

Distance Support Customer Relationship Management

ISEA – RMC Collaboration Tool

User Manual



September 19, 2012

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Points of Contact

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1 Overview

The Distance Support ISEA – RMC Collaboration Tool improves, simplifies, and documents collaboration efforts between the RMC and Warfare Centers. This toolset provides the Warfare Center and RMC subject matter experts with a common area to share advice, technical information or ask questions. This tool does not require a separate program or application; the two-way conversation is documented within the Distance Support Enterprise CRM Shared Data Environment (SDE) (BMC Remedy) Work History section. The Collaboration Tool allows additional collaborators to be invited into the discussion. This toolset leverages the use of emails for notification and captures the information in the DS Enterprise CRM SDE for future use.

This action directly supports the ISEA “three C goals” of Communication, Collaboration, and Carry. Communication leads to Collaboration which will Carry us forward.

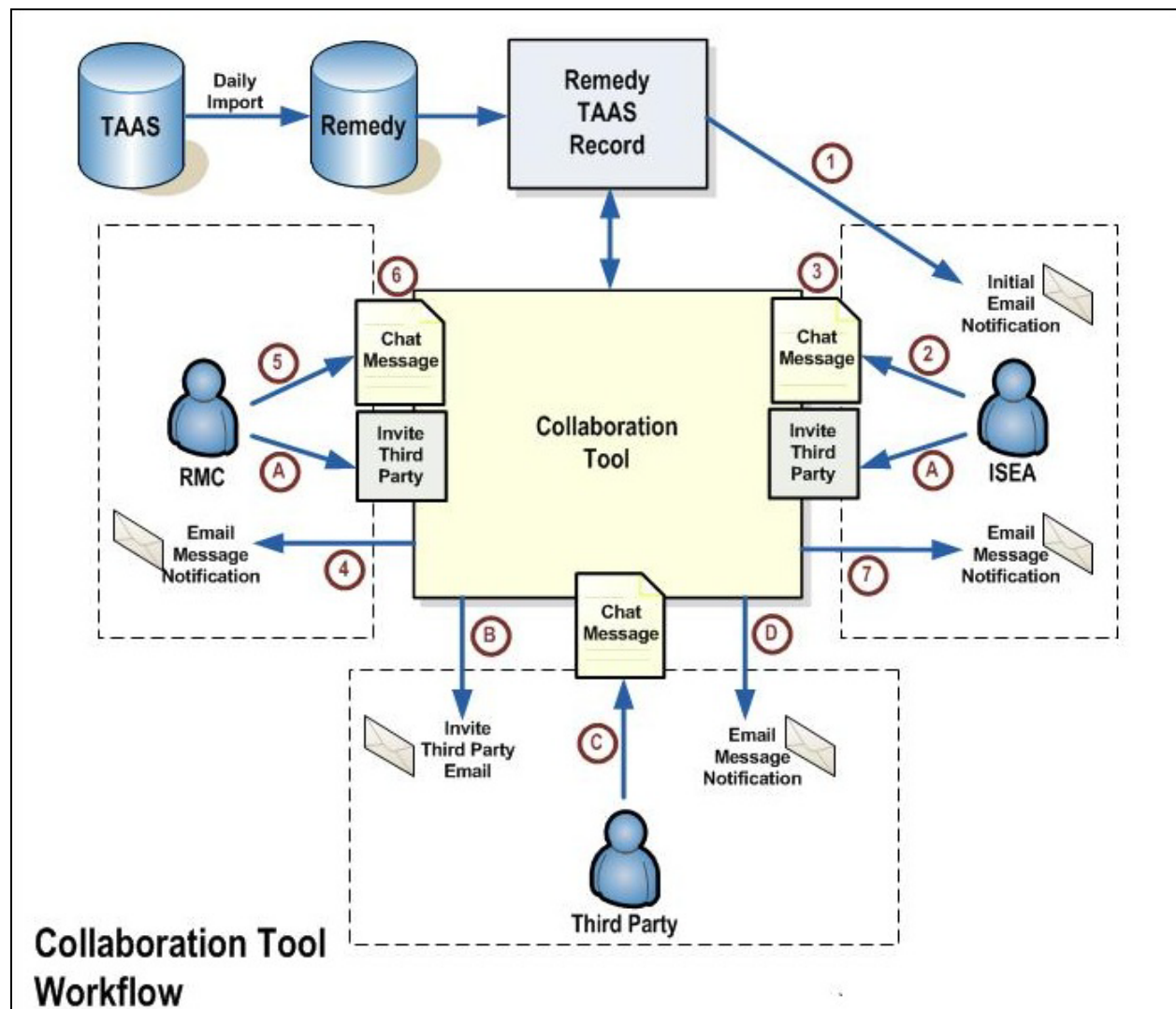


Figure 1-1 - Collaboration Tool Workflow

The basic workflow of the tool is as follows:

- (1) ISEA is notified by the Remedy System through email that the RMC is working a job for one of their systems.
- (2) The ISEA reviews job
- (3) The ISEA collaborates with the RMC by entering text into the chat box
- (4) RMC POC is notified of the collaboration through email
- (5) The RMC reviews the ISEA message
- (6) RMC continues the collaboration by entering additional chat.
- (7) The ISEA is notified of additional information from the RMC by email.

The process continues as either the RMC or ISEA enter additional information. Other parties can be invited into the collaboration as follows:

- (A) RMC or ISEA invite a third party to collaborate
- (B) Third party is notified through email of the collaboration
- (C) The third party enters collaboration chat and both the RMC and ISEA are notified of the new information.
- (D) The third party is included on all future collaboration for this job.

2 Accessing the Collaboration Tool

