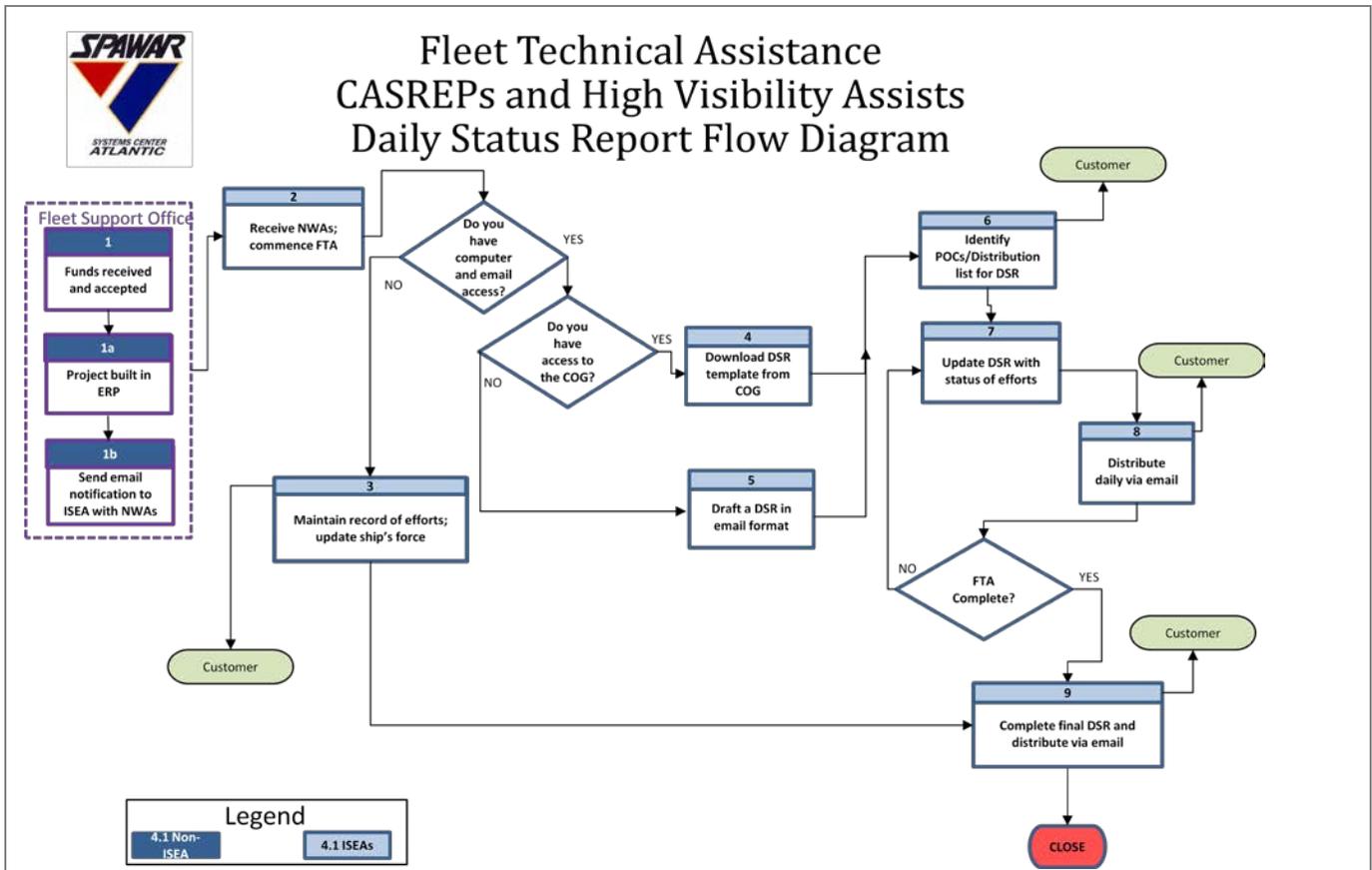


Process Owner: SSC LANT Code 41000 (Fleet and Customer Support)	
Objective: To provide a common process for reporting daily status of Fleet Technical Assistance (FTA) efforts by SSC LANT ISEAs.	
Scope: Explain the proper method for documenting on-site Fleet Technical Assistance efforts addressing CASREPs and other high visibility tasking by ISEA representatives using a Daily Status Report (DSR) template. Describe the requirements for distribution of the Daily Status Report.	
Entry Criteria: <ul style="list-style-type: none"> • ISEA receives notification of availability of funds for on-site Fleet Technical Assistance from Fleet Support Office/FSS IPT. 	Exit Criteria: <ul style="list-style-type: none"> • Problem has been resolved or cancelled • Funded task has been executed
Inputs: <ul style="list-style-type: none"> • Troubleshooting, corrective or maintenance actions, assessment efforts during the course of a Fleet Technical Assist. 	Outputs: <ul style="list-style-type: none"> • Daily Status Report completed • Daily Status Report distributed
Governing Policy	
Assumptions: <ul style="list-style-type: none"> • FSO has received and accepted funds and has generated associated Network Activity numbers (NWAs) in Navy Enterprise Resource Planning tool (ERP). • ISEA has received notification from FSO that funds/NWAs are available for on-site Fleet Technical Assistance. • ISEA has exhausted Distance Support efforts IAW JFMM. • ISEA is providing technical assistance. • ISEA representative has access to computer resources to document efforts. • ISEA representative has email access at on-site location to distribute Daily Status Reports. 	Business Rules: <ul style="list-style-type: none"> • SSC LANT FSO will provide notification of availability of funds to ISEA. • ISEAs will document efforts on a daily basis at start of FTA to completion. • ISEAs must notify FSO if a Daily Status Report cannot be submitted. • In the event a DSR cannot be submitted at any point during the FTA, the ISEA representative will update ship's force and will ensure all efforts are documented and submitted as soon as possible.



Roles: The roles below are typically associated with this process.

Site/RMC/TYCOM/DoD and Other Customers: Makes a request (e.g., trouble ticket, CASREP, email, phone call) for corrective action/request for assistance, receives feedback, and participates in solving problems either by Distance Support with the ISEA or supporting ISEA on-site support.

SSC LANT Fleet Support Office: Serves as the entry point for all customer requests for corrective action, evaluates customer requests to determine the response needed, obtains any funding needed by the ISEA to respond to the request, and monitors and reports on the status of the action until completion.

