



# Electronic Information Environment (EIE) Project

## Business Use Case (BUC) BUC 5.21 Navy Exchange Technical Problem Data

### EIE Project

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## 1. EIE Business Use Case<sup>1</sup> Overview

### 1.1 Introduction

Performance Based Contracting (PBC) is a set of guidelines to Canada Department of National Defence (DND) Major Capital Projects (MCPs) on how to model a Platform acquisition and in-service support processes. Major Capital Projects and platform In-Service Support (ISS) programs will be administered under a new performance-oriented management environment. Remuneration for performance-based contracts will be based on the satisfaction of performance requirements that are associated with the ISS Contractor's provision of the ISS goods and services. The Electronic Information Environment (EIE) will be employed to continually monitor levels of performance achieved, and to alert the appropriate levels of Canada and the ISS Contractor management when performance significantly deteriorates.

The technical problem (TP) can be reported within the areas of Program Management, Maintenance, Supply Materiel, Training, Engineering, etc. The problem associated with a platform could be:

- A defect or malfunction of materiel (e.g., faulty design or workmanship, inadequate for the intended purpose, unreliable, warranty failures, inadequate ops performance, difficult to operate or maintain)
- A deficiency in a service, policy, process or procedure (e.g., a notice of dispute, interruption or closure of a depot/warehousing/plant/training suite, change in policy, poor or out-of-date or tech manuals and publications)
- A potential or actual environmental health and safety hazard to personnel, material and environment
- A defect in software and integration.

DND will coordinate the provision of DND support when required, and provide guidance or approvals as required. DND will also work with the ISS Contractor to resolve accountability related disagreements.

The PBC requires that the ISS Contractor provide a system in support of the technical problem management process. Both, DND and the ISS Contractor could raise a technical problem. In order for Canada and an ISS Contractor to fulfill their obligations under PBC specific datasets must be exchanged between Canada and the ISS Contractor.

### 1.2 Purpose

DND TP management activities related to PBC are initiated in the Canada Maintenance Management System (CMMS). Exchange of TP related data involves new exchange business processes between CMMS and the ISS Contractor data consumers which complement already documented TP management business processes.

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<sup>1</sup> "Business Use Case: A business process, representing a specific workflow in the business; an interaction that a stakeholder has with the business that achieves a business goal. It may involve both manual and automated processes and may take place over an extended period of time." - <http://www.ibm.com/developerworks/rational/library/apr07/english/>.

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This Business Use Case (BUC) describes the exchange of TP records between Canada and the ISS Contractor for a platform managed according to the PBC. This BUC does not capture the complete TP activities and events that occur in the CMMS. Only CMMS events that trigger the sending of TP relevant data to the ISS Contractor are emphasized in the presented BUC activities.

### 1.3 Intended Audience

The intended audience for this business use case includes:

- The ISS Contractor(s) who require detail of their business service-level interactions, benefits and obligations under PBC.
- DND Offices implementing PBC.
- Solution Architects who will define a Business Service Model for the business service(s) described here.
- Functional Testers who will use the business use case to define test scenarios for Integration testing.
- Designers who will perform detailed design and unit test.

### 1.4 References and Traceability

#### Business Process documents

[Ref. 1] PBC Business Process Catalogue Annex N: Navy Technical Problem Management Process Model - In the Context of Performance Based Contracting (PBC)

With respect to the referenced document this BUC addresses the following sections:

Reference	Section
[Ref. 1] PBC Business Process Catalogue: Annex N	Annex N – Navy Technical Problem Management Process Model

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## 2. BUC 5.21 Navy Exchange Technical Problem Data

