Distance Support and Readiness

NDIA Conference
Craig Brandenburg
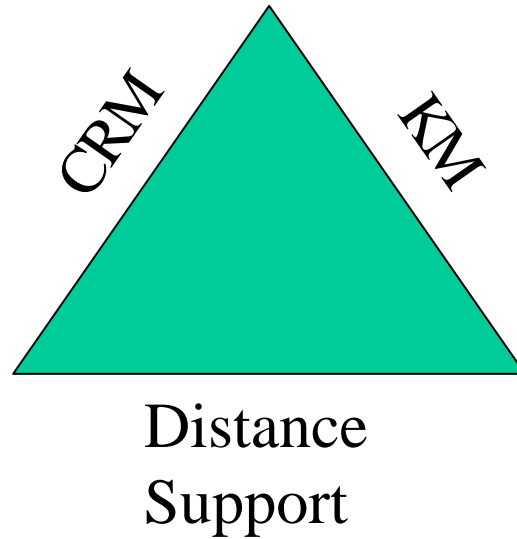BrandenburgCF@navsea.navy.mil

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.

CRM | KM

Distance Support

KM - Understand who helped whom when, and analyze the metrics for future resource allocation.
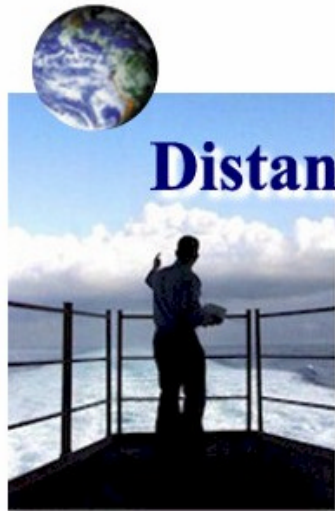
♦ 877 - 41 Touch

♦ 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
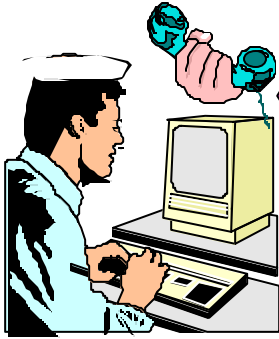
Anchor Desk
I need to . . .

Distance Support Vision/Status

V Collaborative Infrastructure

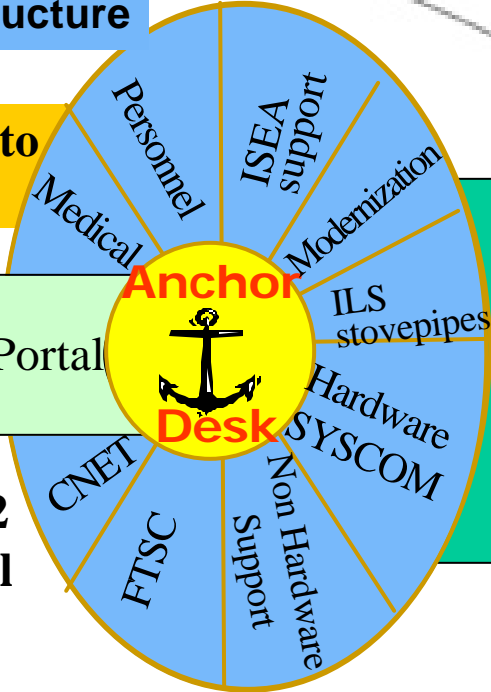**V** *Product One:* Streamlined Access to Support Infrastructure

Single Point of Entry

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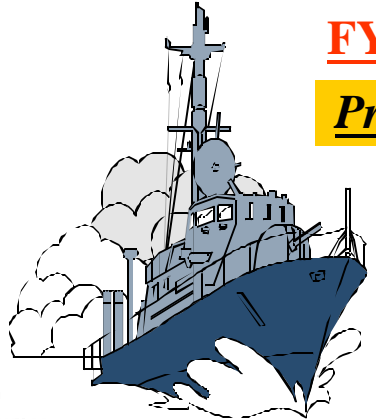
V 1-877-4-1-TOUCH option 2
WWW.anchordesk.navy.mil

Anchor Desk

Personnel · ISEA support · Modernization · Medical · ILS stovepipes · CNET · Hardware SYSCOM · FTSC · Non Hardware Support
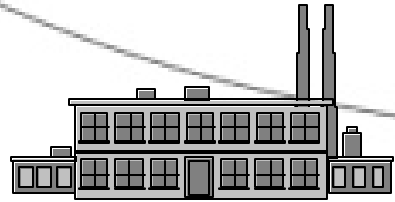
V Shared Data Environment

Basis for:
Process/Eng Analysis
Resource Allocation
Tactical Decision

FY 02/03

Product Two: Knowledge Management

Proactive System Improvements
Tactical Decisions

Resource Allocation

WWW.ANCHORDESK.NAVY.MIL

Distance Support Portal

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

more links ...