The Collaboration Tool is hosted by the Distance Support program in Navy Data Center, San Diego. Access will most often be through a link contained in an email related to an ongoing tech assist. It is also planned for the Service Request Module of the Navy 311 website. A DoD PKI certificate is required for usage of the Collaboration Tool.

3 Parts of the Collaboration Tool

Below is a screenshot of the tool.

Global Distance Support Center, Technical - Collaboration

Welcome Isaac Isea - In Service Engineering Agent (ISEA)

Show Me: ☐ Accessed by URL ☐ Active Collaborations ☐ Opportunities for Collaboration

Open Requests

- USS DEWEY DDG 105
 - CONDITIONING SYS. AIR (R-114 CHILLED WATER PLANT)23162EA010418

2-Kilo Details

JCN 23162EA010418

Ship Name USS DEWEY DDG 105

CASREP DTG

CASREP Serial CASREP Category

APL 33A070001 BC T40S000

Equipment Name CONDITIONING SYS. AIR (R-114 CHILLED WATER PLANT)

HSC 51422

HSC Name AIR CONDITIONING PLANT - NO. 2

Status Name IN PROGRESS

Work Status Name ONBOARD-LOCAL

Priority Code 4

When Discovered

Date Received 11 8:00:00 PM

Deferral Date 11 9:28:31 AM

Remarks

Comments ONBOARD-LOCAL

RMC SWRMC Contact

Work Group Name C-213A AIR CONDITIONING AND REFRIGERATION COMPRESSORS TECH

POC First Name ROGER POC Last Name RMC

Date	Comment
5/17/2011 12:56:00 PM	
5/2/2011 10:43:00 AM	
5/16/2011 2:28:00 PM	

Collaboration Chat

UNCLASSIFIED

Send

Invite

Collaborations

2-Kilo

Chat

Figure 3-1 - Collaboration Tool

There are three main parts to the Collaboration Tool - Chat, 2-Kilo and Collaborations.

3.1 2-Kilo

The middle area of the display contains details about the job.

2-Kilo Details

JCN23162EA010418

Ship NameUSS DEWEY DDG 105

CASREP DTG

CASREP SerialCASREP Category

APL33A070001EICT40S000

Equipment NameCONDITIONING SYS, AIR (R-114 CHILLED WATER PLANT)

HSC51422

HSC NameAIR CONDITIONING PLANT - NO. 2

Status NameIN PROGRESS

Work Status NameONBOARD-LOCAL

Priority Code4

When Discovered2/20/2011 7:00:00 PM

Date Received3/7/2011 8:15:00 AMDeadline Date4/28/2011 8:00:00 PM

Deferral Date2/20/2011 7:00:00 PMDate Updated5/17/2011 9:28:31 AM

Remarks

CommentsONBOARD-LOCAL

RMC

SWRMCContact

Work Group NameC-213A AIR CONDITIONING AND REFRIGERATION COMPRESSORS TECH

POC First NameROGERPOC Last NameRMC

Date	Comment
5/17/2011 12:56:00 PM	
5/2/2011 10:43:00 AM	
3/16/2011 2:23:00 PM	

Figure 3-2 - 2-Kilo Details

3.2 Chat

The chat box is used to type information that will be relayed to other collaborators and be documented in work history.