### 2.1 Overview

<b>Identifier</b>	BUC 5.21
<b>Name</b>	Navy Exchange Technical Problem Data
<b>Business goal</b>	Send Technical Problem dataset to the ISS Contractor as necessary to allow the ISS Contractor to fulfill its obligations under PBC.
<b>Stakeholders</b>	Canada DND and the ISS Contractor(s)
<b>Workflow/interaction</b>	Transfer of technical problem dataset from Canada DND to the ISS Contractor as defined in technical problem management business processes. Reference [Ref. 1].
<b>Processes</b>	Information exchange is automated (system to system). The frequency of exchange is determined by Canada DND and each ISS Contractor. Some error scenarios may require manual intervention.
<b>Context</b>	Business Domain: Technical problem management Functional Areas: Manage technical problem data exchange
<b>Period of Time</b>	The full lifecycle of the subject platform.
<b>Description</b>	<p>This use case describes the transfer of technical problem information from CMMS to the ISS Contractor in the context of PBC.</p> <p>The TP raised by Canada will be verified and approved before it is sent to the ISS Contractor for resolution.</p> <p>A TP record will be sent from CMMS to the ISS Contractor on as-required basis via EIE Electronic Data Exchange (EDE).</p> <p>Canada will transfer to the specific ISS Contractor, all TPs that are designated by the business to be released to the specific ISS Contractor.</p>

### 2.2 Sub Processes and Activities Supported

Refer to EIE Business Process document, [Ref. 1] for diagrams that capture business process flow supported by this BUC.

### 2.3 Business Rules and Assumptions

1. The system shall ensure that the TP dataset for a platform is sent only to the ISS Contractor system which is properly authenticated and authorized to see TP dataset for that fleet.
2. CMMS, as the initiator of the TP data, will determine when data can be released to the ISS Contractor and will initiate data transfer to the ISS Contractor.

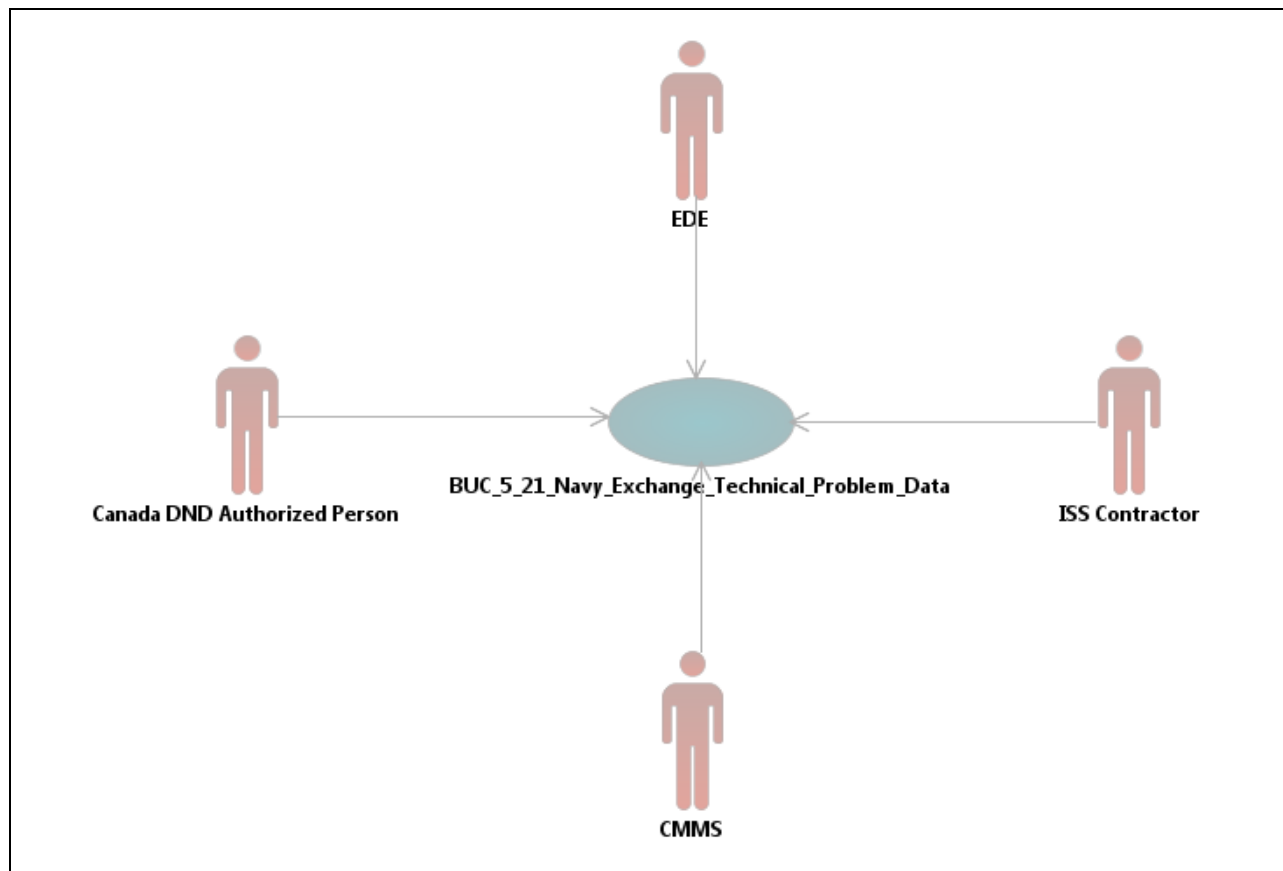
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3. Any TP which is managed in a disconnected instance of CMMS will not be released to the ISS Contractor until the disconnected CMMS instance is synchronized with the central CMMS.

