DEPARTMENT OF THE NAVY
COMMANDER
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CNRMC INSTRUCTION 4790.2

From: Commander, Navy Regional Maintenance Center

Subj: SUBMARINE REGIONAL MAINTENANCE CENTER (RMC) FLEET TECHNICAL SUPPORT (FTS) ROLES AND RESPONSIBILITIES

Ref: (a) OPNAVNOTE 5400, Establishment of Commander, Navy Regional Maintenance Center, Norfolk, VA
(b) COMUSFLTFORCOMINST 4790.3, Joint Fleet Maintenance Manual (JFMM)

Encl: (1) Submarine RMC Fleet Technical Support (FTS) Mission Functions, Roles and Responsibilities

1. Purpose. To provide direction on Fleet Technical Support for Submarine Regional Maintenance Center's (RMCs).

2. Scope. For the purpose of this instruction, Norfolk Ship Support Activity (NSSA) RMC, South West Regional Maintenance Center (SWRMC), Pearl Harbor Naval Shipyard and Intermediate Maintenance Facility (PHNSY & IMF), Puget Sound Naval Shipyard and Intermediate Maintenance Facility (PSNSY & IMF), Regional Support Group New London (RSG NL), and TRIDENT Refit Facility Kings Bay (TRF KB) are considered submarine RMCs.

3. Background. Per reference (a), Commander, Navy Regional Maintenance Center (CNRMC) is responsible for developing and executing standardized Fleet Technical Support (FTS) maintenance processes and policies.

4. Discussion. The RMCs can improve the quality of support provided to the submarine fleet through implementation of common processes and policies, and developing working relationships between the RMCs which exchanges resources, data, results, exclusion areas and lessons learned. An essential step in accomplishing this is to understand the submarine FTS mission, as detailed in enclosure (1).

5. Policy. Submarine RMC Commanding Officers are accountable and responsible for accomplishing assigned FTS as outlined in reference (b) and clarified in enclosure (1).

6. Action. Upon receipt of this instruction all Submarine RMCs will take the following actions:

a. Execute FTS tasks defined in enclosure (1) as required. Work with Type Commander (TYCOM) and other RMCs in the execution of assigned FTS tasks.

b. Work with TYCOM to forecast annual FTS workload and identify resources required to accomplish projected workload.

c. Manage, track, and report actual FTS workload and expenditures to both CNRMC and TYCOM.

d. Utilize common reporting mechanisms, standard reports, metrics and processes in reporting FTS workload and financial data.

7. Cancellation. This instruction remains in effect until superseded.

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SUBMARINE RMC FLEET TECHNICAL SUPPORT (FTS) MISSION FUNCTIONS, ROLES, AND RESPONSIBILITIES

Ref: (a) OPNAVNOTE 5400, Establishment of Commander, Navy Regional Maintenance Center, Norfolk, VA
(b) COMUSFLTFORCOMINST 4790.3, Joint Fleet Maintenance Manual (JFMM)

Introduction

Fleet Technical Support (FTS) is defined as the waterfront engineering, technical, logistics, and management support provided to Fleet and Type Commander (TYCOM) customers by Regional Maintenance Centers (RMC) to maintain ships in material condition sufficient to meet expected threats and effectively complete assigned missions. The RMCs promote fleet readiness and maintenance self-sufficiency of ships force in the operation and maintenance of shipboard systems and equipment through FTS. FTS is characterized in six Functions: (F1) Fleet Technical Assistance (FTA), (F2) System/equipment Operational and Maintenance Assessment, (F3) Modernization/Installation support, (F4) Shipyard/Availability/IMA support, (F5) Onboard ILS & Configuration Management support and (F6) CHENG/Engineering Technical Authority support. FTS also includes Management support of FTS programs, projects, initiatives, and tasks across all Functions. RMC Commanding Officers are responsible for accomplishing assigned FTS mission functions with FTS mission funding. In addition to FTS mission funding, RMCs receive reimbursable funding from System Commands (SYSCOMs) and other Navy customers to accomplish assigned FTS reimbursable functions.