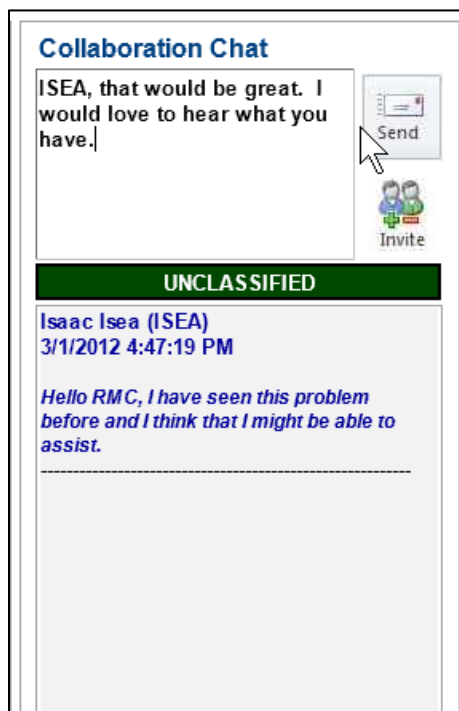


Figure 3-3 - Collaboration Chat Box

3.3 Collaborations

The Collaborations area allows users to search for collaborations. There are three ways to search for collaborations. Click the radio button to select the appropriate method.

- 1) Directly by URL
- 2) Through a list of Active Collaborations
- 3) Through a list of Collaboration Opportunities

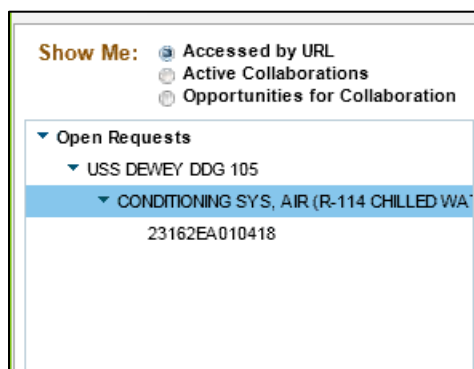


Figure 3-4 - Find Collaborations

4 ISEA actions

4.1 Email Notification to ISEA of Tech Assist

The ISEA is notified by the Distance Support program through email when the RMC is working a job for a system under their responsibility.