SSC LANT Lead ISEA: Receives request for assistance and develops funding estimates for Distance Support and on-site support, receives notices from FSO when funds and NWAs are available and assigns ISEA personnel to respond by Distance Support and/or on-site support. Ensures all efforts supporting Fleet Technical Assists are documented on Daily Status Reports and distributed.

SSC LANT ISEA Personnel: Perform on-site support for requestor, update REMEDY, complete and distribute Daily Status Reports.

Help Desks: Help Desks receive and forward information to ISEA personnel on any distance support efforts to ensure continuity of reporting.

Action Table:

Step	Role/CMMI	Action
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<p>1</p>	<p>FSO Service Delivery SP3.1</p>	<p>Action Statement: Funding notification to ISEA SSC LANT Fleet Support Office generates Navy Enterprise Resource Planning project for received tasking and sends email notification to the ISEA that funds are available to support Fleet Technical Assistance efforts. Notification includes Network Activity numbers and instructions for daily reporting, to include location of Daily Status Report template on SSC Atlantic COG.</p> <p>Guidance: SPAWARINSTs 4790.1A, 4792.1 and 5400.4A CH 1,SOP, SOS Vectory, Joint Fleet Maintenance Manual.</p> <p>Inputs: Navy ERP project based on tasking and funding for requested Fleet Technical Assist effort.</p> <p>Outputs: Email notification to ISEA with Network Activity numbers and reporting requirements. Daily Status Report template.</p> <p>Tools/Templates: ERP, Daily Status Report template, CnE</p>
<p>2</p>	<p>ISEA Service Delivery SP3.1</p>	<p>Action Statement: Commence Fleet Technical Assist ISEA receives notification funds are available with applicable Network Activity numbers. Notification includes link to Daily Status Report template on SSC Atlantic COG. ISEA rep commences FTA.</p> <p>Guidance SPAWARINSTs 4790.1A, 4792.1 and 5400.4A CH 1,SOS Vectory, NAVSEA 9090.310D, Joint Fleet Maintenance Manual (JFFM)</p> <p>Inputs: NWAs, link to DSR on COG, instructions for submission</p> <p>Outputs: Commence Fleet Technical Assist</p> <p>Tools/Templates: ERP, DSR template on COG</p>
<p>3</p>	<p>ISEA Service Delivery SP3.1</p>	<p>Action Statement: If computer and email access are not available, maintain a written record of technical assistance efforts and troubleshooting. Provide verbal daily reports to customer/ship's force until completion of technical assist.</p> <p>Guidance: If ship's force or the assist site is unable to provide computer access and an email account, ensure all efforts, indications and requirement are formally documented and provide a verbal report to ship's force daily until completion of assist. Document items such as number of hours of training provided, number of hours of troubleshooting, system indications, parts requirements.</p> <p>Inputs: Standing requirement and/or request to ship's force/customer for computer access, email account. Efforts of the assist to include troubleshooting, training, system indications.</p> <p>Outputs: Verbal report to customer/ship's force and a written log of ongoing efforts.</p> <p>Tools/Templates:</p>

