

Navy Maintenance & Logistics Information Services Problems

Contract Award Solicitation Number: N00024-14-R-4110

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[100 comments in progress]

1. Navy Work order Interface creation must track, determine final costs of installation ALT required for maintenance/modernisation process & updates; mandated tool not being deployed. Initial Phase Ship Change [SC] cost projection increases not accurately identified; must display validation & approval. To save money, Navy AT&L currently funding ALT ship checks for ship class, not individual ship.

Dispatcher Comment:

2. Maintenance/Modernisation Biz Plan [MMBP] funds are released on different schedules. Funding at all locations should be

assessed. Spending money at premium cost is accepted practice. MMBP built on controls received—process should be other way around.

Dispatcher comment:

3. Ship Installation Drawing [SID] funding must be based on fielding plan & Ship checks must occur on time, schedule for adherence to operational Milestones. Use technology to document, standardise drawing lesson feedback. No two installs are the same. Installs often do not match drawings.

Dispatcher comment:

4. Changes to ship design are planned to be executed & cancelled at the last minute to prevent excessive cost of adding equipment off-load occurred during ship-owned Availability Report [AVAIL] causing days of lost work. Multi-Ship Multi-Option [MSMO] accepting work into AVAILS w/o regard to impact. Work can only be moved to new AVAIL with re-evaluation of cost drivers. Funding for AVAIL extension resulting from late Ship Change [SC] must be provided by work order.

Dispatcher comment:

5. Alteration Installation Team [AIT] must be funded on time to complete ship checks and Pre-Installation Check-Out [PICO] to support installation processes. AIT support requirements not known by primary KTR—includes jobs that never get into package

Dispatcher comment:

6. Must develop & implement simple process that allows for one-time pass of Maintenance/Modernisation Biz Plan [MMBP]. Need to sort out future of MMBPs vs. Baseline Availability Work Package [BAWP] budgeting & funding. Must use functional combination of requirements for maintenance schedule to meet operational readiness

Dispatcher comment:

7. Milestones occur during scheduled deployments. Maintenance teams not able to accommodate milestones occurring during ship deployment w/ regard to pre-planning, inspection events result in work item growth. The flow of money is major determinant of meeting milestones

Dispatcher comment:

8. Maintenance/Modernisation Biz Plan [MMBP] often disregarded once submitted. Ships receive same amount of control, funding by class no matter what Regional Maintenance Centre [RMC] decides since Naval Supervisory Authority [NSA] oversight of AITs not funded & authorised

Dispatcher comment:

9. Maintenance/Modernisation Biz Plan [MMBP] does not balance sustainment goals by providing planning/estimation of C2 [non-EM funded] Asset Casualty Report [CASREP] for FY

Dispatcher comment:

10. Premise of initial SHIPMAIN implementation was process to be supported by continuous, steady-state funding. Must enforce this premise & provide advanced funding to allow for efficient expenditure

Dispatcher comment:

11. Milestones Innovative Readiness Training [IRT] LLT are missed b/c In-service Engineering Agent [ISEA] will not release Long

Lead Time Material [LLTM] funds for next FY w/ current year money

Dispatcher comment:

12. Incremental cash flow causes work orders to be taken out to define on time include growth-- does not promote efficient maintenance/modernisation process execution. Money provided after define not expended effectively

Dispatcher comment:

13. Multi-Ship Multi-Option [MSMO] contract not written to efficiently & expeditiously support SHIPMAIN policy. Must introduce rigor in process compliance.

Dispatcher comment:

14. Pre-availability Technical Assist [PATA] was completed inside 100% lockdown creating cost growth in CNO avail

Dispatcher comment:

15. MMBA submitted for a [Docking Selective Restricted Availability] DSRA, then resubmit for a SRA & resubmit again for large scope

Dispatcher comment:

16. Sea Trials not matched up to Joint Fleet Maintenance Manual [JFMM]. Different certification requirements at multiple locations for Inspection & Survey [INSURV]

Dispatcher comment:

17. Must establish communication link between systems modernisation [NAVSEA], operations [TYCOM] & Commander, Navy Regional Maintenance Centres [CNRMC] to implement clear, achievable & affordable expectations for operational COs. Funds not being distributed to TYCOM early in FY.

Dispatcher comment:

18. Waterfront Operations [WFO] used for validation of ship expended budgets

Dispatcher comment:

19. Ship checks need to be funded & completed on assigned ship, not particular class. Define requirements at requested level based on pre-planning efforts to ensure good ship info baseline layouts

Dispatcher comment:

20. Must instill discipline in ALT/MOD process b/c planning is occurring w/o installation funding. Lack of ship check can result in new work or cause ALT to fall out of package

Dispatcher comment:

21. TEMPALT removals not being funded. Funding exists for installation, but not removal.

Dispatcher comment:

22. Open Maintenance Items/Type Availability [TA-4] buy down funds would be better obligated to specific ships

Dispatcher comment:

23. Regional Maintenance Center [RMC] policy means that EM funds are being withheld until all Corrective Maintenance [CM] controls are spent.

