MKS at ITT: Managing ATM Projects
A Presentation for WDCA CMWG

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Agenda

1. Where we started

2. Why MKS

3. MKS Integration

4. Process Workflow

WHERE WE STARTED
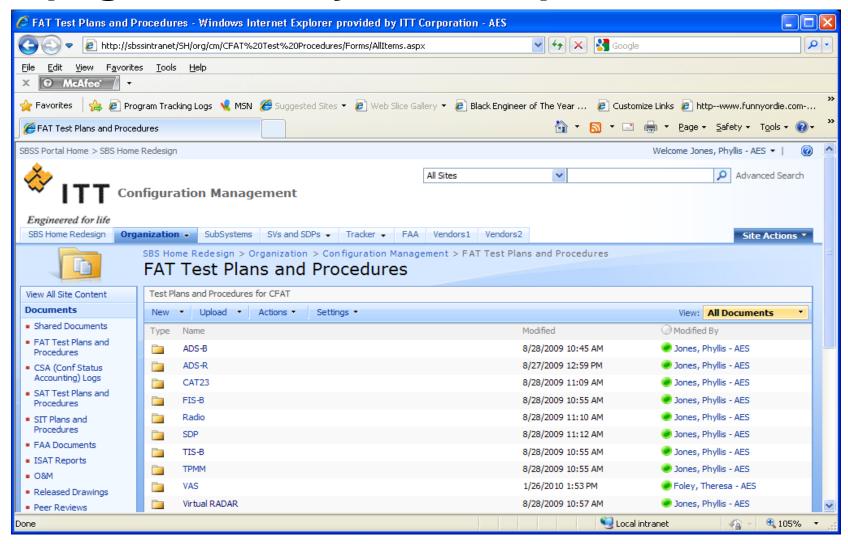
Sharepoint

- Used as primary document repository

  - CCB Materials
  - Request For Change (RFCs)
  - Program Trouble Reports (PTRs)
  - Release Request (RRs)
  - CDRLs
  - Status Accounting Logs
  - Subcontractor documentation/releases

A page in the day of Sharepoint

Excel used as primary tracking tool

- Excel was used to track EVERYTHING
  - CSA logs
  - Lease Info
  - Document Process Status
  - Test Information
  - Status of Test Information
  - New Sites
  - Construction
  - Etc. etc. etc.

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Information All Over the Place

Our users love keeping important program information on:
- Their individual workstation hard drives
- Network hard drive (in various locations)

Problems:
- No Structure
- Various locations to find similar data
- Confusing
- Unable to locate the "holder" of the info when needed.

Even in Sharepoint it was a problem because we just kept creating more tabs and folders. Everyone was not updated on where new information was being kept consistently.

WHY MKS

NEEDS / VENDORS

Documented our requirements for a CM Tool

- One database to hold program information

- Relational

- Hardware Control

- Document Management

- Software Control

- Easy to implement program processes

- Future maintenance costs

Sent out RFPs to the following companies

- IBM

- CMstat

- MKS

IBM

Maximo Asset Configuration Management System

Pros:

•Provides a highly structured, user definable solution

•Geared towards our hardware control requirement

•Module-based system (work management, inventory management, procurement management, etc)

Cons:

•The design must be well defined

•The system is too structured and maintenance intensive

• $$$$

CMSTAT

Pros:

•Administration module made it a one-stop shop to customize the application

•Standardized workflow templates

•Item/Part Management module well thought out. HW management is their specialty

•Highly modularized

Cons:

•Customizations had to be done by CMstat (including form name changes, workflow mods)

•The interface was "klugy," non-intuitive.

•$$$

MKS

Pros:

•Speed of bringing the system "live" (having a useable system developed and ready to populate)

•Fully configurable by in-house staff

•Build the support structure as we need it and how we need it (hardware, document management, etc.)

•Highly relational

Cons:

•Too many triggers can slow performance

•Would prefer a true custom report writer

•$$$

MKS INTEGRATION

MEETINGS

• Our Vision

• Buy-In

• Each Group's Input on Process Flows affecting them

• Managing Expectations

Our Vision

- Our vision is to have a Single Source of Truth.

  Having a database design affords that

- The ability to Relate data was also crucial.

  What PTRs affect a new software release

  or

  What technical documents were affected

  by a RFC.

BUY-IN

- To communicate our vision and assess use of the tool, we met with teams from:

  - Implementation and Construction

  - Systems Engineering

  - Development

  - Test

  - Procurement

  - Finance

  - Production

  - Operations and Maintenance

  - Product Assurance

PROCESS FLOWS

•At each team meeting, we mapped out their process flows for items that they manage, such as

 •Specifications, drawings, etc. (Release Request / approval flows)

 •Developed software (ready to test flows)

 •Deployment (Release Request /approval flows)

 •New parts orders (Production / buyer flows)

 •Construction (site readiness flows)

 •O&M (site maintenance / field flows)

Just to name a few . . .