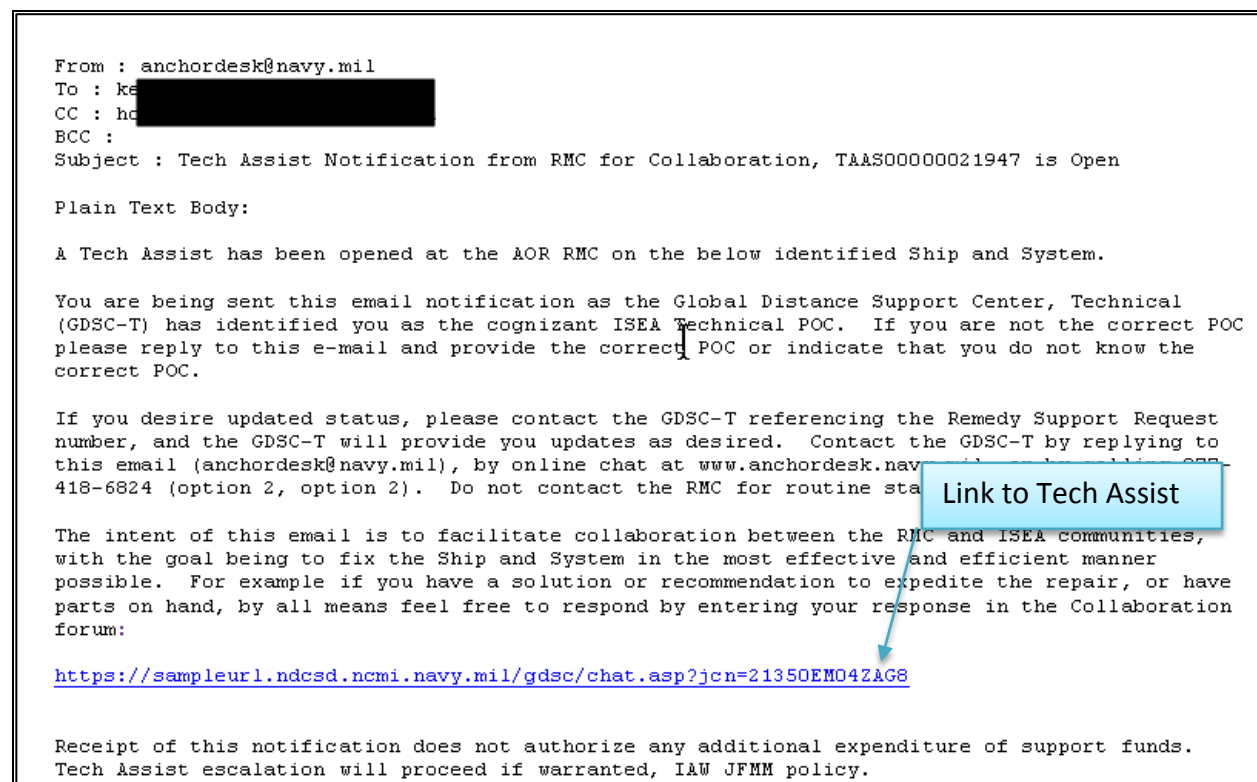


Figure 4-1 - Open Tech Assist Email Notification

The email contains a link to the Collaboration Tool and allows the ISEA to review and comment on the job.

4.2 ISEA Collaboration Chat

The Collaboration tool displays the Tech Assist.

Global Distance Support Center, Technical - Collaboration Exit & Logoff

Welcome Isaac Isea - In Service Engineering Agent (ISEA)

Show Me: ☐ Accessed by URL ☐ Active Collaborations ☐ Opportunities for Collaboration

Open Requests

- USS DEWEY DDG 105
 - CONDITIONING SYS, AIR (R-114 CHILLED WATER PLANT)
 - 23162EA010418

2-Kilo Details

JCN: 23162EA010418

Ship Name: USS DEWEY DDG 105

CASREP DTG: [Redacted]

CASREP Serial: [Redacted] CASREP Category: [Redacted]

APL: 33A070001 BC T40S000

Equipment Name: CONDITIONING SYS, AIR (R-114 CHILLED WATER PLANT)

HSC: 51422

HSC Name: AIR CONDITIONING PLANT - NO. 2

Status Name: IN PROGRESS

Work Status Name: ONBOARD-LOCAL

Priority Code: 4

When Discovered: 2/20/2011 7:00:00 PM

Date Received: 3/7/2011 8:15:00 AM Deadline Date: 4/28/2011 8:00:00 PM

Deferral Date: 2/20/2011 7:00:00 PM Date Updated: 5/17/2011 9:28:31 AM

Remarks: [Redacted]

Comments: ONBOARD-LOCAL

RMC: SWRMC [Contact](#)

Work Group Name: C-213A AIR CONDITIONING AND REFRIGERATION COMPRESSORS TECH

POC First Name: ROGER POC Last Name: RMC

Date	Comment
5/17/2011 12:56:00 PM	[Redacted]
5/2/2011 10:43:00 AM	[Redacted]
3/16/2011 2:23:00 PM	[Redacted]

Collaboration Chat

Send

Invite

UNCLASSIFIED

Figure 4-2 - Collaboration Tool

ISEA enters text into the chat window and after fully entering the information clicks Send to save the information in Work History and deliver a message to the RMC informing them of the collaboration.