## 2.4 Actors

The following actors have been identified as performing the documented business activities:

Role Name	Role Description / Responsibilities
Canada DND Authorized Person	<ul style="list-style-type: none"> <li>Decides whether to proceed with release of an approved TP in the CMMS after the TP is verified and approved following established business process workflow</li> </ul>
CMMS system	<ul style="list-style-type: none"> <li>Creates, processes and sends the TP dataset.</li> </ul>
EDE	<ul style="list-style-type: none"> <li>Transports and transforms the TP data.</li> </ul>
ISS Contractor	<ul style="list-style-type: none"> <li>Provides a system that will have the ability to: <ul style="list-style-type: none"> <li>Accept and process TP data sent from Canada DND, and</li> <li>Acknowledge acceptance of the data.</li> </ul> </li> </ul>



**Figure 2-1 BUC 5.21 Navy Exchange TP Data**

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## 2.5 Common Pre-Conditions

These apply to every scenario unless explicitly stated otherwise.

1. As per PBC, the ISS Contractor requires that the TP datasets be sent to the ISS Contractor Technical Problem Management Systems (TPMS).
2. Canada DND and the ISS Contractor have agreed upon TP dataset content and format (see [Functional Data Definition](#)).
3. Canada DND and the ISS Contractor have agreed upon TP data exchange mechanism.

## 2.6 Common Post-Condition(s)

The following applies to every scenario unless explicitly stated otherwise.

1. TP dataset has been received by the ISS Contractor and an acknowledgement has been received by Canada DND.

## 2.7 Common BUC Steps

Each scenario defined below includes the following common steps:

Common Steps	Step Description	Actor
Prepare and Send TP data	CMMS creates and sends TP records as per input parameters and record definition provided by EDE.	CMMS
Convert TP to the ISS contractor format	EDE converts data to a format that has been adopted by Canada and the ISS Contractor.	EDE
Send TP Data to the ISS Contractor	EDE sends TP dataset to the ISS Contractor TPMS, in accordance with transmission definition agreed to with the ISS Contractor.	EDE
Acknowledge receipt of TP data	The ISS Contractor system sends an acknowledgement receipt to EDE for TP records.	ISS Contractor
Forward acknowledgement to CMMS	EDE forwards the acknowledgement receipt to CMMS.	EDE
Mark TP records as sent to the ISS Contractor	CMMS updates its TP records as being sent to the ISS Contractor.	CMMS
Send data integrity validation acknowledgement	ISS Contractor System conducts data integrity validation as per established business rules as agreed between Canada and ISS Contractor. ISS Contractor system sends acknowledgement to Canada EDE.  Note: ISS Contractor will send error information if the data fails integrity validation	ISS Contractor

