

FIELD ENGINEERING -

NOW AND THE FUTURE

WHAT IS THE PLAN?

WHAT ARE THE MEANS TO ACHIEVE?

THE PLAN -

1974 - - - - - 1979

11000 - - - - FIELD ENGINEERS - - - - 15000

\$15K - - - - F. E. COST - - - - - 24K

1972 \$1K EQUIPMENT REVENUE = 4 HOURS MAINTENANCE

1974 \$1K EQUIPMENT REVENUE = 3 HOURS MAINTENANCE

1979 \$1K EQUIPMENT REVENUE = ?

THE MEANS TO ACHIEVE -

IMPROVED FIELD ENGINEERING PRODUCTIVITY.

- INCREASE TIME BETWEEN ATTENTIONS.
- REDUCE THEN ELIMINATE UNNECESSARY ATTENTIONS.
- PROVIDE FACILITIES TO MAKE ATTENTIONS AS EFFECTIVE AS POSSIBLE.

HOW?

IMPROVED USE OF SUPPORT TECHNOLOGY.

SPECIFIC PROBLEM AREAS TO ATTACK:

- INTERMITTENT FAILURES
- PRODUCT COMPLEXITY
- MAINTENANCE INTERFACE
- LOGISTICAL SUPPORT DEMANDS

RECENT DEVELOPMENTS -

- CORPORATE RECOGNITION OF NEED FOR IMPROVEMENT.
- SUPPORT TECHNOLOGY MEETING DECEMBER 1974
WORLD HEADQUARTERS
- ORGANIZED APPROACH TO
 - STUDY
 - CONCEIVE
 - EVALUATE
 - COORDINATE PLANS
 - RECOMMEND FORMAL PROGRAM
- HIGH LEVEL ENTHUSIASM AND INVOLVEMENT
 - EXECUTIVE OFFICE
 - ENGINEERING
 - MANUFACTURING
 - MARKETING

SUPPORT TECHNOLOGY MEETING

WORLD HEADQUARTERS

16 DECEMBER 1974

GEORGE JOHNSON	- OBJECTIVES, COST JUSTIFICATION
CORP. FIELD ENGINEERING	- CREATE A 4/5 MAN COMMITTEE TO DEVELOP MAINTENANCE TECHNOLOGY.
RAY CHALLIS	- MAINTENANCE TECHNOLOGY PDA
CORP. PRODUCT PERFORMANCE	- IDENTIFIED NEED FOR FAULT TOLERANCE, INCIDENT RECORDING, 8:1 RATIO OF INCIDENTS TO FAILURES.
DOUG SIMMONS	- MAINTENANCE LOG IS BECOMING FOCAL POINT.
TIO	- REMOTE DIAGNOSTICS, REMOTE SUPPORT
	- NEED FOR SUPPORT HUB IN ALL SYSTEMS
	- TIO NETWORK PROPOSAL
DR. JOHNSON	- ANTICIPATE INCIPIENT FAILURES
CORPORATE ENGINEERING	
DAN MCELWEE FSSG	- SYMPTOM/TROUBLE/FIX DATA BASE
DAVE HASCHOR FSSG	- AVAILABILITY MODELING
	- MARS DATA BASE
GEORGE TUCKER UK LSSG	- TODAY'S TECHNIQUES, PNCU EXAMPLE
BOB STACKHOUSE	- ORACLE
CORP. PRODUCT PERFORMANCE	- MARGINAL TEST TAPES
	- B7700 REMOTE DUMPS & PANEL ANALYSIS, CSG/T - DRI

ESSENTIAL INPUT -

- APPLICATIONAL ANALYSIS OF NEW IDEAS.
- WHAT IS REQUIRED IN THE FIELD.
- WHAT TOOLS, CONCEPTS, ETC. ARE USEFUL.
- WHAT IS THE PAY OFF.
- THE FIELD MUST SPEAK OUT.