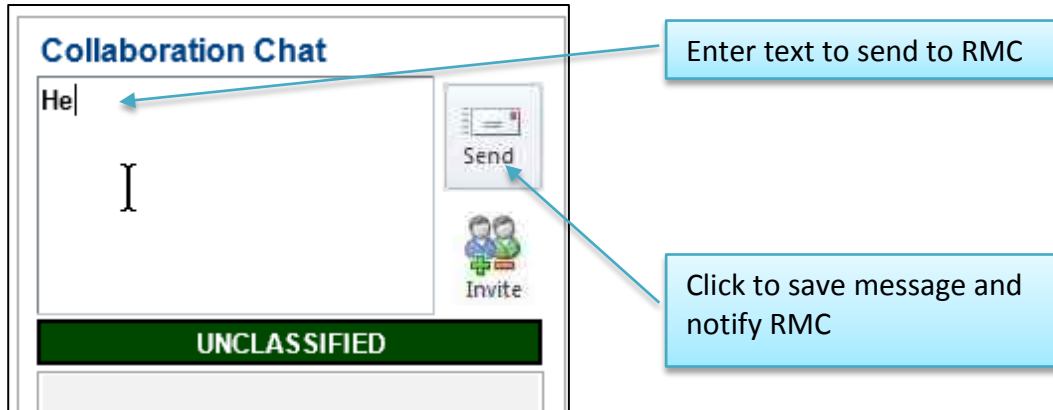


Figure 4-3 - Collaboration Chat

4.3 ISEA Notified of Additional Collaboration Chat

The ISEA is notified by the Distance Support program through email when additional collaborative chat is available for review.

