Dispatcher Q&A: "What are Elements of Equipment Upgrade/Repair Simulation Success met by Service/Support Application Design?"

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What opportunities for DoD Logistics operations does this Service/Support Application address?

Dispatchers enable smart sourcing of substitute parts of supply line connection value to DoD. The sourcing ticket schedule system allows for the provision and use of services and applications in equipment upgrade/repair simulation. DoD can utilise these resources by integrating them into their existing processes. Interoperability between logistics domains is ensured by transformation of service messages and use of open standards.

Dispatchers create opportunities for DoD with benefit being it will become easier to integrate services with larger supply line connections through being able to process larger amounts of potential substitute resource sourcing ticket schedules since information user requirements are no longer an obstacle to upgrade/repair simulations.

Dispatcher actions during simulations have strong impact on logistics unit success since dispatchers will be able to make a more efficient use of resources and better focus on utilisation of core equipment upgrade/repair competencies. Without big changes in logistics processes, translation of special abilities, user requirements and behaviour into equipment support/service may constrain the realisation of great value for such big institution as DoD.

Dispatchers address the specific needs of DoD, with flexibility and operational application as key aspects for requirements of modern innovative techniques. User requirements feature unique behavioural processes that pose a competitive advantage for installations because of their specialisation, speed and ability to adapt to changes in demand for substitute part resources required for upgrade/repair operations.

Dispatchers require systems supporting installation competition attributes compared to unstructured processes. Existing standard applications are usually not flexible enough to cope with this requirement. If systems are not customisable enough, adaptation is very expensive, which makes such systems unsuitable for DoD divisions with limited budgets. Dispatcher behavioural status updates respect both compromised structure of existing systems and potential competitive advantages deriving from specialisation and unique processes by not destroying or rearranging existing processes but instead focusing on adaptation.

What benefits to DoD Logistics operations does Service/Support Application achieve and over

what timescale?

Dispatcher action offers many benefits to DoD equipment upgrade/repair operations effectively characterised as a way of working, a way of organising people, materials/technology; and creative process of designing certain tasks detailed by service/support applications. Essentially, service/support applications create coordination of work order tasks to achieve a specified operational outcome.

Dispatcher activities, user requirements and behaviour are put into the substitute resource part component scheduling practise to attain certain upgrade/repair goals/objectives. But what differentiates application projects from other branches of oversight is that it is totally focused on a specific problem, and once that outcome has been achieved, the project work order requirements cease & project is stopped. Contrast that with oversight of certain logistics operations, for example; those are tasks which run continuously and have no one single end point.

Dispatcher projects start at defined point of time, ends at specific point in time, and is complete when the outcome is achieved, normally definition of items in terms of specific tangible equipment part deliveries is complete. Commonly there are limited resources available - most frequently money & dispatcher time, user requirements and behavioural standards - with which and within which to deliver the desired outcome. When the outcome is delivered, something will have changed.

Dispatcher projects share one common characteristic, the projection of ideas and activities into new equipment upgrade/repair endeavours. But even while different projects might have some common features, each project is unique, with a specific one-off set of activities. The principal identifying property of a project is its novelty. It is a step into the unknown, and is often characterised risk and uncertainty, especially relating to sourcing ticket schedules. No two projects are ever exactly alike: even a repeated project will differ from earlier versions in one or more DoD market-driven, administrative or physical aspects.

Has the "size of the DoD market" been assessed by Service/Support Application Designers and what evidence has been given?

Dispatcher Estimation of DoD market size is the first step in determining if equipment upgrade/repair simulation utilisation of newly designed service/support application is going to generate successful outcome. Dispatcher plans to launch new application products in an existing DoD market or expand into a new DoD market needs to know the potential market size to determine the minimum it must invest in user requirements processes & determine appropriate behavioural profiles in order to gain consensus between competing installations. Realistic estimates lead to more dependable projections for substitute parts sourcing ticket scheduling and better strategic planning.