Dispatcher comment:

24. Ship Change Document [SCD] planning & implementation does not meet cash flow milestones. Unrealistic cost estimates leads to cost growth

Dispatcher comment:

25. Maintenance Management Division [C400] resource & funding implementation must be fast-tracked

Dispatcher comment:

26. TYCOM goals & expectation for Sea Trials & Inspections are not uniform at multiple locations

Dispatcher comment:

27. Inspection & assessment results at different locations can influence speed of repairs, provision of equipment, integrated logistics

Dispatcher comment:

28. Must document PATA occurrence during AVAIL. Close-out timeliness must be included in contract award.

Dispatcher comment:

29. Must document when Tailored Ships Training Availability [TSTA] occurs relative to Inspection Survey Assessment [INSURV]

Dispatcher comment:

Dispatcher comment:

30. Continuous Maintenance Availability [CMAV] budget can be exceeded when milestones are missed

Dispatcher comment:

31. Must have direct line from TYCOM to Port Engineer [PE] for up-front funding.

Dispatcher comment:

32. Alteration Installation Team [AIT] contract funded by ISEA, not TYCOM. Late identification of AIT support requirements becomes new work in AVAIL

Dispatcher comment:

33. ALT installations results in increased Liaison Action Record [LARs], validates requirement for individual ship equipment checks to meet IEW milestones i.e., hook, foundation, cable removal

Dispatcher comment:

34. Must mandate PY/MSMO ship checks to avoid RCCs & additional costs

Dispatcher comment:

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---TOOLS---

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[dispatcher comments in progress]

1) SPIDER is cumbersome, uses IMO system

Dispatcher comment:

2) NDE contains all ALT material status, NDE configuration control is not always up to date

Dispatcher comment:

3) Disconnect between LOA and ALT approval status in NDE

Dispatcher comment:

4) RMMCO database was fed from AMPS but lost funding

Dispatcher comment:

5) SCDs scheduled for installation after already installed

Dispatcher comment:

6) NMD MOD module has not been funded or updated

Dispatcher comment:

7) NTCSS-A unreliable, comments on no support due to lack of ILS work

Dispatcher comment:

8) MSC not regularly used

Dispatcher comment:

9) RMC reporting requirements need to be in writing, incorporated into JFMM

Dispatcher comment:

10) Reported stoplight checks not standard across all RMCs, template from NMD, not JFMM

Dispatcher comment:

11) Initial AIT sampling shows voting not IAW One Book

Dispatcher comment:

12) Common misinterpretation of C3 CASREPS being repaired in "next" availability

Dispatcher comment:

13) NMD requires major overhaul to better support MOD processes, not user-friendly providing checklists & closeout

Dispatcher comment:

14) Problems with NTCSS connectivity on deployment. Couldn't screen jobs. Did best to prioritise

Dispatcher comment:

15) Planning floor & PE don't have access to ATIS

Dispatcher comment:

16) NMD gives one set of milestones for CNO AVAILS and another set for CMVAs. No milestones for WOOs

Dispatcher comment:

- 17) Disconnect between LOA and what is in NDE. LOA does not match what is in NDE

Dispatcher comment:

- 18) Disconnect between AMPS and NDE

Dispatcher comment:

- 19) Planning indicated use of following systems: TDMIS, BIWSSIC, NESDR, Assist quick search, Haystack. S/F stated familiarity with JFMM use but not user-friendly for deck use

Dispatcher comment:

- 20) NMP-MoM difficult to navigate

Dispatcher comment:

- 21) AFOM not necessary; no value added

Dispatcher comment:

22) Multiple IT process tools, redundant & overlapping SYSCOM processes

Dispatcher comment:

23) Ship Program Manager [SPM] Technical assessment team process issues:

- Inconsistent implementation across TYCOMS
- Fleet commanders should exercise baseline control
- tech warrant holders responsible for sustainment
- redundant & unnecessary SC votes

Dispatcher comment:

24) Need complete visibility of ALT voting & status. SCDs need to be on website for viewing status at any time

Dispatcher comment:

25)NMP process not required for programmes of record,
IT/equipment/field changes

Dispatcher comment:

26)Backlog visibility for SCD voting must be fixed

Dispatcher comment:

27)Eliminate unnecessary work/value added for CBAs, TATs, AFOM

Dispatcher comment:

28)AFOM too mechanical, not very useful

Dispatcher comment:

29) Integrate applicable JFMM & CSIMP process into NMP process to save money

Dispatcher comment:

30) CBA adds not value, but causes useless man hour labour costs to process—becomes significant cost driver. AFOM not used in NMP or C4I process

Dispatcher comment:

31) NMP-MOD process generally works well for SCDs. ST1 & ST2 processes should be used to support fast-track IT

Dispatcher comment:

32) CBA & AFOM are of little use & TAT does not use information as part of tech operations

Dispatcher comment:

33)MOAs not being completed with all AITs, recommend removal

Dispatcher comment:

34)ICMP replication of jobs already on CSMP, evaluate writing guidance into JFMM, TSRA ICMP

Dispatcher comment:

35)IT upgrades not being considered as ALTS, installation causes configuration control issues

Dispatcher comment:

36)CSAs & AFOM of little use, not being used by SPM

Dispatcher comment:

37)Shipsups can only "read", but not manipulate AIM

Dispatcher comment:

38) TAVR delivery must be expedited. Feedback & communication mechanism needs improvement

Dispatcher comment:

39) RMS needs capability & limitations notice

Dispatcher comment:

40) Reconciliation between Ship file & Shore file for scrub of CSMP. Requirement needs more attention

Dispatcher comment:

41) AIMs system interface needed. All may be using AIM, but no one port uses "same" AIM system

Dispatcher comment:

42) NDE has no direct link with both NMD, PHNSY CMIT.
Information manually transferred

Dispatcher comment:

43)MSMO having to manually input information from NDE/LOA into
NMD. No direct interface

Dispatcher comment:

44) Include & discuss/screen ICMP push task at PB4M

Dispatcher comment:

45)Review NMP-MOM for PM duties & responsibilities

Dispatcher comment:

46)Use JEDMICS make available to PEs & PMs to look up SIDs

Dispatcher comment:

47)WOO guidelines not tracked, need to be specified in JFMM so guidelines are entered into NMD

Dispatcher comment:

48)SPIDER does not feed into NDE like it should; still manual transfers

Dispatcher comment:

49)Cost projections for SCs not reliable. SC costs not being initially identified in NDE. Costs are not scrubbed- ineffective SCs not eliminated from system. Need to include Phase 4 closeout into NDE

Dispatcher comment:

50)NMP-MOM should be eliminated & incorporated into JFMM. Families of SCs should be documented in NDE

Dispatcher comment:

51) WPER is only addressed in CMAV chapter, not in CO chapter of JFMM

Dispatcher comment:

52) JFMM rewrite should consolidate maintenance team, RCM, NSA responsibilities where applicable

Dispatcher comment:

53) All PEs/PMs need access to NDE & NESDR

Dispatcher comment:

54) RMMCO check-in sheet should reference required documents to standardise process across RCMs

Dispatcher comment:

55) Designate FMBOD gatekeeper for IT systems

Dispatcher comment:

56) AIM can perform functions of TASS INFO. TASS INFO developed by NSSA- did not want AIM

Dispatcher comment:

57) NTIRA more user-friendly than NDE

Dispatcher comment:

58) No formal NDE electronic closeout procedure once Phase 4 s reached

Dispatcher comment:

59) NDE does not give percentage in "partially complete" category. Need to reach ships & ALT install process

Dispatcher comment:

60) No NDE ability to update actual ALTs completed with actual cost

Dispatcher comment:

61) Not allowing an OSIC to be KTR is prohibitive

Dispatcher comment:

62) Simple MACHALTS should be simple to approve, implement, complete, close & process specified

Dispatcher comment:

63) Restore AIT MGR input capability for ILS information in CDMA after ALT completed to ensure all ILS information entered after install complete

Dispatcher comment:

64) MACHALTS fielding plan should allow for flexibility of install based on need & ship availability

Dispatcher comment:

65) AERs are occurring in violation of the process due to the approval process being one size fits all

Dispatcher comment:

66) CBA reverse engineered. Metrics support ALT. Must know how to write CBA to support ALT approval process

Dispatcher comment:

67) No feedback once SCD is submitted to see how much it actually costs vs. CBA estimated cost in NDE

Dispatcher comment:

68) NAVSESS has own information system due to holes in NDE

Dispatcher comment:

69) TEMPALT tracking in NDE requires improvement to automatically flag & identify delinquent removal status

Dispatcher comment:

70) JFMM not utilised in SC execution. Must eliminate all MOD from JFMM. Only MOD manual is NMPMOM.

Dispatcher comment:

71) No TSAR standardisation. No CNSL POC as required.

