# Attachment D – TSE Database

| 1. TITLE | 2. IDENTIFICATION NUMBER |
|---|---|
| **Transportation Security Equipment Database** | **N/A** |

3. DESCRIPTION/PURPOSE

**3.1.** The Transportation Security Equipment (TSE) Database is a relational database that contains a complete listing of all TSE, with a complete maintenance history for each TSE.

**3.2.** The TSE Database is used by the Contractor (and TSA) to monitor maintenance support and MSP performance.

| 4. APPROVAL DATE (YYMMDD) | 5. OFFICE OF PRIMARY RESPONSIBILITY (OPR) | 6a. DTC APPLICABLE | 6b. GIDEP APPLICABLE |
|---|---|---|---|
| | | | |

7. APPLICATION/INTERRELATIONSHIP

**7.1.** This attachment contains the format and content preparation instructions for the TSE Database. For further details refer Attachment B, Transportation Security Equipment (TSE) Metrics Terms and Definitions and RMA Metrics.

| 8. APPROVAL LIMITATION | 9a. REFERENCES | 9b. AMSC NUMBER |
|---|---|---|
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10. PREPARATION INSTRUCTIONS

**10.1. <u>FORMAT</u>**. The TSE Database may be in MSP format. The TSE Database deliverable should be an image of the database used by the MSP to manage the TSE data. It contains the data specified in the following subparagraphs. The relational database must have relational integrity. The relational database information must contain valid values for all data specified based on local times of the airports. The MSP ***shall*** change the data format when requested by the Contractor.

**10.2. <u>CONTENT.</u>** The TSE Database contains the inventory of fielded TSE under Contractor responsibility to service and maintain. The database stores TSE baseline data and all accumulating maintenance activity information for each unit.

**10.2.1. <u>Database Dictionary</u>.** The Contractor will provide a data model and data dictionary describing the Contractor TSE Database. If the delivered database has a different structure than the previously delivered TSE Database, the data dictionary will be amended and provided to describe the database as delivered.

**10.2.2. <u>Inventory Baseline Data.</u>** At a minimum, the baseline data for each TSE will include the following information (identification (e.g. serial numbers, barcodes) ***shall*** follow the Government's format when available):

- **a.** Manufacturer;
- **b.** TSE identification (i.e., make, model, and serial number (S/N);
- **c.** Government bar code or other unique identifier(s);
- **d.** Installation location;
- **e.** Government acceptance date (Site Acceptance Test date);
- **f.** Decommission date;
- **g.** Warranty period (start and stop dates);
- **h.** Relocation/movement information;
- **i.** Any unique equipment information;
- **j.** Identification of TSE S/Ns that will be used for the monthly Metrics Report as required by the contract.

**10. PREPARATION INSTRUCTIONS (CONTINUED)**

**10.2.3. Parts Data.** For all preventive and corrective maintenance actions performed, the TSE Database will provide a list of the parts used for the maintenance or repair, to include as a minimum:

- **a.** Parts name;
- **b.** Parts number;
- **c.** Cumulative identification of quantity used by specified dates.

**10.2.4. Preventive Maintenance Data.** The TSE Database will capture data as scheduled preventive maintenance is performed on each TSE. At a minimum, the preventive maintenance data will include the following information:

- **a.** Manufacturer;
- **b.** TSE identification;
- **c.** Contractor Work Order (WO) number (#);
- **d.** Government bar code;
- **e.** Installation location;
- **f.** Date and time maintenance is performed (start and stop);
- **g.** Type of maintenance performed (Level I or II);
- **h.** Part number(s) and quantity replaced/used during the maintenance;
- **i.** Consumables used;
- **j.** Identity of Field Service Technician (FST) performing maintenance;
- **k.** Preventive maintenance schedule information on each type, model and serial number.

**10.2.5. Corrective Maintenance Data.** The TSE Database will capture the data as specified in the following paragraphs as corrective maintenance is performed on each TSE.

**10.2.5.1. Corrective Maintenance Data.** The TSE Database will capture the following corrective maintenance data for each maintenance action:

- **a.** Contractor WO #;
- **b.** Manufacturer;
- **c.** TSE identification;
- **d.** Government bar code;
- **e.** TSA Service Call Center ticket ID;
- **f.** Installation location (location must match TSE location as specified in Inventory Baseline Data (10.2.2);
- **g.** Description of the problem;
- **h.** Criticality (critical or non-critical). NOTE: Any not documented will be considered a critical failure;
- **i.** Relevancy (relevant or non-relevant). NOTE: Any not documented will be considered a relevant failure;
- **j.** Failure mode indicator code -- failure determined by technician;
- **k.** Action code – action taken to resolve the failure;
- **l.** Part number(s) and quantity replaced/used during the maintenance;
- **m.** Total downtime accrued by each work order (24-hour day).

**10. PREPARATION INSTRUCTIONS (CONTINUED)**

**10.2.5.2. T-Values.** In addition to the above data, the following maintenance time points (T Values) dates and times must be recorded and reported in the TSE Database for each corrective maintenance action, as applicable. These time points must identify the date and time of each maintenance action provided in real clock times in the TSE location's local time based on a 24-hour day, seven-day week. The T-Value terms and definitions are identified in Attachment B: TSE Metrics Terms and Definitions and RMA Metrics.

- **a.** T1 – Call center contacted when failure occurs
- **b.** T2 – Technician dispatch
- **c.** T3 – Technician starts diagnostics
- **d.** T4 – Technician diagnostics complete
- **e.** T5 – Part(s) begin shipment
- **f.** T6 – Part(s) delivered to location
- **g.** T7 – Technician begins repair
- **h.** T8 – Technician begins testing
- **i.** T9 – TSE Ready for signoff
- **j.** T10 – TSA signoff
- **k.** T11 – TSE ready for setup at the location
- **l.** T12 – Start of Telephone Customer Support

**10.2.5.3. M-Values.** To enable a cross reference with the contract performance metrics reporting requirements, the following low-level metrics (M Values) must also be derived, as applicable, for each corrective maintenance action from the T-Values referenced in 10.2.5.2 and recorded in the TSE Database. The database must identify the T-Values used to derive each low level metric They should be the full time for the maintenance action as measured from the recorded T-Values, and should not be adjusted for an airport's operating hours or reporting period. The sum of M-Values for a work order should equal 10.2.5.1(m) above. Any adjustments to M-Values will be made when counting them for high level metrics. The M-Value terms and definitions are identified in Attachment B: TSE Metrics Terms and Definitions and RMA Metrics.

- **a.** $M_1$ – Initial Call Center Interaction Time
- **b.** $M_2$ – Technician Dispatch Time
- **c.** $M_3$ – Technician Diagnosis Time
- **d.** $M_4$ – Part(s) Request Time
- **e.** $M_5$ – Part(s) Fulfillment Time
- **f.** $M_6$ – Local Logistics Time
- **g.** $M_7$ – Technician Repair Time
- **h.** $M_8$ – Technician Testing Time
- **i.** $M_9$ – TSA Signoff Time
- **j.** $M_{10}$ – Time to Repair
- **k.** $M_{11}$ – Depot Turnaround Time
- **l.** $M_{12}$ – Uncrate/Setup at Location Time
- **m.** $M_{13}$ – Telephone Customer Support

**10.2.6. Change Log.** A monthly Change Log (or Data updates) will be reported for any data fields previously submitted that have been updated/changed, with full justification for each update/change entry.

**10.3. REPORTS.** The TSE Database will support queries and extraction of all data outlined above.

**11. DISTRIBUTION STATEMENT**

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.