Function (F1) - Fleet Technical Assistance (FTA)

Per reference (b), FTA is the help that surface ships, air craft carriers, submarines, and craft request when they are unable to resolve equipment or software deficiencies using their own ships resources or other means available within the Strike Group. FTA is provided via distance support and/or on-board a fleet unit or on-site at a fleet activity. The initial response to all FTA requests will be via Distance Support utilizing Chat, Phone, Message, E-mail, Remote/Off-hull, etc. FTA is characterized by performing troubleshooting and fault isolation. FTA support consists of waterfront/deck-plate engineering, technical, logistics, management/coordination assistance and services; technical over-sight and consultation; over-the-shoulder maintenance training; and FTA data collection and reporting.

RMCs will serve as the primary source of FTA. RMC managers are responsible for ensuring adequate resources are available to provide FTA in their Area of Responsibility (AOR). FTA can be provided by activity Subject Matter Experts (SMEs) or obtained from another RMC, an In-Service Engineering Agent (ISEA), and/or an Original Equipment Manufacturer (OEM). RMCs work together to resolve capability and capacity challenges to provide global FTA. Assisting a ship with a CASREP/SUBs message is considered an FTA.

Reference (b) states that RMC's are not responsible for technical assistance in the areas of "Special clearance equipment". Special equipment is defined as TYCOM directed special mission equipment usually on loaded before a deployment. It does not include normal equipment in a deployed information assurance posture (i.e., up-posture) due to the nature of the ships mission. RMCs are responsible to manage the proper level of security clearances so that their technicians can still trouble shoot equipment in a deployed information assurance posture (up posture).

RMC mangers are responsible for ensuring post-FTA administrative tasks are staffed and performed in a timely manner. Post-FTA administrative tasks include an FTA debrief to ships force, assistance to ships force in completing the 2-Kilo (Block 35), collecting/entering FTA maintenance data into the common data reporting system, and generation/distribution of a Technical Assistance Visit Report (TAVR).

Function (F2) - System/equipment operational and maintenance assessment

System/equipment operational and maintenance assessments include scheduled shipboard assessments (e.g., Total Ship Readiness Assessment (TSRA); Combat Systems Assessments (CSA), etc.) and continuous operational and maintenance data assessments (e.g., Top Management Actions (TMA); Submarine Continuous Operational and Maintenance Assessment (SubCOMA), etc.)

Scheduled shipboard assessments are characterized by teams of RMC SMEs led by a Test/Assessment Director performing authorized/approved test plans/procedures to determine material/mission readiness; identifying, resolving, and reporting discrepancies; and providing over-the-shoulder maintenance training to ships force. Continuous data assessments are characterized by system/equipment analysts and SMEs working together and analyzing fleet maintenance data to

identify/address fleet system/equipment problems and trends and provide "Actionable Data" to Fleet/TYCOM and SYSCOM customers in order to make "Data Driven Decisions" to improve mission readiness, system/equipment design, and life-cycle support. Also included in the (F2) Assessment Function is RMC SME waterfront, engineering, technical, and logistics support and feedback to Fleet/TYCOM, SYSCOM, and ISEA customers at Technical Conferences (e.g., Senior ST, Senior FT, EMO, I&EW, HM&E, Aux, etc.), Lean Events, Working Groups, Integrated Product Teams, etc., for system/equipment maintenance/maintainability and product improvement. Board of Inspection and Survey (INSURV) support is a reimbursable funded assessment.

RMC managers work with Fleet/TYCOM to schedule and coordinate accomplishment of assigned assessments. RMC managers are responsible for ensuring adequate resources, including properly trained and experienced system/equipment-specific Subject Matter Experts (SME), are available to perform assigned assessments. RMCs managers work together to field assessment teams. RMC mangers are responsible for ensuring post-assessment data collection and reporting is staffed and performed in a timely manner.

Function (F3) - Modernization/Installation support

The synergy created by RMC involvement in modernization/installation establishes a mutually beneficial economic and technical environment that provides a coordinated, effective, and efficient infrastructure for ensuring a better balance of FTS and modernization/installation support sustainability. SYSCOMS benefit from RMC SME maintenance expertise in helping coordinate installation, testing, troubleshooting, and resolving technical challenges during modernization/installation events as well as helps enable the seamless transition from modernization to Fleet Technical Support. Fleet/TYCOM relies on RMC involvement in modernization/installation as it enables, enhances, and maintains the RMC's ability to provide FTS for continuously evolving systems.