Dispatcher comment:

72) TDOs asked for one modernisation document. Don't want same guidance in JFMM & NMP-MOM

Dispatcher comment:

73) TDOs need standardised process, training & vision defined by CNSL

Dispatcher comment:

74) Must streamline JFMM by type platform

Dispatcher comment:

75) NDE Phase 4 Issues cannot identify if an install is done or not

Dispatcher comment:

76)LOA in NDE are not always in agreement. NDE may not show correct status of install

Dispatcher comment:

77)NMD does not support ability to conduct easy review of bid spec

Dispatcher comment:

AFOM- Alteration Figure of Merit
AIM- Automated Industrial Management
AIT- Alteration Installation Team
AMCA- Automated Machinery Condition Analysis
AWN- Automated Work Notification
CBA- Cost Benefit Analysis
CEIRP- Continuous Estimating Incremental Planning Review Process
CMAV- Continuous Maintenance Availability
CNO- Chief of Naval Operations
CNRMC- Commander, Navy Regional Maintenance Centers
CNSF- Commander, Naval Surface Forces
CNSL- Commander, Naval Surface Force Atlantic
CNSP- Commander, Naval Surface Force Pacific
CoP- Community of Practice
CPF- Commander, Pacific Fleet
CPI- Continuous Process Improvement
DMAIC- Define, Measure, Analyze, Improve, Control
DMAT- Deck Maintenance Assist Team
DONCIO- Department of the Navy Chief Information Officer
EC- Engineering Change
ESC- Executive Steering Committee
FC- Field Change
FMP- Fleet Modernization Program
FRP- Fleet Review Panel
HMP- Hull Modernization Plan
HVAC- Heating, Ventilation, and Air Conditioning
ICMP- Integrated Class Maintenance Plan
IGE- Independent Government Estimate

ILO- Integrated Logistics Overhaul
ILR- Integrated Logistics Repair
ILS- Integrated Logistic Support
ILSWG- Integrated Logistics Support Working Group
IMA- Intermediate Maintenance Activity
IPTD- Integrated Project Team Development
ISIC- Immediate Superior In Command
JFMM- Joint Fleet Maintenance Manual
KSN- Knowledge Sharing Network
LLC- Lesson Learned Conference (Former Hot Wash)
LMA- Lead Maintenance Activity
LOA- Letter of Authorization
LTD- Logistics Technical Documentation
MCA- Machinery Condition Analysis
MCIT- Maintenance Continuous Improvement Team
MESC- Milestone Executive Steering Committee
MFOM- Maintenance Figure of Merit
MMBP- Maintenance Modernization Business Plan
MMPR- Maintenance and Modernization Performance Review
MSC- Master Spec Catalog
MSMO- Multi-Ship Multi-Option
MT- Maintenance Team
NDE- Navy Data Environment
NMD- Navy Maintenance Database
NMP- Navy Modernization Process
NMP-MOM- Navy Modernization Process- Management and Operations Manual
NMPT- Navy Modernization Process Team
NSA- Naval Supervisory Authority
NTCSS-A- Navy Tactical Command Support System
OMMS-NG- Organizational Maintenance Management System - Next Generation

OSIC- On-Site Installation Coordinator
PACFLT- Pacific Fleet
PARM- Participating Acquisition Resource Manager
PB4M- Planning Board For Maintenance
PE- Port Engineer
PM- Project Manager
PMT- Performance Monitoring Team
PNA- Planned Not Authorized
PY- Planning Yard
QA- Quality Assurance
QISMS- Quarterly Installation Scheduling Messages
RCC- Request for Contract Change
RIE- Rapid Improvement Event
RMC- Regional Maintenance Center
RMMCO- Regional Maintenance and Modernization Coordination Office
SBS- Ship Building Specialist
SC- Ship Change
SCD- Ship Change Document
SEMCIP- Shipboard Electromagnetic Compatibility Improvement Program
SHIPSUP- Ship Superintendent
SID- Ship Installation Drawing
SIWG- Ship Integration Working Group
SMRT- SHIPMAIN Review Team
SPM- Ship's Program Manager
SRD- Selected Record Drawing
SSR- Ship Selected Record
SSRI- Surface Ship Readiness Initiatives
ST- Sustainment Type
ST1- Surface Team One
SUPPO- Supply Officer
SURFMEPP- Surface Maintenance Engineering Planning Program

TAR- Technical Analysis Report
TASS Info- Tech Assist Support System
TAT- Technical Assessment Team
TDO- Type Desk Officer
TSRA- Total Ship Readiness Assessment
TYCOM- Type Commander
USFF- United States Fleet Forces
VMAT- Valve Maintenance Assist Team
WFD- Work Force Development
WOO- Window Of Opportunity
WPER- Work Planning Execution Review

