

Process Support Documents



Federal Aviation
Administration

Configuration Management
(CM) PSDs and a couple of
other items.

Presented to: 2008 CM Workshop

By: Georgia Van Pelt, Western Service Center

Date: September 16, 2008



Somebody find Georgia and tell her she is the Standard Operating Process (SOP) Lead for CM March 2007

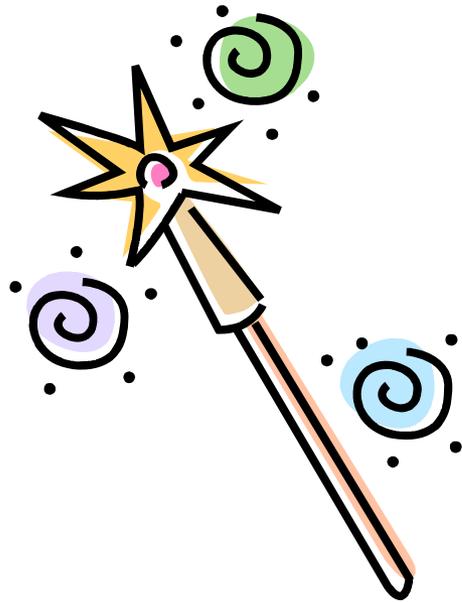


Standard Operating Procedures (SOP) Development Timeline for First Group

- **March 6, 2007 – P&R Steering Group Meeting in DC**
- **March 13, 2007 – Teams Composed**
- **March 20, 2007 – Lead Author provide draft SOP for team work**
- **March 27, 2007 – Steering Group representatives & SMEs vet SOPs through organizations**
- **April 1, 2007 – Team Managers agree to changes required for consensus**
- **April 5, 2007 – Present final SOPs to P&R Steering Group**



AND THEN GUESS WHAT



POOF!

From SOP to PSD

- Acronym Change - Announced to SC 3/26 by Kimberly Gill, AJV-1, IT Lead for ATO Transition

The term SOP has continually caused confusion on this project. The term is generally used to describe a much more detailed procedure with a much different intent (quality and safety assurance most often). The intent of these documents is to capture how work flows and organizational roles, responsibilities, and relationships. For the purpose of eliminating the confusion around our use of the is term SOP, we are renaming these documents **Process Support Documents (PSDs)**.

PURPOSE of the PSD

- **Document a routine or recurring activity**
- **Establish a standard way of doing things**
- **Provide work instructions for major group processes and Service Center-wide activities**
- **Provide practical detail to high level orders or directives**



BENEFITS of the PSDs

- **Help achieve uniformity and consistency**
- **Reduce work effort and errors**
- **Establish relevant performance measures/ allows us to collect performance data thru that uniformity**
- **Becomes resources for training and ready reference**
- **Help define and prioritize activities- helps to better define what each group does**
- **Highlight areas for improvement**



BENEFITS of PSDs (cont.)

- **Allows sharing of resources**
- **Promote continuous improvement**



PSDs – Foundations for ATO Success

Identify all SC processes

Eliminate duplication of effort

Clarify roles and responsibilities

Accurately document process steps

Baseline services/standardize processes

Develop meaningful performance measures

Objectively evaluate performance and progress

Re-engineer to streamline and improve services



Three locations, one Service Center

ATO Service Center

**W
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A**

**C
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**E
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THE COLABORATORS:



- **Niaz Abdulmatheen (NISC)**
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- **Claire Bentley (CTR) ESA**
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- **John Steele**
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- **Georgia Van Pelt**
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- **Cecil West (CTR)**
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- **Bob Keown**

CM Support

CM Support

Facilities CM Lead

CSA CM Lead

WSA CM Lead

ESA CM Specialist

Formerly w/Booze Allen

Service Center Planning & Requirements Steering Group

- **Bob Kitson (WSA) PSD PR-017 Baselines**
- **Vered Lovett (WSA) PSD PR-018 Audits**
- **Susan Foster (WSA) PSD PR-23 CM Basic**

SUBJECT MATTER EXPERTS (SMEs)

- **Don Turnbull ATO-T**
- **Bob Pfoff ATO-E**
- **Faye Jordan ATO-W**
- **Mike Nader ATO-W Eng. Ser. AWP**



PSD- PR-017: Facility CM Baselines

Effective July 2007

- **1.0 DESCRIPTION:**
- The purpose of this document is to provide a standard methodology for formal Facility Baseline establishment, management and change control through the Service Area Configuration Control Board (SACCB). This procedure describes how to establish and maintain a National Airspace System (NAS) Facility Baseline and is referenced in Section 3.3.3.5 of Federal Aviation Administration (FAA) Configuration Management Policy, Order 1800.66.
- A Facility Baseline shall consist of selected critical components of FAA facilities that require formalized Configuration Management (CM), as identified in FAA-STD-058, Standard Practice - Facility Configuration Management. The Facility Baseline provides a reference point from which changes to the facility configuration are decided upon and managed.