Toolbox

Call/Email for Assistance

Collaboration Tools
- Sametime® Chat
- NetMeeting®
- Support Kit

Submit a Question Online

Submit a Deficiency Report

Submit a Tech Solution

portal user's guide   more about distance support   site map   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
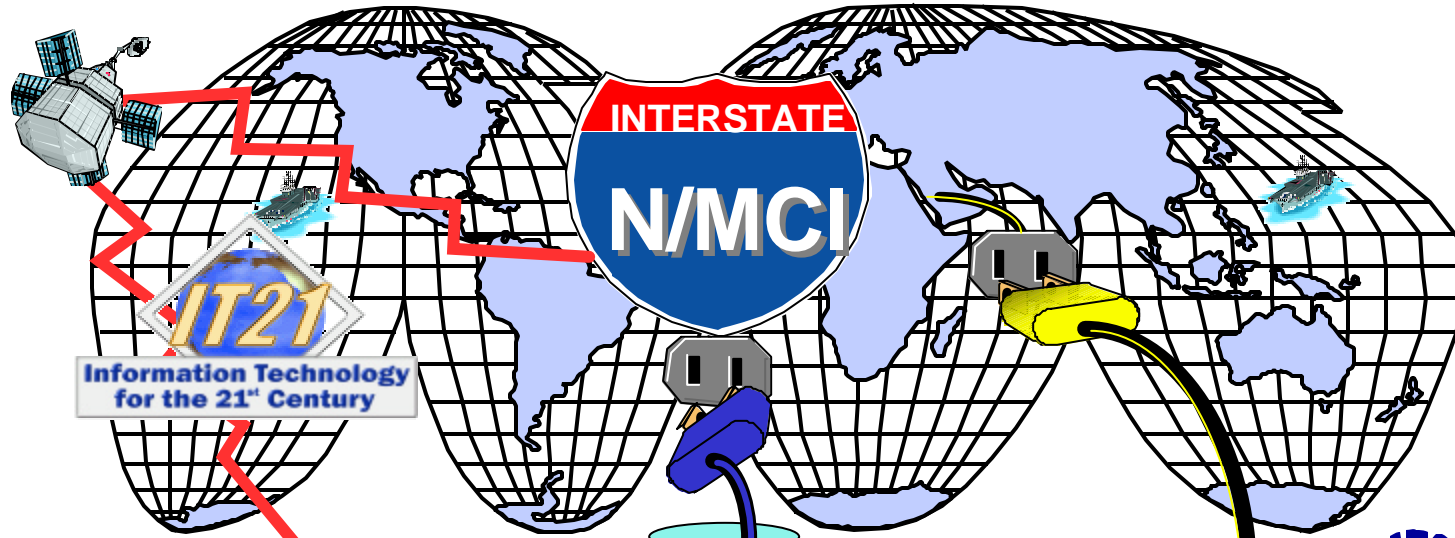
♦ NIPRNet

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

♦ SIPRNet
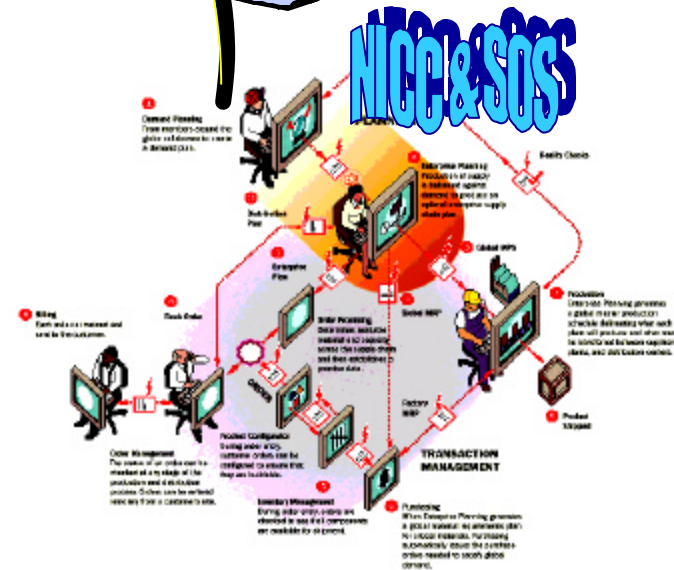
- Ships are limited to accessing only secure network sites

