

Virtual Contractor in the Field

Improving Effectiveness While Reducing Footprint



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Boeing Support Vision

- *The Boeing Enterprise teamed with our customers to create a performance multiplier through System-of-Systems Support. Agile and effective execution result from:
 - *Superior Information*
 - *Superior Decisions*
 - *Superior Support Processes**
- *Our customers have a decided competitive advantage due their ability to deploy, sustain and utilize their resources faster, more effectively and more affordably than their competition.*
- *Our support solutions provide a level of safety and information security that is second to none.*

Boeing Support Mission

- *Ensure that Boeing Products and System-of-Systems Solutions design and support are the industry standard for supportability:*
 - *Reliability/Safety*
 - *Availability*
 - *Affordability*
 - *Cost to Implement Supportability*
 - *Total Ownership Costs*
 - *Adaptability*
 - *Integration in Larger Systems*
 - *Open System Architecture*
- *Create and Provide a Full Range of Support Services to be provided either as a stand alone capabilities or as part of an integrated Systems-of-Systems solution:*
 - *Support Information Infrastructure*
 - *Analysis and Decision Tools and Services*
 - *Logistics Processes and Services*

Virtual Contractor in the Battlefield

- *Eliminate the need for physical contractors through:*
 - *Design*
 - *Tools*
 - *Training*
 - *Connectivity*
- *Improve*
 - *Response Time*
 - *Affordability of Operations*
 - *Deployment Footprint*
 - *Sustainability*

Design for Support

- *Integrated Vehicle Health Management*
 - *Reliability*
 - *Maintainability*
 - *Condition Monitoring*
 - *Redundancy Management*

- *Connectivity*

- *Growth*



Fieldable Toolset

- *Integrated and Portable Maintenance Aids*
 - *Prognostics*
 - *Diagnostics*
 - *Trouble Shooting*
 - *Clear Work Instructions*

- *Knowledge Capture*

- *Configuration and Data Management*

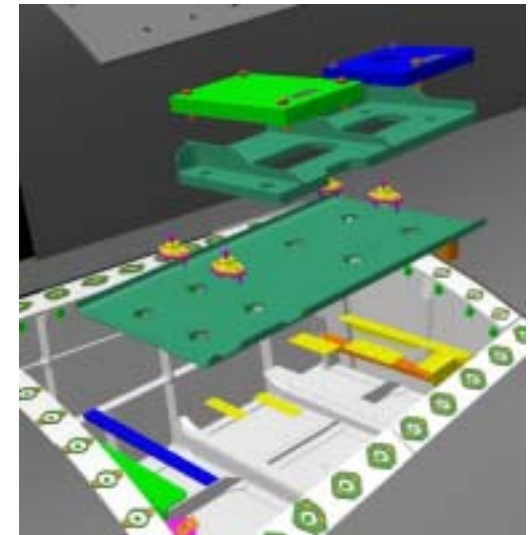
- *Standard Trouble Shooting and Repair Tasks*
 - *Train for Basic Capability*
 - *Build Complex Work from Building Blocks*

- *Verify and Certify Mission Capability*



Training

- *Train Competency not Specific Tasks*
- *Monitor Competency versus Maintenance Tasks*
- *Provide Just-In-Time Training*
 - *Basic Skills*
 - *Refresher*
- *Include Training Capability in Maintenance Aids*



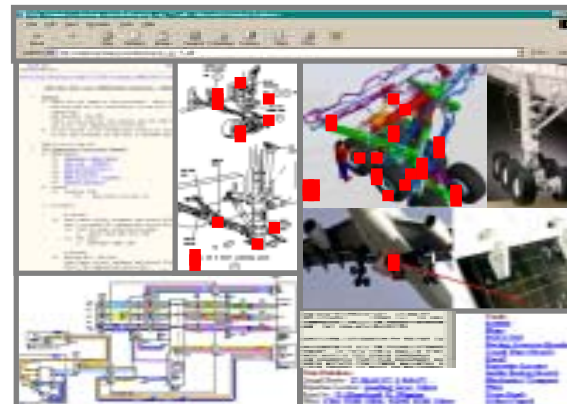
Connectivity

- *Global Information Grid*
 - *Information Access*
 - *Collaboration*
 - *Engineering Support*
 - *Configuration and Data Management*

- *Collaboration*

- *Remote Service Center*
 - *On Demand Engineering Support 24/7/365*
 - *Data Management and Access Tools*
 - *Approved Standard and Nonstandard Work Instructions*

- *System Integration*
 - *Maintenance Planning*
 - *Supply Chain*
 - *Etc.*



Conclusion

- *We can achieve Virtual Contractors in the Battlefield*
 - *Adapt to New Paradigm*
 - *Work together for solutions*