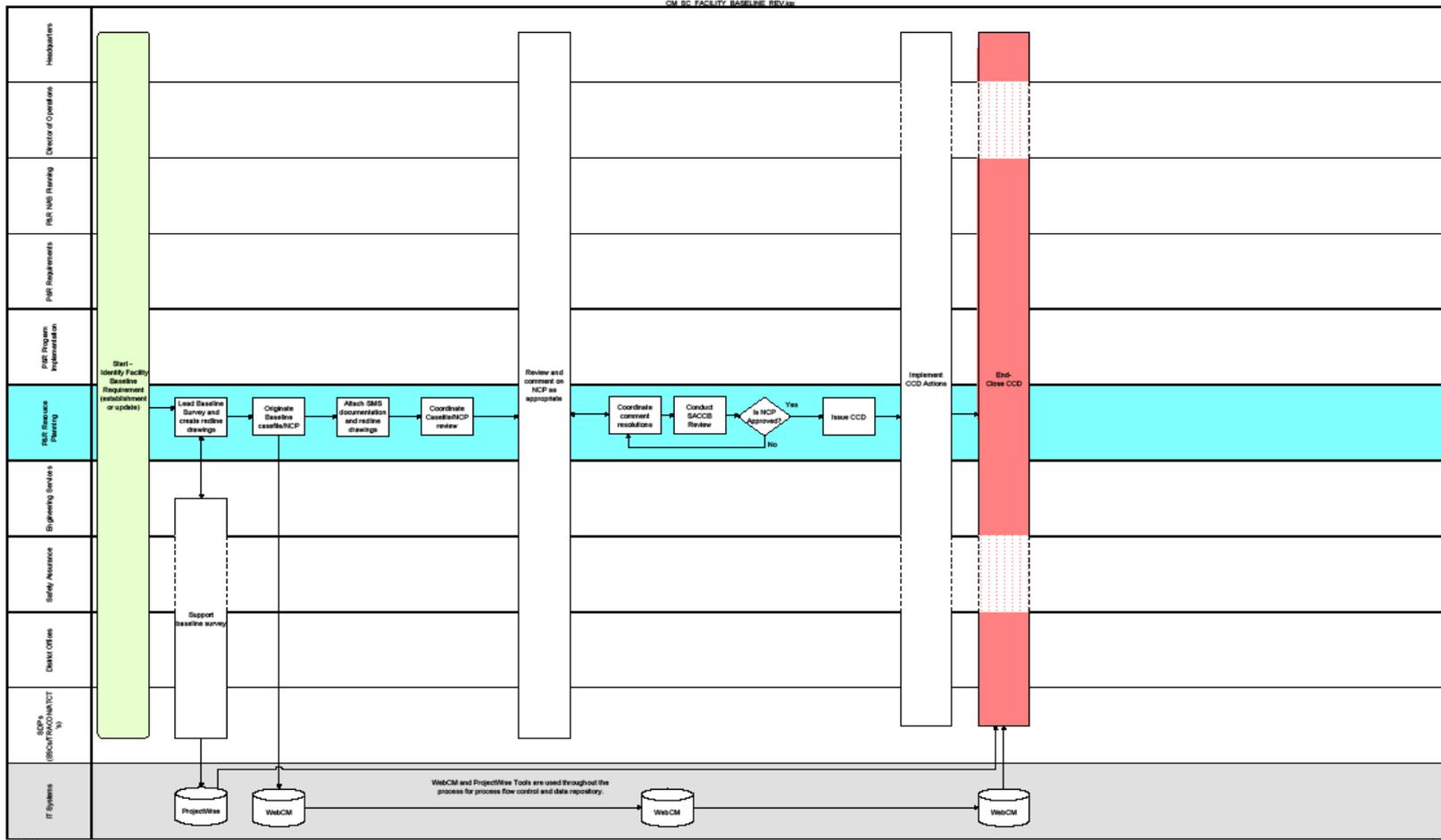


PSD PR-018: Facility CM Audits

Effective July 2007

- **1.0 DESCRIPTION**
- **This Process Support Document (PSD) establishes a standard methodology for conducting formal configuration audits of Federal Aviation Administration (FAA) operations facilities. These audits are performed to ensure the integrity of the facility base lines in association with Configuration Management Policy FAA Order 1800.66**





What About Basic CM Duties ?