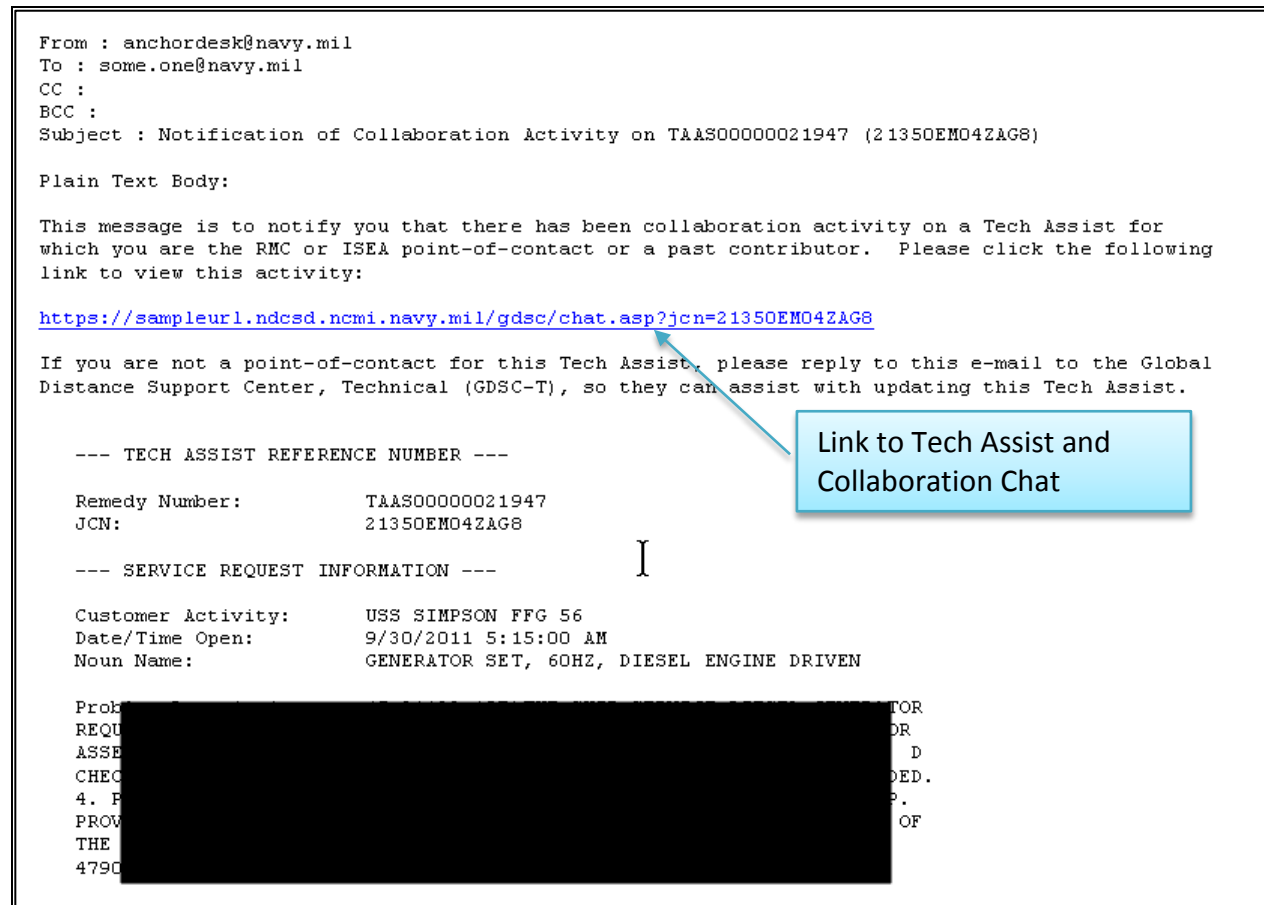


Figure 4-4 - Notification of Collaboration

5 RMC actions

5.1 Email Notification to RMC of Collaboration

The RMC is notified by the Distance Support program through email when the ISEA wants to collaborate with the RMC and has entered information about the job. This email is in the same format as the ISEA notification. See figure 3-4.

5.2 RMC Collaboration Chat

The RMC enters text into the chat window. After fully entering the information click Send to save the information in Work History and deliver a message to the ISEA informing them of the new information. See figures 3-2 and 3-3.

6 Additional Collaborators actions

6.1 Invite Additional Collaborators

Additional collaborators can be invited into the conversation.

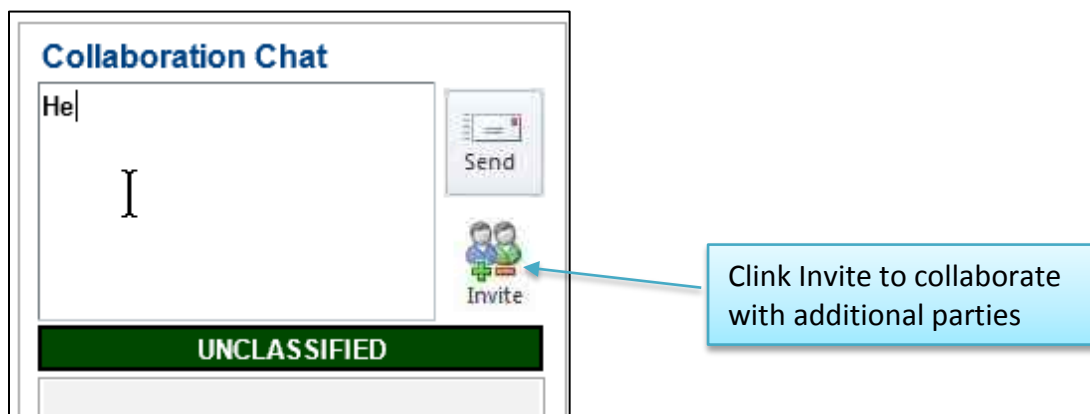


Figure 6-1 - Invite Additional Collaborators

GDSC-T Collaboration (jeff-b79wz4rose) - Windows Internet Explorer

http://jeff-b79wz4rose/arsys/forms/jeff-b79wz4rose/GDSC-T+Collaboration/Invite/?cacheid=50802255&format=html

Invite Third Party

Email Address

Display Name

Last Name

First Name

Middle

Telephone

Check

Send Cancel

Enter email address of additional collaborator

Click Check to lookup collaborator in Global Address List

Click send to invite

Figure 6-2 - RMC POC Information

6.2 Additional Party Collaboration Chat

The Third Party enters text into the chat box. Once the information is fully entered click Send to notify all other collaborators of the new information. See figure 3-4.

7 Additional Features

7.1 Security

A Common Access Card (CAC) is required to access the Collaboration Tool. Users without a CAC are required to complete DD Form 2875, System Authorization Access Request (SAAR) to obtain a user id and password.

7.2 Collaboration Captured in Work History

All chat entries are appended to the Job Control Number's (JCN) work history in the DS Remedy system. They are available on-demand for historical purposes.