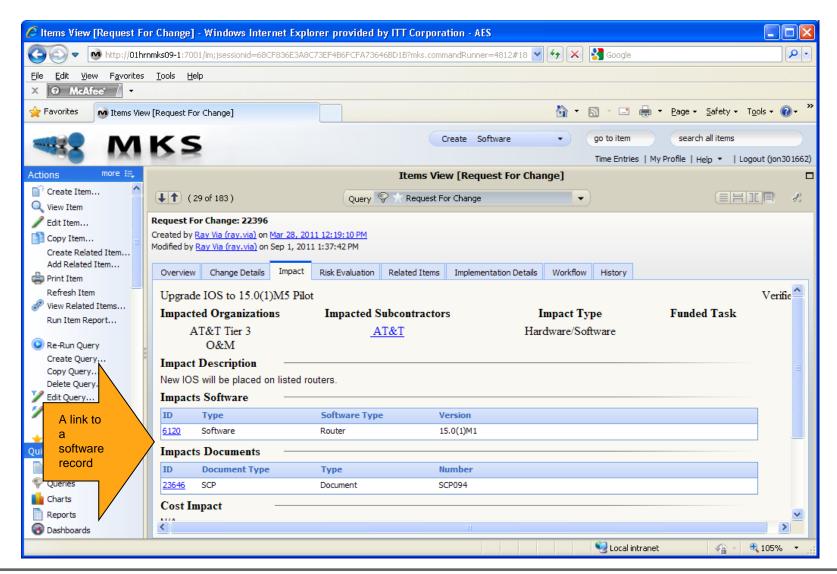# MANAGE

EXPECTATIONS

Don't promise the world! Be realistic.

DEVELOPING THE TOOL

• Those trained as MKS Administrators took a team's requirements and worked on their "type" or form and associated workflows.

• Look at how each team's information relates to another's.

  • Example: The test team's PTRs should be linked to the Software records that are being released.

  • Or a lease should be linked to the site.

• Reiterations with each team in the organization to

    • *Improve and*

    • *Refine!*

RECORD LINK EXAMPLE

Training

- Administrator training – 2 weeks

  Stood up the following types (forms):

  - Sites (site / hardware information)

  - Program Trouble Reports (bug tracking)

  - Request for Change (RFC tracking)

  - Hardware (links to Sites)

  Several more types were created and original type "tweaked" as more users began getting acclimated to the new tool

  New types were:

  - Release Requests

  - Document

  - Lease, etc

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Training – cont'd

- Small groups

- One-on-one

- Specific training slides developed per application

A lot of one-on-one training still goes on today for new hires and for those who simply "forget."

MKS Integration – Getting data in

- Data Imports
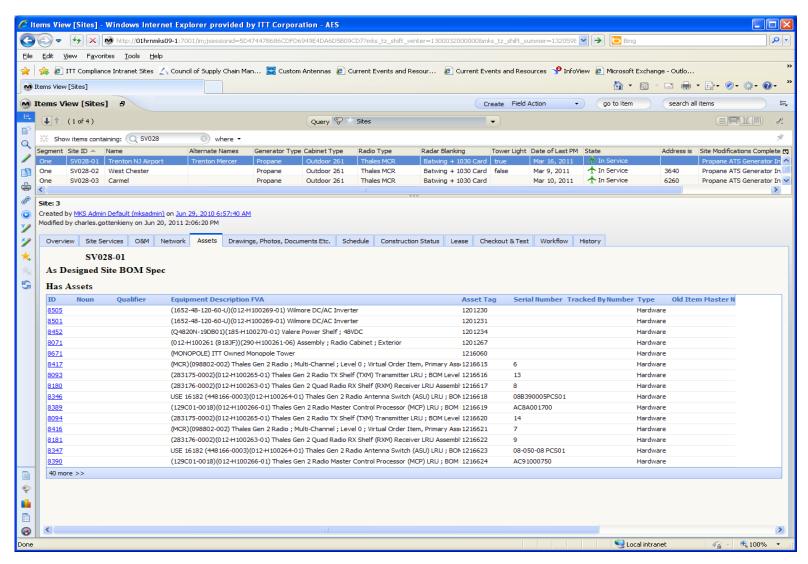 - ➤ Imported information from Excel files to create initial records.

- Manual Entry

MKS Integration

- Hardware Platform: (Dell PowerEdge R610s)

  ➢ Virtual machine Development server

  ➢ Production servers: 2 physical servers, one is the MS SQL DB Server and the other machine has the MKS Server product running.
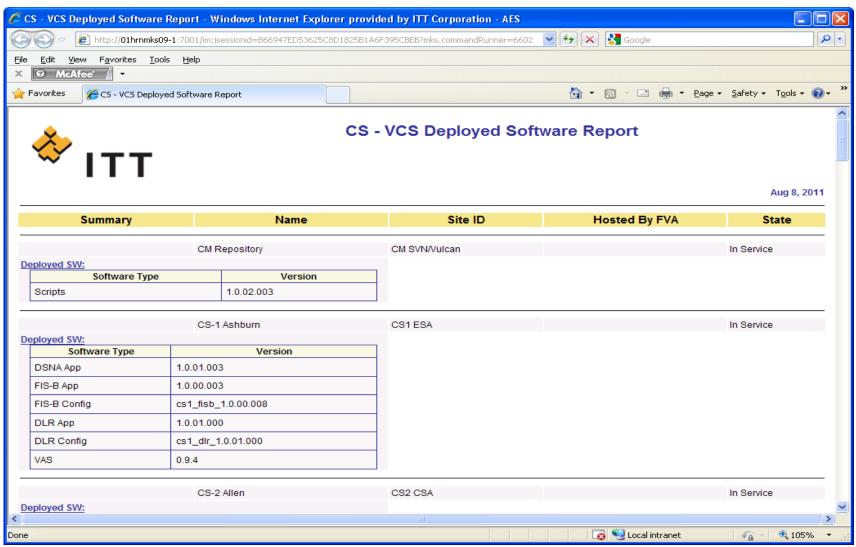
  ➢ OS: MS Windows 64-bit 2008 R2 Server.

Asset Information in MKS

MKS Reporting

Process Workflow

One of the MKS Workflows – Request for Change