RMC Modernization/Installation support consists of alteration installation team (AIT) support including dock-side, at-sea, pre- and post- modernization/installation testing (PICO and SOVT) and shipboard technical and logistics support during system/equipment modernization installations.

RMC involvement in modernization/installation takes two forms as a Member of a modernization/installation AIT team (for which RMCs receive reimbursable funding from the AIT Sponsor) and/or by over-the-shoulder observation of the modernization/installation dependent on workload for which mission funding may be utilized.

RMC managers work with SYSCOM/Warfare System Center customers to schedule and coordinate accomplishment of modernization/installation support. RMC managers are responsible for ensuring adequate resources are available to assist the AIT or observe the modernization installation.

Function (F4) - Shipyard, Availability, IMA support

Maintenance support is characterized by RMC SMEs providing technical assistance to shipyard/IMA engineering and shop personnel in troubleshooting and fault isolation; pre/post-availability inspections and grooms; work packages and Task Group Instructions (TGIs) review; provide engineering, technical, logistics oversight, guidance, and support to shipyard and IMA personnel during repair, replacement, overhaul, and testing. Maintenance support also includes providing system/equipment operation and maintenance on-the-job training to shipyard and IMA personnel.

RMC managers work with shipyard and IMA customers to schedule and coordinate accomplishment of assigned maintenance support. RMC managers are responsible for ensuring adequate resources are available to provide assigned maintenance support.

Function (F5) - Onboard logistics and configuration management support

Onboard logistics and configuration management support is characterized by RMC SMEs and logistics personnel working with Fleet/TYCOM, SYSCOM, ISEA, OEM, NAVSUP WSS, Class CDM, shipyard, IMA, and ships force personnel to identify and resolve logistics and configuration management problems to improve material condition readiness.

Onboard logistics and configuration management support for submarines includes system/equipment specific logistics and configuration management support for all of the FTS Functions (1-4) above such as FTA/CASREP material support; assist/support parts identification, requisition, expediting, and delivery; identify/address system, equipment, and material configuration

issues; TSRA and CSA logistics/CM audits; assisting ships force in updating supply/COSAL records; installation of ILS products; RMMCO support; and generating 4790CKs.

RMC managers work with Fleet/TYCOM and SYSCOM customers to schedule and coordinate accomplishment of assigned onboard logistics and CM support. RMC managers are responsible for ensuring adequate resources are available to provide assigned onboard logistics and CM support.

Function (F6) - CHENG/Engineering Technical Authority Support

RMC support for engineering technical authority is characterized by RMC managers, engineers, and SMEs working with and providing engineering and technical support/recommendations to the AOR CHENG to support the resolution of technical authority issues/questions which arise out of FTS and waterfront work executed in their homeport/AOR.

RMC managers are responsible for ensuring adequate resources, including highly trained and experienced engineers and system/equipment-specific Subject Matter Experts (SME), are available to provide CHENG/Technical Authority Support in their AOR. Only activities with a warranted Chief Engineer (CHENG) may charge to this functional area.

Management

In addition to the engineering, technical and logistics support provided by RMCs in the execution of FTS, the effort and resources required to manage FTS should also be considered. Management of FTS includes the administrative, personnel, and technical management of the daily execution of FTS as well as the management and support of FTS planning, reporting, programs, projects, initiatives, and tasks across all the FTS functions above.

FTS management includes working with CNRMC, FTS customers, and other RMCs to accomplish the following: executing assigned FTS tasks; estimating annual FTS workload; determining/identifying resource requirements to accomplish assigned FTS; providing annual (current and out-year) funding requirements & budget submissions for accomplishing assigned FTS; managing, tracking, and reporting actual FTS workload and expenditures; providing FTS workload and financial data in response to data calls; utilizing CNRMC reporting mechanisms, standard reports, metrics and processes in reporting FTS workload and financial data;

managing and/or supporting FTS programs, projects, and initiatives; and participating in periodic RMC management meetings.

RMC Commanding Officers and managers are responsible for ensuring adequate management resources are available to accomplish FTS in assigned AOR.