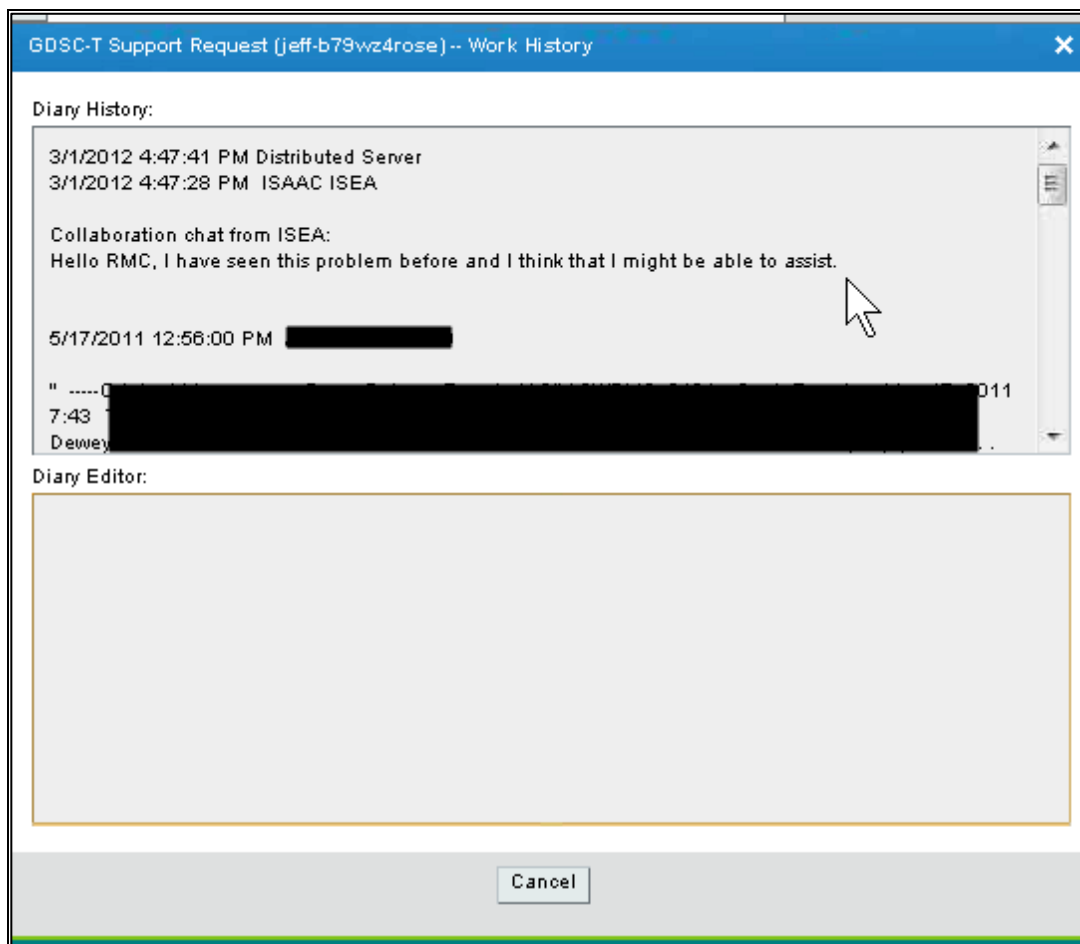


Figure 7-1 - Work History

7.3 RMC Point of Contact

Contact information for the RMC Point of Contact (POC) is available by clicking the Contact button.

Global Distance Support Center, Technical - Collaboration Exit & Logoff

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Comments ONBOARD-LOCAL

RMC SWRMC [Contact](#)

