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Procedure No. GRC-P7600.009

Revision B.2

Division Procedure

Work Management System (7i)

Approved by:

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Glenn Research Center Division Procedure	Title: Work Management System (7i)	
	Document No.: GRC-P7600.009	Rev.: B.2

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Change Record

Rev.	Effective Date	Description
Basic	09/06/2000	Initial release of document
	06/10/2002	Review of document
A		Change of template from GRC-F7200.001 to BMS F-7 procedure template Change Request #174
B	11/19/2003	Document Number Changed from 7200.018 to 7600.009 General numbering and reference changes related to directorate re-organization and document re-numbering. FCR2003-1654 Changes to reflect new software (7i) and division name change from TID to RTD. Flow diagram (5.0) updated. FCR2003-1666
B.1	01/29/2004	Corrected errors in referenced documents titles and numbers.
B.2	02/18/2004	Annual Review, no changes needed.

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1.0 INTRODUCTION

1.1 Purpose

Provide a system for the creation, management, tracking and controlling of work through a RTD task order system. Provide RTD managers with a resource management tool.

1.2 Scope

This document is applicable to all customers and RTD personnel including civil servants and contractors.

2.0 REFERENCES

2.1 Applicable Documents

Document Number	Document Title
GLPG 8730.5	QUALITY MANUAL - GLPG 8730.5 Glenn Research Center Business Management System
GRC-P2.2.1	Internal Customer Agreements
GRC-P3.7.3	Records Management
GRC-P4.4	Control of Nonconforming Products
GRC-P4.7	Corrective and Preventive Action
External	Work Management System User Guide

2.2 Records

7i Database

2.3 Definitions

CS	Civil Service
COTR	Contracting Officer's Technical Representative
Customer Requirements	Customer should identify customer provided materials or equipment, prints, drawings, or schematics, and key milestone dates and deliverables.
Deliverables	What RTD is supposed to turn over to the customer and by what date.
7i	A work management software program designed to manage physical assets and technical support functions.
Resources	Personnel, equipment, parts, materials, or facilities.
Customer	Anyone who requests technical support from RTD.
Safety Concerns	Potential hazards associated with each task.

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Task	Any well-defined work that a technician is asked to perform.
Task Order	A detailed electronic request for work to be performed.
Technical Lead	Person appointed by the Branch Chief to help manage technical support in the field.
RTD	Research Testing Division
RTD Branch Management	Branch Chief, Deputy Branch Chief, Research Support Manager and/or Technical Lead.
WMS	Work Management System

3.0 RESPONSIBILITIES

3.1 Customer

Provides RTD with a task order required to accomplish their goal. Customer also closes out the task order and completes the electronic feedback portion of the task order. in the event that the 7i system is down and the work is urgent, the customer will e-mail a request for work to the appropriate RTD branch management with a complete list of requirements for the task.

3.2 RTD Branch Management

Reviews request for safety concerns, work content and personnel availability. Assigns task to appropriate technician or if none available transfers request to contractor management.

3.3 Contractor Management

Reviews request for safety concerns, work content, scope, and personnel availability. Assigns task to appropriate contractor technician.

3.4 Technician

Provides estimate of hours to complete task. Performs task and enters the actual hours expended. Keeps customer informed of work status.

3.5 COTR

Reviews and monitors request when it is submitted to contractor management.

4.0 PROCEDURE

<u>Responsible Person or Organization</u>	<u>Block No.</u>	<u>Activity</u>
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**Responsible Person or
Organization**

Block No.

Activity

Customer	4.1	Electronically submits task order with complete customer requirements for task into the RTD Work Management System (7i).
RTD Branch Management	4.2	Reviews task order for safety concerns and available resources.
RTD Branch Management	4.3	Is a CS technician available or can one be moved from another work area? If not work is transferred to a contractor technician.
Contractor Management/COTR	4.4	Contractor management reviews task order for safety and available resources. COTR reviews task order to see if it is within scope and monitors the task. COTR works with contractor management to see the work through to completion.
COTR	4.5	If resources not available it is returned to the COTR who renegotiates between RTD management and contractor management to reassign available contractor technicians to perform the task or reschedule the task.
Contractor Management	4.6	Assigns request to contractor technician.
RTD Branch Management	4.7	Assigns request to Civil Service technician.
Technician	4.8	Provides estimate of hours to complete task.
Customer	4.9	7i automatically notifies customer that an estimate has been made if requested during input into the WMS.
Customer	4.10	Views estimate in the RTD WMS. Electronically approves task to begin if estimate is acceptable.
Customer	4.11	Electronically cancels task if estimate cannot be agreed upon.
Customer	4.12	Modifies the requirements of the task and then returns it to the technician to re-estimate the hours.
Technician	4.13	Technician reviews task order with Customer. Reviews material requirements and orders parts if necessary.
Technician	4.14	Performs task and updates RTD WMS. Notifies Customer upon completion of task.
Customer Technician	4.15	Reviews completed task and performs an operational check with technician if necessary to determine if all requirements have been met.
Technician	4.16	Reworks task if all requirements have not been met.
Customer	4.17	Closes out task request and fills out a customer feedback survey electronically in the RTD WMS. RTD Branch Management reserves the right to close out task if
RTD Branch Management		

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**Responsible Person or
Organization**

Block No. **Activity**

Customer has not closed out task order after 30 days
after task completion.

5.0 FLOW DIAGRAMS