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Common Steps	Step Description	Actor
Receive data integrity validation acknowledgement from ISS Contractor	EDE receives the data integrity validation acknowledgement and dispatches the information to CMMS.	EDE
Mark TP records as being business acknowledged	CMMS updates its TP records as being business acknowledged by ISS Contractor System.	CMMS

## 2.8 Scenarios<sup>2</sup>

In the following scenarios the pre-condition and trigger serve to uniquely identify the TP exchange in the context of a Technical Problem management process. This supports direct traceability between TP Management business processes and exchange use case scenarios.

Note: The numeric identifier that appears in square brackets besides each scenario name is an identifier that can be used to locate the event in the business process flow as per [Ref. 1].

<sup>2</sup> A scenario corresponds to a specific activity in a TP business process when a triggering event occurs, which causes a TP dataset exchange.

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### 2.8.1 5.21.1 Navy Technical Problem [N1.6.3.1]

<b>Scenario Name</b>	<b>5.21.1 Navy Technical Problem [N1.6.3.1]</b>		
<b>Business Process</b>	This scenario occurs in the following business process: <ul style="list-style-type: none"> <li>Technical Problem Raised by Canada</li> </ul>		
<b>Business Context</b>	The approval of the TP for release to the ISS Contractor as described in the following TP business process will trigger sending the TP record of data to the ISS Contractor.  Technical Problem Raised by Canada <ul style="list-style-type: none"> <li>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).</li> </ul>		
<b>Precondition(s)</b>	See <a href="#">Common Pre-Conditions</a> .		
<b>Trigger event</b>	Approval of a Technical Problem for release to the ISS Contractor.		
<b>Steps</b>	<b>Step Name</b>	<b>Step Description</b>	<b>Actor</b>
	Approve TP for release to the ISS Contractor.	The Actor's action results in TP dataset being impacted.	Canada Authorized Person
	Capture in CMMS TP Record	The system will create a TP record, containing all available TP data as per the data map.	CMMS
	Continue with <a href="#">Common BUC Steps</a>		
<b>Postcondition(s)</b>	See <a href="#">Common Post-Conditions</a> .		
<b>Notes</b>			

## 2.9 Information Requirements

The details of the data elements of a TP are provided in Section 3.

## 2.10 Special Requirements

None identified.

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### 3. Functional Data Definition

The data elements which make up a TP are enumerated here. The Data Entities Definition Table 3-1 below contains examples of the reference data. Specific reference data should be obtained from DND through official channels.

Note: Due to the sensitivity of passing personal information, the predefined roles and corresponding information will be used by the DND personnel dealing with the TPs.

**Table 3-1 Data Entities Definition**

Name	Description	Type	Length
TP Entity Type Code	A code to indicate the TP entity. (Example, code values A, C, P, etc.)	Char	3
TP Entity Type Description	This is a human readable description of the TP entity type code. (Example, the TP Entity Type Description for Code A (above) = "Major equipment related", Code C = "Component or STE related" etc. Further examples that correspond to TP Entity Type Codes are: Software, Infrastructure, Support Services, etc.)	Char	30
Support Service Code	Code that identifies the Support Service.	Char	3
Support Service Description	Description of the support service code. (Example, Engineering, Maintenance, Infrastructure, Training, etc.)	Char	30
Software Identification Number	The unique identifying number for the software item.	Char	30
TP Location Code	Code for location related to TP. (Example, SHP, FMF, ISSC)	Char	3
TP Location Description	Description of location related to TP. (Example, SHIP (SHP), Fleet management Facility (FMF), etc.)	Char	30
Date created	System generated date when the TP was created in CMMS.	DateTime	
Date observed	User entered date as to when the TP was observed.	Date	
TP Title	Brief description of the TP (Subject).	Char	40
Description	Detailed description of the Technical Problem.	String	Not limited
TP Category Code	Code for the Type of TP.	Char	3