Work Group Name C-213A AIR CONDITIONING AND REFRIGERATION COMPRESSORS TECH

POC First Name ROGER POC Last Name RMC

Date	Comment
5/17/2011 12:56:00 PM	
5/2/2011 10:43:00 AM	
3/16/2011 2:23:00 PM	

Collaboration Chat

Send

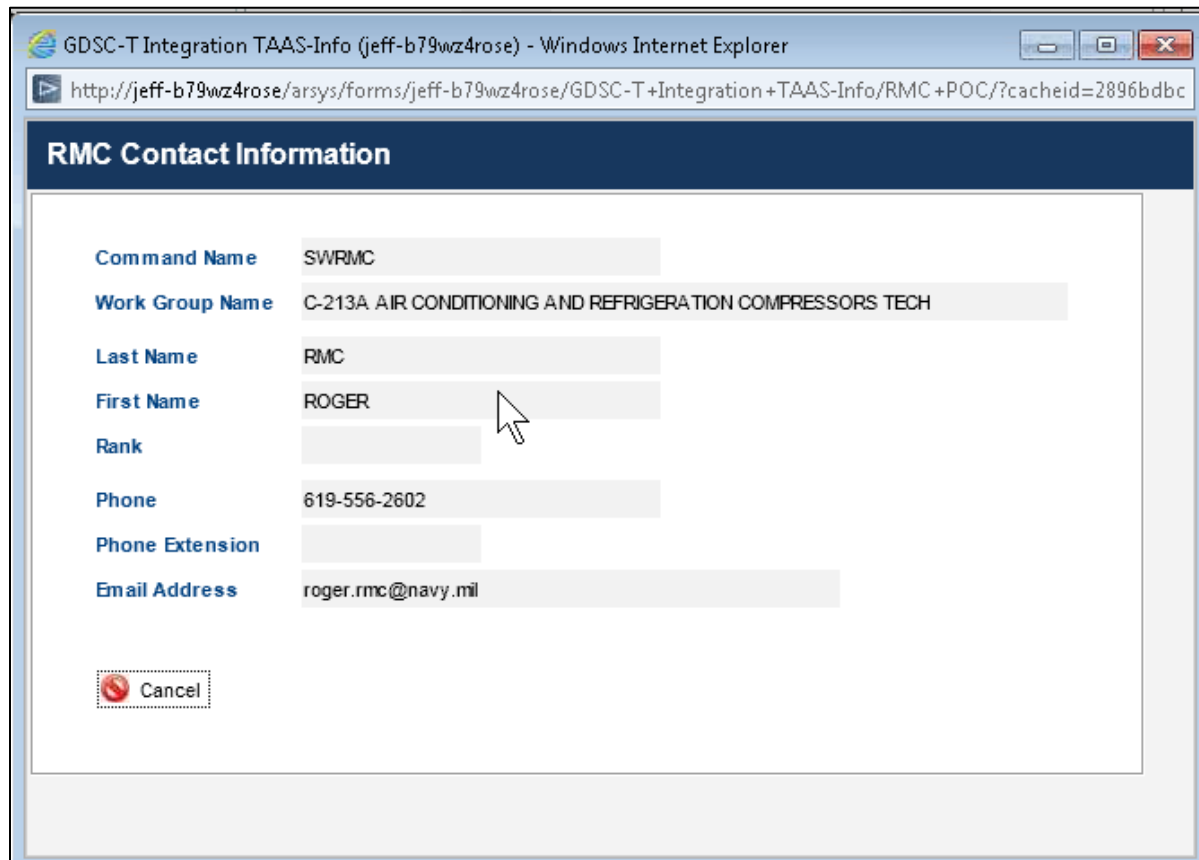
Invite

UNCLASSIFIED

Click to obtain RMC POC information

Figure 7-2 - RMC POC Button

Below is the display of RMC contact information.



The screenshot shows a web browser window titled "GDSC-T Integration TAAS-Info (jeff-b79wz4rose) - Windows Internet Explorer". The address bar displays the URL: <http://jeff-b79wz4rose/arsys/forms/jeff-b79wz4rose/GDSC-T+Integration+TAAS-Info/RMC+POC/?cacheid=2896bdbc>. The main content area is titled "RMC Contact Information" and contains a form with the following fields:

Command Name	SWRMC
Work Group Name	C-213A AIR CONDITIONING AND REFRIGERATION COMPRESSORS TECH
Last Name	RMC
First Name	ROGER
Rank	
Phone	619-556-2602
Phone Extension	
Email Address	roger.rmc@navy.mil

At the bottom left of the form, there is a "Cancel" button with a red circle and a diagonal line through it.

Figure 7-3 - RMC Contact Information