

PASS Liaison / Representative Update

Date of Update: Month of January 2016

Program Name: NAS VOICE System (NVS)

Program Contact/s:

Program Manager: John Sze (202) 267-7461; Contracting Officer's Rep (COR) / Program Lead: Doug Sanders; Chief Engineer: Pete Llanos; Logistics Lead: Mike Golstein; Requirements Lead / Human Factors Lead: Bill Howard; FID Lead: Clarissa Riffe; Information Security Lead: Jenny Perez; Contracting Officer: Dana Brooks; Business Manager Support: Dan Pfarrer; Business Manager: Amy Lopez; Requirements Analyst: Jeff Kelly; NATCA Rep: Jon Shedden

Current Program Status:

The NVS Program held its second Early User Involvement Event (EUIE) January 12th thru 14th. The EUIE is when a user team (members selected from PASS bids) is invited to sit in front of the equipment and participate in hands-on scripted activities. The scripted activities are scenarios written by Harris and approved by PASS and the PMO Human Factors Lead. The second EUIE was particularly interesting because the focus was on testing and troubleshooting the system (EUIE # 1 was focused on workstation maintenance controls and system monitoring.). PASS user team members were put through scenarios ranging from End-to-End testing, to in-house communication path tracing. Additionally, user team members had time to "go off script" and interrogate the system in other ways to find errors and areas of concern. Just like in the first EUIE, Harris engineers and software specialists were on hand to answer the in depth questions from the PASS user team. The user team was shadowed by both FAA and Harris observers who recorded the comments, system errors, and issues found by them. For the next couple weeks, Richard Lucero and I will work with the PMO Human Factors personnel, and Harris to prioritize and categorize the recorded comments. Although the EUIE #2 was a joint effort success, between the PMO and PASS, it will be several program builds before the findings from the EUIEs are implemented. The NVS is still being developed and some issues found by the user team can't be addressed in the next program build. One of the struggles following the EUIEs are getting a comment in writing to address the issues found, versus, the "let's address it when we cross that bridge approach." The NVS has the potential to be a great voice switch. The PMO and PASS has been working quite well together. At this point in the program the PMO seeks PASS for input and comments to use to hold Harris to contract requirements. However, there are requirements that Harris cannot meet, and require waivers. Jointly, the PMO and PASS insures that the waiver granted doesn't result in a loss of any capabilities that maintenance technicians have today.

The NVS User Team Members are: John Grabitz – Dallas TRACON SOC, Fernando Saldana – Miami ARTCC COM Unit, Brian Ocana – Salt Lake Tower COM, and Ed Hanlon – Boston ARTCC SOC. Richard Lucero (Salt Lake ARTCC COM) is the PASS's NVS Human Factor representative. In an effort to increase participation from the Seattle key site, I asked the PMO to add PASS members Kerry Mayfield – Seattle TRACON COM, and Jeff Anthony – Seattle ATCT COM. Seattle ARTCC COM Ray LaRoche also attended the EUIE as a PMO SME.

In addition to the TO EUIE #2, PASS worked with the PMO NVS team to verify the redesign of the RNN (called RUI by Harris designers). The RNN is the replacement for the RCE in the VSCS. The RNN is the same shape and size of the RCE, and it uses the same cables. The RNN is a hybrid piece of equipment, with the capabilities of delivering data in VOIP or analog communications. The latest version of the RNN is referred to by Harris as RIU 2.0. The most important feature upgrade is the adding of tri-color LEDs. The RNN is capable of showing more states than the RCE, and the usual green and red LEDs were being over used, creating a need for a third color, amber. The RNN is also very important because the RCE in the VSCS is coming to its end-of-life cycle for program support. Not all FAA voice switches will receive the NVS upgrade, but all FAA voice switches will receive the RNN. Because of this, the RNN has a dual deployment schedule. There will be no deployment of the RNN prior to the NVS acceptance.

The PMO Logistic Workgroup began preparing for the Tech Manual Conference (TMC) next month. On January 25th the Logistics Workgroup held a TMC briefing. In the briefing, the stated objective was the following: "What we need to do at the technical manual conference is at a high level make sure that Harris understands and plans to follow the DID for each manual, which includes FAA-D-2494B compliance. You will notice that our DIDs are fairly short, listing mostly high level content, but they reference FAA-D-2494B and that's where a lot of the detail comes in. FAA-D-2494B is designed to clearly state the level of technical depth required in FAA manuals. In the end we can hold them to 2494B, and we can ensure that the topics in the DIDs are covered, but we can't ask for detail that's outside of 2494B and the DIDs." The SOW requires Harris to deliver us a technical manual plan, that tells us how they're going to develop the manuals (attached as NVS 81 TMP 2015 1130.doc). This already happened, but the plan was very incomplete and we're rejecting it (see NVS CDRL Comment form (TMP) 11-30 V1.xlsx). This could key you in on some areas that Harris may NOT be understanding what's in our contract, that we will need to walk them through and ensure that they are understanding. The Logistic TMC briefing was a direct effort get the FAA (PASS included) personnel on one accord. As the PASS NVS Article 13, I know what my objectives are, as charged to me by President Michael Perrone. I was able to find common ground with the PMO and PASS objectives. I'm looking forward to this conference, because it is laying down the directions in which the tech manuals will be designed and the information within.

Issues Affecting PASS:

There are no program issues effecting PASS

Program Issues:

The Program Management Office still struggles to keep the Harris Corp. on schedule. The program build releases to the FAA Tech Center are riddled with software errors and un-updated features that have a cascading effect on other portions of the build release.

Identify Support Needs:

As the NVS program moves forward, the workload increases. Reviewing the Feature Description Documents is very time consuming. The documents are lengthy and I have to translate the terms used by Harris to terms used by the FAA PMO. Richard Lucero and I have reached out to PASS NVS User team members, but due to rotating shifts and PMO meeting times, user feedback has been sparse. I have been working on getting additional PASS Seattle key site members involved to lighten the workload.

Other:

None

Documentation Attached:

None.