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Name	Description	Type	Length
TP Category Description	Description of TP Category Code. (Example,,: Technologically obsolete software, Capability deficiency, Maintainability deficiency, Reliability deficiency, etc)	Char	30
TP Priority Code	Priority of the TP as defined in the ISS SOW. (Example,,: 1 – Resolution within 48 hrs 2 – Resolution within 96 hrs)	Char	1
TP Priority Description	Description of TP priority. (Example, Major Urgent, Minor Complex, Resolution within 10 business days, etc)	Char	30
Coding Code Group	Identifies group identifier of the Coding. A means of grouping Coding codes. A Coding Code Group is generally linked to the notification type (example: PR Notifications.) rather than the technical object (EMRs, FLOCs) within the Notification. <b>Values: Coding Code Group</b> (Example, Coding Code Group = NOTIF-PR Coding Code Group description = Problem Reporting – Coding)	Char	8
Coding Code Group Description	The description of the Coding Code Group	Char	40
Coding Code	Unique identifier of the Coding code within the Coding Code Group. <b>Values: Coding Code</b> (Example, for Coding code group NOTIF-PR, below is the Coding code and its description: LIR LCMM Investigation Request PIF Pre-installation failure TFR Technical Failure Report UCR Unsatisfactory Condition Report)	Char	4
Coding Code Description	The description of the TP Coding Code	Char	40
External FLOC Identifier	The ISS Contractor identifier for a Functional Location (FLOC) - the location on the major equipment the TP is raised against.	Char	30

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Name	Description	Type	Length
FLOC Description	The human readable description for the functional location.	Char	40
Source Reference Number	CMMS generated unique TP Number.	Char	12
Environment Type Code	Code for the environmental conditions under which the problem was encountered.	Char	1
Environment Type description	Description of the environmental conditions code. (Example, Arctic, etc.)	Char	30
Operational Effect Code	Code for operational effect on a major equipment	Char	1
Operational Effect Description	Description of the Operational Effect Code. (Example, Mission Aborted, etc)	Char	30
When Discovered Code	Code for the circumstance in which the TP was discovered.	Char	1
When Discovered Description	When the problem was discovered. (Example, In Maintenance, DMP, DWP, etc.)	Char	30
Work Order Reference	The applicable CMMS Work Order number if maintenance was being performed when the TP occurred.	Char	12
System Safety reference	Information that the TP is safety-related.	Char	30
Fault Code Group	The grouping code that the fault code belongs to.	Char	8
Fault Code	The fault code identifier. (Example, 05E)	Char	4
Fault Code Group Description	The description of the fault code grouping. (Example, the ISS Contractor furnished fault codes)	Char	40
Fault Code Description	The description of the fault code. (Example, PUSHER FAIL OFF)	Char	40

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Name	Description	Type	Length
File Name	A name of the attached file. A filename consists of any combination of letters (upper or lower-case), number, or “_”, “-“, and “.” characters. Spaces are not allowed. The file extension maps to any of the standard mime types. File name extension to the specific mime type association is not guaranteed by the provider due to operating systems differences in associating extensions to mime types. The overall length of the file name including extension will not exceed 100 Characters.	Char	100
File Description	A brief description of the file.	Char	40
Mime Type	The mime type of the attached file.	Char	128
Content	Physical File Attachment.	BINARY	N/A
Part Description	Description of the Cage/MPN.	Char	40
Cage Code	Cage of the part related to the TP.	Char	5
MPN	The Manufacturer Part Number (MPN) of the part related to the TP. Note: Canada-supplied parts may have an MPN up to 34 characters in length. ISS Contractor-supplied parts must have an MPN of 31 characters or less.	Char	34
Serial Number	Serial Number of the part related to the TP.	Char	30
MMR CAGE	CAGE code of the manufacturer associated with an MMR, if one is specified in the TP. The combination of the MMR MPN and MMR CAGE fields identifies a specific part.	Char	5
MMR MPN	MPN of the manufacturer associated to the MMR if one is specified in the TP. The combination of the MMR MPN and MMR CAGE fields identifies a specific part. Note: Canada-supplied parts may have an MPN up to 34 characters in length. ISS Contractor-supplied parts must have an MPN of 31 characters or less.	Char	34
MMR Description	A description of the MMR.	Char	40