- **CM Audits and CM Baseline started showing up in the Labor Distribution Report lists of what we should be charging our time against.**
- **Probably 70 to 80 % of our workload is Basic CM duties.**
- **PLEASE ADD CM BASIC**

PSD PR-023 CM Basic

Effective July 2008

- **1.0 DESCRIPTION**
- **This Process Support Document (PSD) establishes a standard methodology for the basic Configuration Management (CM) workflow in the Federal Aviation Administration (FAA), Air Traffic Organization (ATO) Service Areas. This PSD and workflow diagram conform to FAA Order 1800.66, FAA Configuration Management Policy.**

REFERENCES:

<http://servicearea.ato.faa.gov/>

- **To learn more about PSDs, find Templates, guidance, etc. go to the ATO Western Service Center**
 - >Administrative Services
 - >Performance Analysis
 - >Suggested Reading
 - >PSD Guidance



Other accomplishments for the Service Areas this past year:

- **Service Area Configuration Control Board Charters**
 - ESA :** Sent to NAS CCB
 - CSA :** Getting Signatures
 - WSA:** Not yet sent to NAS CCB (Alaska ANICS)
- **Participated in the Admin. Space Requirements Analysis and update of EnRoute Facility CM Drawings**

Accomplishments - Continued:

- **Hired and trained new CM Coordinators to fill positions:**
 - WSA- **Andrea Chay, Greg Edmonds, Cindy Furukawa, Georgia Van Pelt**
 - CSA - **Michelle Hodges (CTR), Mary Guyton (CTR), Marilyn Tomko**
 - ESA - **Veronica Lewis, Yolanda Walker, Cecil West (CTR)**



The development of the Western Service Area WebCM Implementation Tool



INSPIRATION CAN COME FROM MANY PLACES







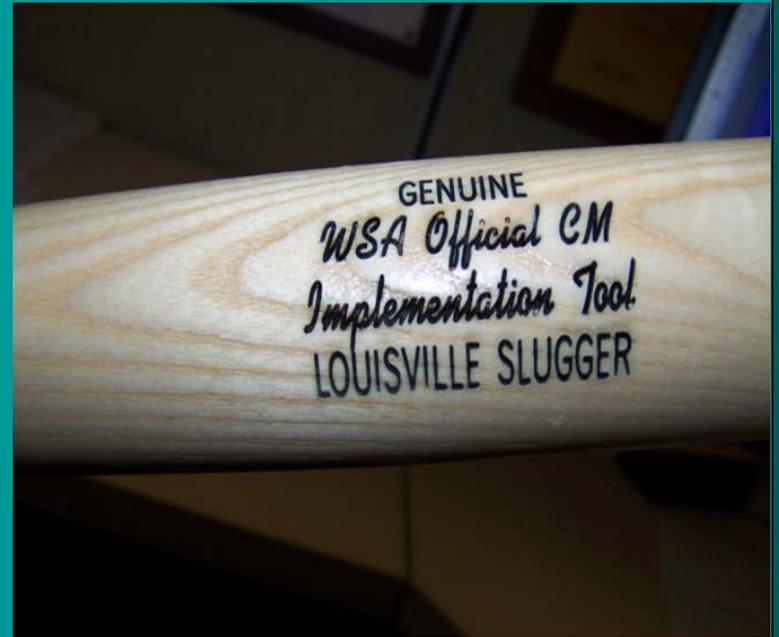


Acronyms	Resource Planning	NAS Planning	Requirements	Program Implementation
<u>10 Point</u>	<u>10 Point</u>	<u>10 Point</u>	<u>10 Point</u>	<u>10 Point</u>
<u>20 Points</u>	<u>20 Points</u>	<u>20 Points</u>	<u>20 Points</u>	<u>20 Points</u>
<u>30 Points</u>	<u>30 Points</u>	<u>30 Points</u>	<u>30 Points</u>	<u>30 Points</u>
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<u>50 Points</u>	<u>50 Points</u>	<u>50 Points</u>	<u>50 Points</u>	<u>50 Points</u>



LOUISVILLE SLUGGER





Who manufactures the Web CM Implementation tool used by the Western Service Area?