Leveraging Existing Infrastructure/Technology

Enabling global, secure naval information exchange

INTERSTATE
N/MCI

IT21
Information Technology for the 21ˢᵗ Century

Shared Data Environment
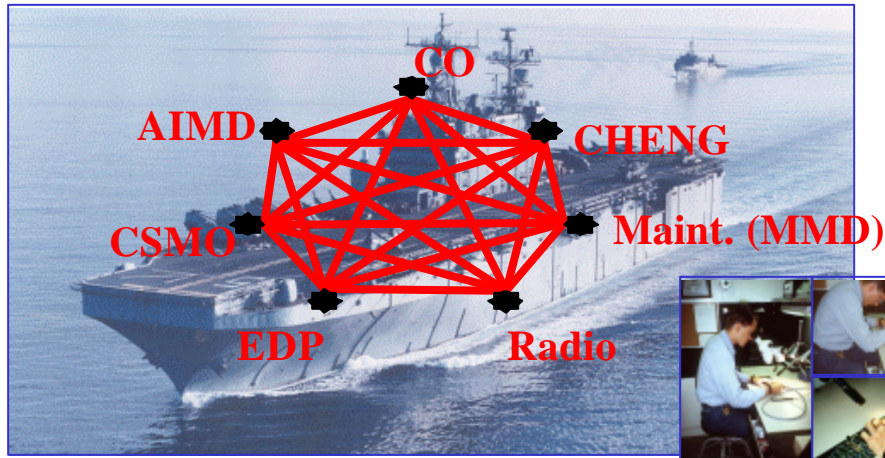**Knowledge Management**

NICC & SOS

Distance Support Services

➢ **Content Delivery**
➢ **Collaboration Environment**
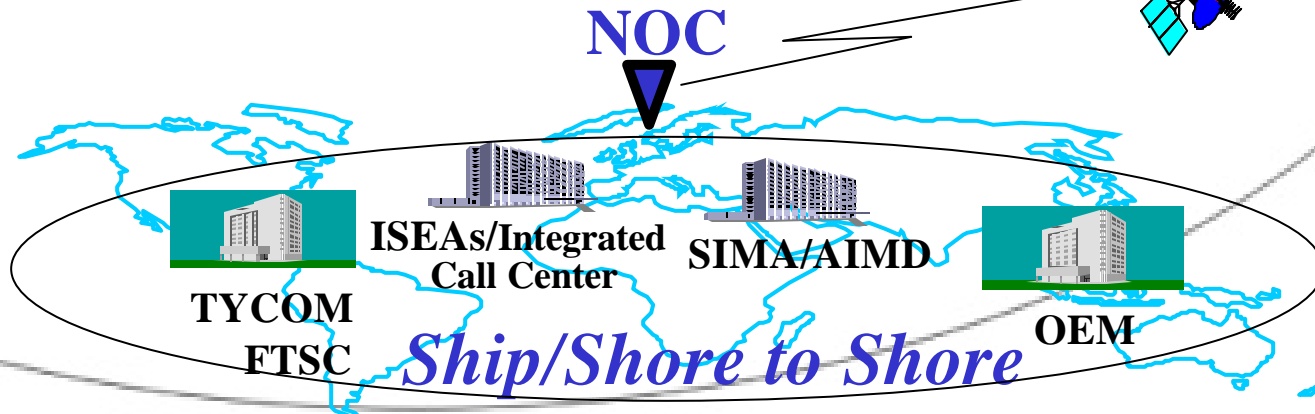➢ **Customer Relations Management**

Network Building Blocks
Collaboration/Data Sharing

CO

AIMD

CHENG

CSMO

Maint. (MMD)

EDP

Radio

Intra-Ship

Ship to Ship

NOC

TYCOM FTSC

ISEAs/Integrated Call Center

SIMA/AIMD

OEM

Ship/Shore to Shore

The DS TEAM

NAVSUP
• **One Touch**

NAVSEA
NAVAL SEA SYSTEMS COMMAND
- •ATIS
- •ICAS
- •Smartship

NAVAIR
- •AMTCS
- •ACTC
- •JATDI

SPAWAR
- •Secure Interactive Distance Learning
- •IT21

Academia/Industry
- •Information Technology
- •COTS

CINCs / TYCOMS
- •Collaboration At Sea
- •Submarine Onboard Training
- •C4I Training

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

NAVY PERSONNEL COMMAND
Bureau of Naval Personnel
• BUPERS On-Line

BUMED
• Virtual Naval Hospital

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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

