

USAF Deficiency Reporting and Investigating System (DRIS) Training Management Plan

VERSION 16.3

Prepared for
DRIS Advisory Council

by
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Table of Contents

1	Executive Summary	4
1.1	Purpose	4
1.2	Program Description	4
1.3	Responsibilities	6
1.3.1	<i>HQ AFMC/A4</i>	6
1.3.2	<i>AFMC Centers / Program Managers</i>	6
1.4	Referenced Documents	6
2	Instructional System Development Summary	7
2.1	Trained Personnel Requirement	7
2.1.1	<i>Objectives</i>	7
2.1.2	<i>DR Target Audience</i>	7
2.1.3	<i>Training Curriculum</i>	8
2.1.4	<i>Validation and Acceptance</i>	9
2.1.5	<i>DRIS Database and Tools Training</i>	14
2.2	Continuous Learning Points	15
2.3	Development and Maintenance	15
2.4	Training Distribution	16
2.5	Tracking DRIS Training	18
2.6	Completion Schedule	20
3	Training Planning Team Charter	22
3.1	Project Identification	Error! Bookmark not defined.
3.2	Purpose	22
3.3	Authorization	22
3.4	Composition	22
3.5	Responsibilities	22
3.5.1	<i>HQ AFMC/A4</i>	22
3.5.2	<i>AFMC/AI</i>	22
3.5.3	<i>Center and MAJCOM</i>	22
3.6	Meetings and Procedures	23
3.7	Charter Approval	23
4	Acronyms	Error! Bookmark not defined.

Table of Figures and Tables

Figure 1-2 DRIS Process	5
Figure 2-1 DRIS Curriculum	8
Table 2-1 Course Objectives and Minimum Target Audience	9
Table 2-2 Continuous Learning Points	15
Table 2-3 DRIS Training Development Schedule	16
Figure 2-2 DRIS CoP.....	17

1 EXECUTIVE SUMMARY

1.1 Purpose

The purpose of this Training Management Plan (TMP) is to describe how training will be designed and used to meet Deficiency Reporting and Investigating System (DRIS) objectives. These objectives include:

- Timely identification and resolution of deficiencies having an Operational Safety, Suitability and Effectiveness (OSS&E) impact.
- Identify and resolve deficiencies as early as possible during systems acquisition so systems improve faster with the least cost.
- Promote deficiency resolution through the infusion of maintenance and sustainment engineering processes within quality and OSS&E plans.
- Evaluate end-item performance. Provide management with better visibility of quality of systems, end items and other essential supplies, services, and support.
- Obtain cost credit and/or contractual remedy for procurement related quality deficiencies resulting from poor workmanship, nonconformance to applicable specifications, drawings, standards, processes or other technical requirements.
- Provide historical collection of deficiency data.

This plan includes:

Section 1: Executive Summary. Provides background information on the purpose and scope of the Training Management Plan.

Section 2: Instructional System Development Analysis. Presents the trained personnel requirement and training strategy, validation and acceptance criteria, and a schedule and resource summary.

Section 3: Training Planning Team Charter. Details roles and responsibilities of the Training Planning Team.

1.2 Program Description

The DRIS is established to effect improvement of product quality, reliability and maintainability (R&M), and to maintain combat capability of Air Force weapon systems. These processes are defined in Technical Order (T.O.) 00-35D-54 and are consistent with the preservation of OSS&E, and the implementation of the systems engineering and acquisition quality assurance principals.

DRIS contains three levels of responsibility (See Figure 1-2):

The top level represents the quality management responsibilities within the DRIS and supports Air Force acquisition quality assurance (QA) and systems engineering policies. AFD 63-5 and AFI 63-1201 establish the requirement for deficiency reporting to be used to support the QA program and to maintain OSS&E baselines for AF weapon systems. AFI 21-118 establishes the requirement for deficiency reporting to be used to support the R&M Improvement programs for

systems, subsystems, and end items. AFI 21-101, while primarily a maintenance management instruction, establishes the role of the DRIS in supporting Product Improvement Programs at the Wing level. The purpose of referencing deficiency reporting in these policy documents is to provide Air Staff with objective data from DRIS so that they have the ability to monitor the implementation of these QA, OSS&E, and R&M improvement programs and ensure that their requirements are being met. As a result, one of the primary tools used to ensure these AF Programs are successful is the DR Program and specifically the data provided by the DRIS.