4	<p>ISEA Personnel</p> <p>Service Delivery SP3.1</p>	<p>Action Statement: ISEA representative performing technical assist determines if COG access is available and downloads a DSR template from COG</p> <p>Obtain a copy of the DSR template from the SSC Atlantic COG</p> <p>Guidance: Either the DSR template or the DSR subject areas in email format may be used for daily reporting</p> <p>Inputs: Computer and Internet access; email account</p> <p>Outputs: DSR template</p> <p>Tools/Templates: SSC Atlantic COG, email account, computer access at site of FTA</p>
5	<p>ISEA Personnel</p> <p>Service Delivery SP 3.1</p>	<p>Action Statement: ISEA representative without access to the SSC Atlantic COG to download the DSR template will draft a DSR in email format</p> <p>Guidance: If a DSR template is not available, the DSR may be submitted in the body of a standard email and will include the following information: Command's Name Purpose for Visit Equipment nomenclature CASREP number, if applicable, and Trouble Ticket number Problem Description Initial Finding Daily—Work Accomplished, Comments and Remaining Work</p> <p>Inputs: Computer and Internet access; email account</p> <p>Outputs: A DSR in email format (no attached template).</p> <p>Tools/Templates: SSC Atlantic COG, email account, computer access at site of FTA</p>
6	<p>ISEA Personnel</p> <p>Service Delivery SP3.1</p>	<p>Action Statement: Identify POCs/Distribution list for DSR</p> <p>Identify stakeholders who require the DSR.</p> <p>Guidance: Informal phone or in-person discussion with FSO, RMC, Ship's force, Fleet Readiness Directorate, PMWs.</p> <p>Inputs: Trouble Ticket or other input</p> <p>Outputs: Distribution list documented on DSR or via email distribution list</p> <p>Tools/Templates: TAAS-INFO, Remedy, email</p>

<p>6</p>	<p>ISEA Personnel Service Delivery SP3.3</p>	<p>Action Statement: Update DSR and brief ship's force ISEA representative performing FTA will update DSR will current technical status of efforts</p> <p>Inputs: FTA efforts; troubleshooting, repair actions, testing</p> <p>Outputs: Updated DSR</p> <p>Tools/Templates: Email, technical documentation, technical publications</p>
<p>7</p>	<p>Lead ISEA Service Delivery SP3.1</p>	<p>Action Statement: Distribute DSR via email ISEA representative performing FTA will distribute DSR via email using email distribution list, template and/or formatted email message.</p> <p>Inputs: Completed DSR, distribution list</p> <p>Outputs: Submitted DSR</p> <p>Tools/Templates: DSR template, email</p>
<p>8</p>	<p>ISEA Personnel Service Delivery SP3.1</p>	<p>Action Statement: Complete Final DSR At completion of FTA, final DSR will be submitted with either 100% completion annotated or discrepancies/incomplete items clearly documented. ISEA representative will ensure there is a clear indication task is completed.</p> <p>Inputs: Previous DSR, technical efforts, troubleshooting steps, repair actions, parts required list, outstanding items.</p> <p>Outputs: Final DSR</p> <p>Tools/Templates: DSR template, technical publications, email</p>

External Interfaces:

- a. **Customers:** Fleet, RMCs, TYCOMs, DoD and Other Customers
- b. **Other Processes:** Help Desk, Estimate, Funding, Customer (RMC, TYCOM, DoD and Other Customers), Configuration Management, Supplier Management.
- c. **Process-Related Assets:**
 - 1) Reference Assets: SPAWARINSTs 4790.1A, 4792.1 and 5400.4A CH 1, QRG, SOS Vectory
 - 2) Implementation Assets: CE Tool, ISEA-specific data base management programs, system-specific documentation.
 - 3) Job Aids: Technical documentation
 - 4) Training: OJT

Process Institutionalization: An SOP will be developed to describe the FSO to ISEA procedures. Other SOPs will be developed as experience is gained in following this process.

Institutionalization areas: Personnel resources will be controlled by the Lead ISEAs under the direction of the Fleet and Customer Support competency. Lead ISEAs will make assignments on their response procedures for DS and OS support. The Fleet and Customer Support competency will hold quarterly reviews of the Technical Assistance process to ensure it is providing rapid, cost-effective solutions to corrective actions.

- a. **Verifications:** The Technical Assistance process will be verified by process auditing and feedback from the Lead ISEAs during the quarterly reviews.
- b. **Feedback:** Process feedback is to be sent to Fleet and Customer Support competency on a continuous basis.

Tailoring: Customer Requests will flow through the FSO unless a specific exemption is received. ISEAs are free to develop implementing procedures below the common process level to accomplish Technical Assistance tasking.

Measures: Statistics will be collected based on the number of FTAs and number of completed/submitted Daily Status Reports. Customer feedback will be collected to determine areas for improvement in degree of clarity and granularity of reporting.