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A word from the Fleet…
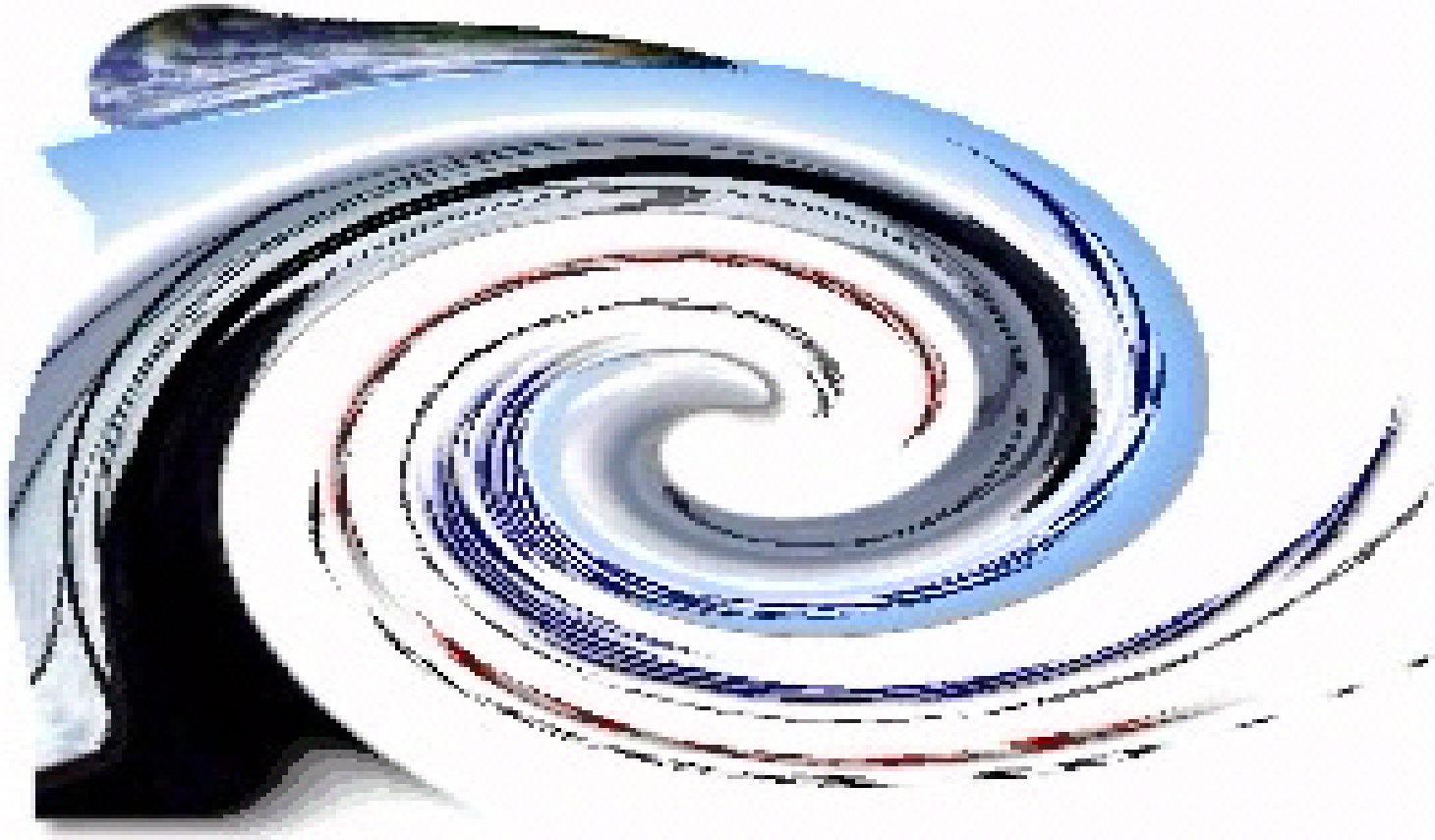
Testimonials from:

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

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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

At Sea

Ships Maint. | **Supply Medical Training**

Ship Data Ctr. (SDC)
• **NTCSS/ATIS**

Replication of Transactions

In-port

Shore Based Activities

Ships Maint. | **Supply Medical Training**

Shore Knowledge Center (SKC)

SOS Content (Technical Portal)

SOS Content (Medical Portal)

SOS Content (Training Portal)

SOS Content (Avionics Portal)

SOS Content (Other Portals)

Source of Support Portals

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.