Dispatcher assessments of DoD market are an excellent start to designing equipment

upgrade/repair programmes, but it is not indestructible recipe that, when followed, provides all the information needed to develop the user-based DoD market to achieve sourcing ticket schedule success in determination of information-based user requirements. Dispatcher behavioural profiles and programme design process do not win the whole game since there still exists considerable need for creativity, intuition and determination to succeed, just as in logistics sectors that do not involve DoD markets.

Dispatcher limitations in DoD market assessments includes providing picture of the current and past markets and some indications of trends in the market, but does not show what will happen in the future. Therefore, information from DoD market assessments must be combined with an eye to the future to determine the best ways to expand utilisation of Service/Support Applications for achieving equipment upgrade/repair success.

Dispatcher requirements for DoD market vision is particularly true for new and very innovative services that do not resemble anything currently being used by DoD. It is difficult for DoD users to provide an opinion of these types of services because they can't envision how the services will help them without well-defined user requirements and through description of the behavioural aspects needed for proper deployment of the application.

Dispatcher assessment of supply line connection status often requires different logistics models than currently exists. Very innovative equipment upgrade/repair simulations are required to create new service/support applications so a picture of current supply may not provide accurate information. Installation demand research for requirements of future operations at installations can be particularly unreliable in enabling dispatchers to predict the future demand for innovative services. In fact, conventional assessment techniques designed to value potential of upgrade/repair programmes might lead DoD users away from smart system utilisation because they appear less promising than adaptations of current products.

Are Service/Support Application Goals for meeting Logistics Requirements of DoD markets realistic?

Dispatchers must apply the ability for applications to uncover smart techniques for equipment upgrade/repair success by utilisation of substitute resource component sourcing ticket scheduling. Being able to spot projects with potential early and meeting schedule "windows of opportunity", enables service/support application success as technology advances increase and change at such rapid pace. By seeing future trends and new opportunities created, DoD markets can be captured & incremental progress realised. Incorporation of user requirement concepts and overall behaviour goals for expanding the utility of the application must become of great interest to DoD decision makers.

Dispatchers must estimate what good equipment upgrade/repair outcomes are projected from parts component sourcing ticket scheduling. When projecting opportunities for DoD markets, look at what scope can be realistically assessed. Using this figure as a benchmark, factor in what

infrastructure dispatchers require and DoD project market share from the bottom up. Then, factor in some assumptions on how many DoD users can be reached, how many user requirements and behavioural techniques will come from those contacts and how much upgrade/repair mission success can be generated by deploying the application. This provides good base from which to work in terms of capturing opportunity.

Dispatcher determination of service/support application requirements may cause some decision makers in DoD to question if upgrade/repair simulations "pass" all elements currently be considered as viable in order for dispatcher utilisation of application to be successful? No, absolutely not. In fact, most applications will not "pass" all the elements of current DoD market requirements for viability. Most DoD users would probably agree that there is no one magic formula or test that can guarantee a successful application. The point of the process is to know and document the most crucial aspects of DoD markets and to highlight identification potential so challenges can be identified. Obviously, DoD decision makers want to make sure that the application venture passes most of the criteria, but it is not guaranteed that it will fail if it doesn't.

Dispatchers have considered whether or not to project the application as a larger organisation or if looking like a smaller and more DoD user-based orientation is of greater value. Actually, the best answer is to simply tell the truth about the organisation. Let your operations/plans dictate how large in scope the application is rather than worrying about how large or small you look to DoD users.

Dispatchers must, at the end of the day, provide incredible value and high levels of service/support to equipment upgrade/repair simulations such that the size of the operation ultimately becomes irrelevant. For those of you listening to this answer and thinking, "but won't the small size affect the ability to win larger DoD market share?"; here is your answer: If you are looking to win Super Bowl type results where your size becomes an issue, it probably is one.

Dispatcher practise must not be to chase after equipment upgrade/repair projects that are larger than you have infrastructure to adequately support. One of the worst things application designers can do is to aim too high and not have the ability to support operations. If an opportunity is larger than the infrastructure to handle it independently, then it may be a good idea to bring in some amount of outside help. No matter what, never lie to DoD users about your capabilities. There is an classic expression: "Always tell the truth, it is easier to remember…"