goal is to provide a single, streamlined, easy to use, and user accepted tool for such purposes as screening work and building work packages by Port Engineers, capturing historical data and execution costs for maintenance and modernization work, providing a capability to calculate ship-by-ship budgets of backlogged work, etc. supported by NAVSEA Data Environment as the backbone infrastructure. The next phase will fully integrate all NAVSEA products, tools, and metrics and will also provide access to newly designed metric capabilities brought about by the integration of data.

In order to design this site to provide the greatest range of usefulness and flexibility for users, a feedback form has been incorporated to provide comments and recommendations for this sites design.

The lead for this initiative is NAVSEA 04M.

NAVSEA 04M POC is Kisan Pandit (703)602-0970 ext 128 Panditkh@navsea.navy.mil

Done Internet



Measure for Results User Defined Scorecards

Maintenance, Logistics, and Readiness Metrics Website - Microsoft Internet Explorer provided by MSN

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Maintenance, Logistics, & Readiness Metrics

Building Tomorrow's Solutions Today...

Metric Data Applications Resources My Metrics User Account Site Search

Truman BG

	AVG 12 MONTHS (1999 07 - 2000 06)	AVG 36 MONTHS (1997 07 - 2000 06)	AVG 60 MONTHS (1995 07 - 2000 06)	60 MONTH MIN	60 MONTH MAX
Critical Maintenance Actions	1616 ↑	1489 ↑	1464 ↑	695 1996 11	2470 2000 06
Number of Maintenance Actions	3619 ↑	3686 ↑	3629 ↑	1933 1997 11	6086 1998 06
Percent Calendar Time Free of C3/C4 CASREPS	62 ↑ ⚠	68 ↓ ⚠	68 ↓ ⚠	42 1999 04	90 1997 08
Percent Calendar Time Free of C4 CASREPS	88 ↑	88 ↓ ⚠	85 ↑ ⚠	63 1999 03	100 2000 05
Percent Calendar Time Out Of Shipyard	90 ↑	89 ↓	86 ↑	66 1995 09	100 2000 06
Ship Manhours per Maintenance Action	15.85 ↓	18.08 ↓	18.58 ↓	6.32 2000 06	39.98 1999 01
Total Maintenance Cost	\$5,151,835.67 ↓	\$6,373,747.68 ↓	\$6,177,081.64 ↓	\$2,084,589.00 2000 06	\$22,840,962.00 1998 06

Copy Edit Delete

Default Scorecard

Show Scorecard Criteria

Create List Create Graph

Done Internet



Actual Data



Microsoft Excel
Worksheet



Lessons Learned from Distance Support Over the Last Two Years

- Bandwidth constraints do not allow for robust transmissions (no streaming videos, drawings, or big files)
- Acceptable, as chats are very useful as long as...
- Data/Information is pre-deployed for collaboration purposes.



Challenge

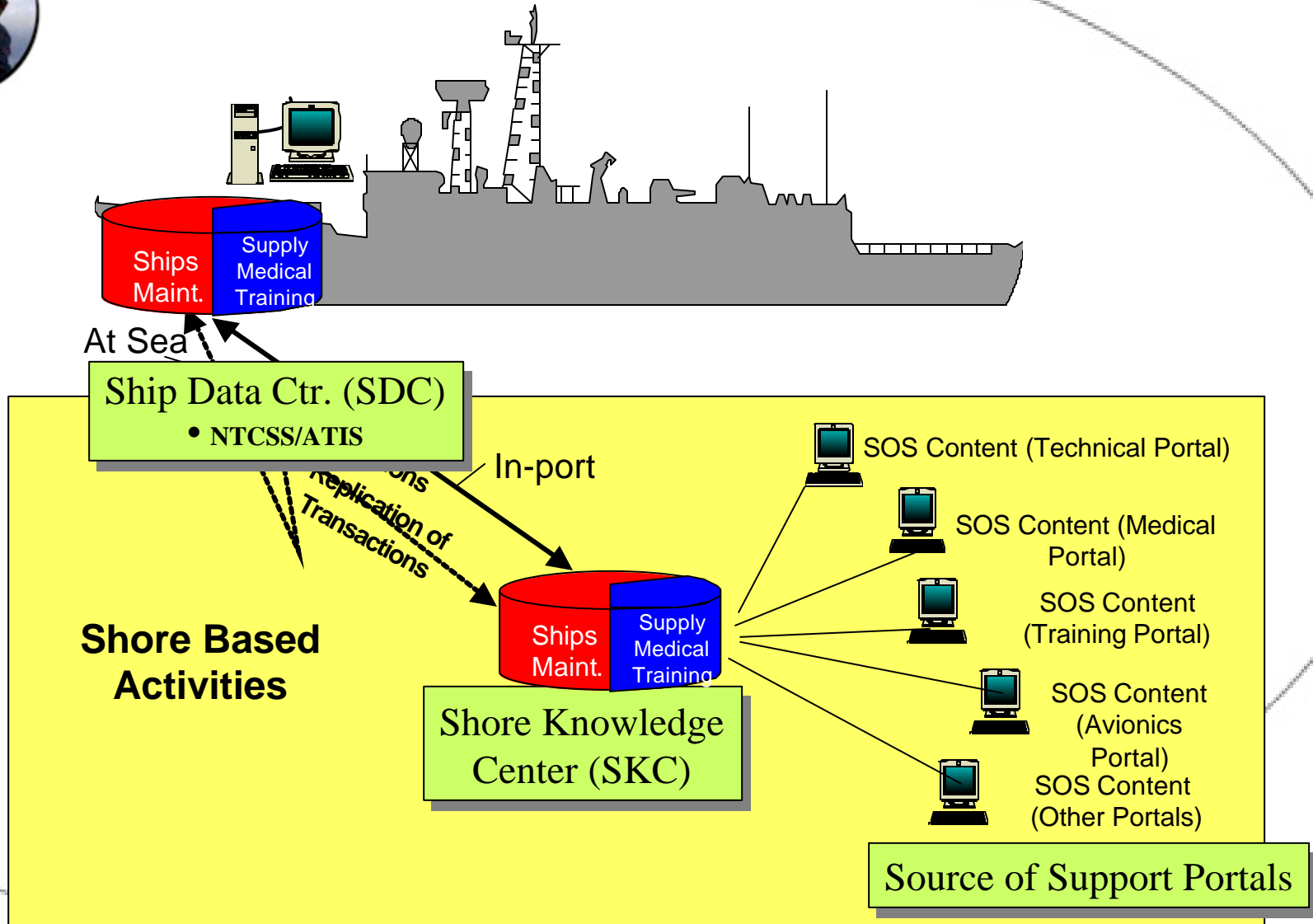
- Determine a process to ascertain predicted, needed data, put within the lifeline for future use, and maintain it for currency.
- Use it in support of chat sessions.



Distance Support Evolution

- PIR2 + NGA = DS/NGA
- PIR2 (Predicted ILS Readiness Requirement)
 - Fleet wide data analysis aggregated and compared to ship specific history for tailored projections of needs of ILS.
- NGA
 - ATIS expanded to include all O/I &D level data projected to be needed for all collaborations.

DS/NGA Platform Resident Data





Conclusion

Challenges Ahead

- Getting to Information
 - Bandwidth Capacity and Availability
 - Ship LAN
 - Satellite Communication
 - Shore Infrastructure
- Real Business Process Changes and using it to drive the technology
- Authoritative Data Source
- Funding & Resource Distribution
- Staying proactive and aggressive in meeting all the changing requirements:
 - NMCI, ERP, Task Force Web, etc.