

14 October 2011

SERMC CODE: 200

Waterfront Maintenance Note Number 19

SERMC Fleet Tech Assist

Ref: (a) COMFLTFORCOMINST 4790.3, Joint Fleet Maintenance Manual VOL VI Chapter 2

1. Purpose: To provide guidance for utilization of Fleet Technical Assistance (FTA) in support of all ships in the Southeast Regional Maintenance Center (SERMC) area of responsibility to ensure FTA support is responsive and effective to the needs of the Navy.

2. Responsibilities:

a. Ship: IAW reference (a), a ship submitted 2-kilo (TA-3) is required for all technical assistance requests and shall contain pertinent information necessary for the RMC to provide timely response including:

(1) JCN (required) and Casualty Report (if applicable) numbers.

(2) Equipment identification: (Noun name, nomenclature, model, MK/MOD, etc.).

(3) Equipment failure mode: Detailed description of the nature of failure or casualty, including symptoms and operational condition at time of casualty, current symptoms and indications, and any other relevant information available to assist in diagnosing the problem.

(4) Repair actions taken to date: [Include any extra-unit assistance (e.g., Ship Repair Facility, Tender, etc.)].

(5) Parts status: (Indicate spare parts required, document numbers, document status, etc., if known).

(6) Technical manual: (NAVSEA/NAVSHIPS/NAVORD Technical manual number or Commercial Off-The-Shelf manufacturer's publication identification, if available).

(7) Dates: (Include earliest through latest possible dates assist is required. Provide alternate dates if possible).

(8) Location: (Country, port, Naval Base, pier, berth, etc.).

(9) Contact information: (Ship/staff Point of Contact name(s) and rate/rank, DSN/INMARSAT/commercial phone numbers, FAX number, SIPRNET/NIPRNET E-mail addresses).

(10) Manufacturer of equipment for which assistance is required.

(11) Equipment Allowance Parts List/Record Identification Number.

(12) Whether or not on-site support requiring the expenditure of travel or overtime funds is needed to meet current and/or projected mission tasking in the event Distance Support is unsuccessful.

Ships may request FTA via the following methods, however, a ship's 2-kilo is always required:

(1) CASREP

(2) 2-kilo (non-CASREP)

(3) Ship's Maintenance Team (Port Engineer)

(4) SERMC Command Duty Officer (CDO) 904-591-8008

Email:

NIPRNET: clf_mypt_serhelpdesk_mypt@navy.mil, or

SIPRNET: serhelpdesk@sermc.navy.smil.mil.

If SIPRNET net is used, notify the SERMC CDO that SIPR email was sent.

(5) Navy Global Distance Support Center (NGDSC): 1-877-418-6824, DSN 510-428-6824; www.anchordesk.navy.mil, www.anchordesk.navy.smil.mil, or help@anchordesk.navy.mil If the ship is deployed or away from homeport and uncertain as to which RMC should be contacted for technical assistance, a request via the NGDSC may be submitted. The responsible RMC will be notified of the FTA request. RMC areas of responsibility are identified in reference (a).

b. Maintenance Team: Port Engineers should assign the TA-3 (FTA) 2-kilo to TAAS-Info within 24 hours when noted in RMAIS to expedite FTA response, documentation of RMC action and labor reporting.

c. SERMC C200 FTA: SERMC will accomplish technical assistance at the lowest practical and authorized level IAW ref (a). Initial technical response to every FTA request will be via distance support unless the problem is determined to be urgent where onboard support will be arranged by SERMC FTA management. When practical and for less urgent FTA requests, SERMC technicians will initially use email, chat and/or telephone to conduct distance support. SERMC management will determine if on-sight assistance is required with input from ship's chain of command, TYCOM, ISIC or operational commanders, or as directed by higher authority.

(1) FTA Priorities: SERMC will provide technical assistance in accordance with the following priorities:

- (a) Support for deployed or soon-to-deploy ships.
- (b) C3 and C4 CASREPs.
- (c) Issues significantly affecting cost and schedule.
- (d) Issues affecting INSURV.
- (e) C2 CASREPS.
- (f) Other tech assists.

(2) Communication/FTA Scheduling:

(a) SERMC FTA management or technicians/engineers shall communicate planned onboard support as soon as scheduling is arranged and confirmed. Communication may be via phone, email or message depending on the urgency of the FTA request and location of the ship. Scheduling information shall be provided to the ship's CO or appropriate Department Head depending on FTA urgency or priority level.

(b) FTA status shall be provided on a routine basis to the appropriate ship's department head for routine FTA and C2 CASREPs. For C3 or higher CASREPs and other urgent FTA issues, the ship's Commanding Officer and SERMC C200/C300 management shall be briefed daily. The ship's CO may provide an alternative method for providing status.

(c) If the SERMC C200 FTA resources are limited due to capacity or capability and FTA re-scheduling cannot support ship's mission, FTA management will contact other RMCs or the appropriate In-Service Engineering Agency (ISEA) to locate and schedule the required subject matter expert. The Code 200 manager is responsible to initiate required funding and communicate the arranged FTA support to the ship and maintenance team providing schedule and technician contact information.

(3) Documentation: SERMC C200 FTA shall document all status and problem findings in TAAS-Info in a timely manner.

(4) FTA Completion:

(a) FTA will be considered complete when the cognizant area RMC provides a clear path to problem resolution as follows:

1. Original fault troubleshooting is complete,
2. Resolution to clear the fault has been provided to the ship,
3. Parts identified or on order if required and confirmed to correct the problem.

(b) At a minimum, a verbal FTA debrief shall be provided to the appropriate ship's department head for routine FTA and C2 CASREPs. For C3 or higher CASREPs and other urgent FTA issues, the ship's Commanding Officer and SERMC C200/C300 management shall be briefed upon completion.

(5) FTA Completion Report:

(a) A message TAVR will be issued at the completion of an on-site FTA when related to personnel or equipment safety.

(b) An email completion report will be issued at the completion of an on-site FTA based on the following:

1. C3/C4 CASREP.
2. Repetitive system/equipment failure and/or long term improvement recommendations.
3. FTA responsibility passed to another RMC or other Source of Support (SOS).
4. Loss of mission capabilities. (eg, AAW, MOB, ASW)
5. Significant follow-on repair recommendations.
6. High visibility.

4. Points of Contact: For further guidance or information, contact the following SERMC Engineering Department managers:

a. Combat Systems/C4I Division Head: (904) 270-5126 x3006; after normal work hours: (904) 813-4666.

b. HM&E Division Head: (904) 270-5126 x3120; after normal work hours: (904) 334-9126.