

PASS Liaison / Representative Update

Date of Update: Month of February 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 Llanso; Logistics Lead: Mike Goldstein; 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:

This month the NVS program Logistics Workgroup (LIS WG) held the NVS Technical Manual Conference (TMC), February 2nd – 4th 2016, at Harris Corp. Headquarter, Melbourne FL. Prior to the TMC, the NVS logistics lead Mike Goldstein held a mandatory 2-hour prep session to step through the different pieces of the contract in a FAA only meeting, and to answer any related questions. At this stage of the logistics management, Mike Goldstein wanted to insure that FAA attendees understood Harris is only being held to the terms of the contract and requirements will not be changed. The LIS WG stated that Harris is behind in their work. The general feeling of the LIS WG is if we (NVS LIS WG) change requirements (even if PMO offer to pay for it) then that will be the reason that Harris will slip schedule, versus giving them no reason to slip schedule, and forcing Harris to either perform to the contract or admit they cannot meet the requirements. However, I still raised issues and concerns in the interest of PASS, but in a way to would not provide ammunition for Harris. The Goal of the TMC was to convey the requirements of 2494B document and the NVS contract. Doing so, will make sure Harris understands, and is in agreement with the FAA. At the TMC, the group discussed the NVS Operator's manual, Supervisor's manual, Maintenance Manual, Second Level Manual, System Configuration Manual, and System Security & Network Configuration Manual. Also discussed was the Technical Manual Plan. The SOW requires Harris to deliver us a technical manual plan that describes how they're going to develop the manuals. Harris had previously submitted a plan, however, it was very incomplete and was rejected by the Logistics Workgroup (LIS WG). The plan submitted at the Technical Manual Conference (TMC) wasn't much better. Harris had not constructed a "bare bones" outline of the manual, even though there was a complete VCS21 customer manual. Harris also did not take into account the review time the FAA has, per contract. LIS WG lead, Mike Goldstein, had a meeting with Harris during a break at the conference. Harris will have to scrap their proposed tech manual schedule, and create a new one with the correct amount of

time allotted for FAA review. The delivery plan, for the manuals are supposed to be delivered in a series of stages. Harris will deliver a 50% and a 90% manual for FAA review, according to contract. Additionally, Harris will send intermediate submissions to the FAA, in order to stay on track. Since returning from the Tech Manual Conference, there has been several meeting to review the FAA findings and issues with the materials and information Harris presented.

Work on the Tech Ops Early User Involvement Event (TO EUIE) #2 is coming to a close. Nearly all the observations has been reviewed and prioritized. The EUIE items are being worked in the Human Factors Workgroup (HFWG), then the documented items are sent to the Systems Engineer Workgroup (SEWG). A workgroup formed to address the MDT compatibility issues with the NVS, found in the EUIE. That group has reached out to technicians from the HF User Group, OKC FAA tech lab, and the Tech Center lab. There is a new test being developed to insure compatibility. In another workgroup, my involvement with reviewing the FMEA document is ongoing as well. This group is one the second review of the FMEA document.

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:

The PASS NVS User Group members would be more effective if allowed more time to work on PASS related issues. I will begin researching a way to extend their hours of release.

Other:

None

Documentation Attached:

None.