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Name	Description	Type	Length
Major Equipment Identifier	The unique identifier of the major equipment.	Char	30
Major Equipment Hours	The accumulated number of hours on ship major equipment at the time the problem was discovered.	Float	7,2 (7, decimal, 2)
Component Time	The reading of the elapsed time meter on the component of the major equipment (e.g., transmission).	Float	7,2 (7, decimal, 2)
Time Since New (TSN)	The number of operating hours the major equipment or part has accrued since its initial creation.	Float	7,2 (7, decimal, 2)
Time Since Overhaul (TSO)	The number of operating hours accrued by the life limited part since the last time it was refurbished.	Float	7,2 (7, decimal, 2)
Time Since Maintenance (TSM)	The number of operating hours accrued by the equipment since the last scheduled maintenance inspection was carried out.	Float	7,2 (7, decimal, 2)
Data Module Code (DMC)	The Data Module Code (DMC) uniquely identifies an IETP section.	Char	30
Document Name	The Technical Manual or Document name.	Char	30
Document Number	The Technical Manual or Document number related to the TP.	Char	30
Document Version	The Revision of the Technical Manual or Document related to the TP.	Char	30
System/Subsystem Number	The Chapter of the Technical Manual or Document related to the TP.	Char	30
Figure	The Figure reference in the Technical Manual or Document related to the TP.	Char	30
Basic Date	Basic Date of the Technical Manual or Document related to the TP. Typically date of first publication.	DATE	yyyymmdd
Page Number	Page Number in the Technical Manual or Document related to the TP.	Char	30
Index	Index Reference of the Technical Manual or Document related to the TP.	Char	30
Revision Date	Revision Date of the Technical Manual or Document related to the TP.	DATE	yyyymmdd

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Name	Description	Type	Length
Paragraph No	Paragraph Number within the System/ Subsystem Number of the Technical Manual or Document containing the TP.	Char	30
Originated By	Predefined list of DND Roles.	Char	30
Originator Location Code	The code for generic location of the TP originator.	Char	30
Originator Contact Information	The predefined contact information for the role of the TP originator.	Char	30
Reviewer	The predefined role name for the TP reviewer.	Char	30
Reviewer Contact Information	The predefined contact information for the role of the TP reviewer.	Char	30
Closure OPI	The predefined role name for the Office of Primary Interest (OPI) who will approve the TP resolution.	Char	30
Closure OPI Contact Information	The predefined contact information for the role of the TP approval OPI.	Char	30

#### 4. Issues and Exceptions

None identified.

#### 5. Business Process Flows

Refer to EIE Technical Problem Management Business Process document, [Ref. 1] for diagram that captures business process flow supported by this BUC.

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## 6. Definitions, Acronyms, Abbreviations

Term	Description
BUC	Business Use Case
CAGE	Commercial And Government Entity
CMMS	Canada Maintenance Management System
DMC	Data Module Code
DMP	Designated Maintenance Period
DND	Department of National Defence
DWP	Docking Working Period
EDE	Electronic Data Exchange
EMR	Equipment Master Record
FLOC	Functional Location
FMF	Fleet Maintenance Facility
ICD	Interface Control Document
ISS	In Service Support
MOB	Main Operating Base
MPN	Manufacturer Part Number
OPI	Office of Primary Interest
PBC	Performance Based Contracting
PMO	Project Management Office
TP	Technical Problem
TSM	Time Since Maintenance
TSO	Time Since Overhaul
TSN	Time Since New

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## 7. Document Control

### 7.1 Document History

Revision Number	Description	Date
0.1	Initial draft based on the workshops with Navy.	15 July 2015
1.0	Final version for RFP	17 August 2015