

# Performance Based Contracting (PBC)

## Annex N: Navy Technical Problem Management Process Model In the Context of Performance Based Contracting (PBC)

Note: This process model document should be read in conjunction with the associated process models that depict how DND conducts and execute maintenance. The focus of this document is centered on the Performance Based Contracting perspective and Electronic Information Exchange enablement.

### EIE Project

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The information being provided is to illustrate the model that exists for business processes and information exchange within the Performance Based Contracting (PBC) solution for the Department of National Defence. The information is provided to facilitate an understanding of the business architecture and the solution architecture that exist for the PBC program. The content is not intended to reflect the end state specifications for all of the PBC EIE related services.

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## 1 TECHNICAL PROBLEM MANAGEMENT PROCESS DETAILS

### 1.1 Scope

A technical problem (TP) is defined as a deficiency related to maintenance supply, training, publication and/or courseware. A TP will be required to be resolved and may involve the initiation of an Engineering Change (EC), change in publications, and/or change in process.

### 1.2 Technical Problem Raised by Canada

Canada may raise a TP in the Canada Maintenance Management System (CMMS). The TP is verified and approved following established business process workflow and will be identified as a Problem Report Notification (PR) in the CMMS. If it is determined that the TP requires analysis and/or resolution by the In Service Support (ISS) Contractor, it will be approved for escalation and sent by CMMS to the ISS Contractor via the Electronic Information Environment Electronic Data Exchange (EIE EDE) [N1.6.3.1]. If a TP is to be resolved by Canada then it will not be sent to the ISSC via the EIE EDE but may be made available through the Collaboration Environment (CE).

Reference: [TP Management - Cross Functional: TP Raised by Canada](#)

Progress tracking of the TP and its resolution are done in the ISS Contractor Technical Problem Management System (TPMS). Secure access to the ISS Contractor hosted TPMS will be granted to accredited users from Canada. The closure of the TP will be granted in TPMS and sent from TPMS to Canada outside EIE EDE.

### 1.3 Technical Problem Raised by the ISS Contractor

The ISS Contractor will raise a TP using its TPMS. It is not expected that any electronic transaction initiation will be conducted from TPMS to CMMS via EIE EDE for this function. However, it is essential that the ISS Contractor develops a mechanism to notify Canada of all relevant TPs that have been raised in the ISS Contractor's TPMS through the CE.

### 1.4 TP Resolution Review and Approval Process

Secure access to the TPMS will be granted to accredited users from Canada to monitor, review, or approve if required<sup>1</sup>, the TP and TP resolution in the ISS Contractor's TPMS.

Throughout a TP lifecycle, the TP, and consequently the TP resolution, may have to go through several phases of review and approval process by Canada. All review and approval processes will

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<sup>1</sup> Approval is required for the TP resolutions that:

- a. Affect Canada's operations
- b. Affect air/sea/army worthiness, or
- c. Have financial implications on Canada

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be done in the ISS Contractor's TPMS. The implementation of the proposed TP resolution will follow Canada's approved Change Management procedures and processes if an engineering change is required.

Reference: [Navy TP Management - Cross Functional: TP Raised by Canada](#).

## 1.5 TP Categories and Priorities

TPs can be assigned various categories and priorities. The categories and priorities will determine the necessary course of action as well as the urgency with which the TP should be addressed.

A TP will be assigned a category from:

- a. Unsatisfactory Condition Report (UCR)
- b. Technical Investigations
- c. Pre-Installation Failures

A TP will also be assigned a priority from:

- a. Routine
- b. Urgent
- c. Information

The assigned priority will determine the necessary timeframe in which the TP will be addressed, which may have impact on the ability to meet the Performance Management System Key Performance Indicators (PfMS KPIs).

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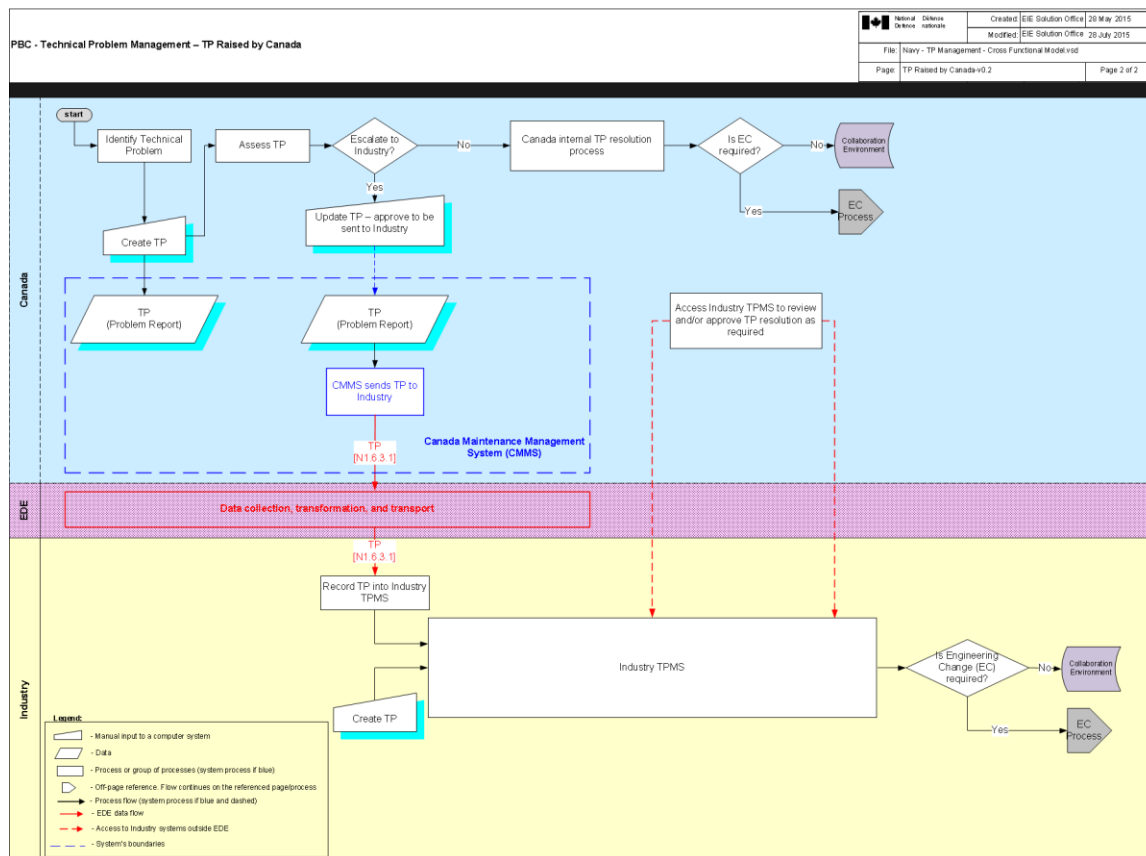
## 2 EIE TRANSACTIONS

EDE Transaction	Source	Destination
Technical Problem Management Transactions		
TP	Canada	ISS Contractor

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### 3 TECHNICAL PROBLEM MANAGEMENT CROSS-FUNCTIONAL PROCESS FLOW



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## 4 TOUCH POINT REFERENCE TABLE

Reference numbers below are used for touch points in the Functional Decomposition, Business Process Catalogue and Business Use Case documents.

Reference #	ISS Contractor / Canada Touch Point
N1.6.3.1	TP

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## 5 DOCUMENT HISTORY

Revision Number	Description	Date
1.0	Release for the Navy RFP	11 Sept 2015

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