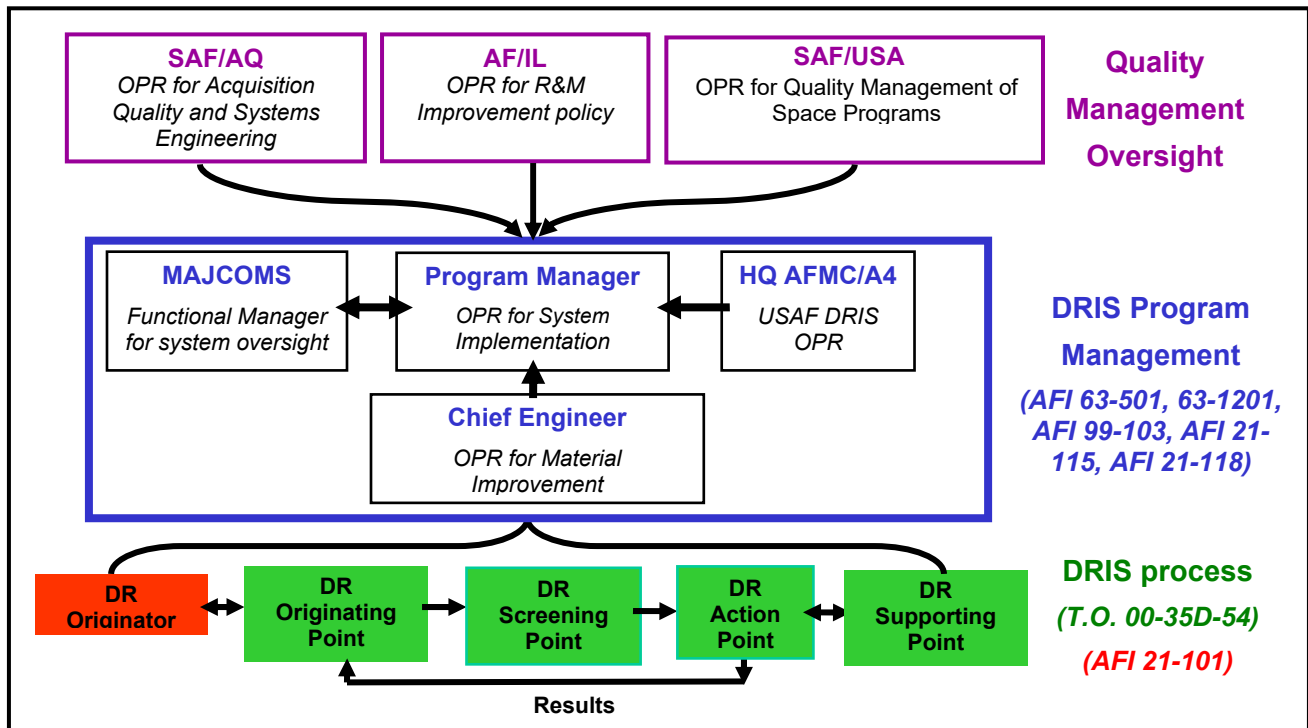


Figure 1-2 DRIS Process

The middle level of figure 1-2 reflects the management framework for implementation of T.O. 00-35D-54, a standard methodology to report and resolve deficiencies identified during the development, test, and deployment, and sustainment for all systems, subsystems, and end items. This management framework includes the decision making and oversight responsibilities for determining what actions to take based on the information being provided by the DRIS. Thus, the DR Program adds a level of management to the DRIS, which includes the chief engineer, Single Manager, Single Point of Contact Office (SPOCO), HQ AFMC (DR Program Manager) and MAJCOMs.

The lower level within figure 1-2 reflects the implementation processes for deficiency reporting and resolution. DRIS reporting tools are used to report field identified deficiencies to the appropriate acquisition or sustainment organization so they can be investigated and resolved. The key players in this process are: Originator, Originating Point, Screening Point, Action Point, and Support Point.

1.3 Responsibilities

1.3.1 HQ AFMC/A4

- ◆ Serves as the USAF and AFMC OPR for the USAF DRIS
- ◆ Coordinates DR training efforts with other DoD activities, federal agencies, and industry as needed
- ◆ Establishes the DRIS training management plan to define the training needs for DRIS functional roles and processes.
 - Budgets for training funds to meet the objectives of the training management plan
 - Oversees development and maintenance of training material

1.3.2 AFMC Centers / Program Managers

- ◆ Ensure personnel assigned to key DRIS responsibilities are qualified to perform their duties and meet competency objectives IAW the DRIS Training Management Plan

1.4 Referenced Documents

Publications referenced in this TMP are:

- AFPD 63-5 Quality Assurance, 25 Aug 03
- AFI 21-115(I) Product Quality Deficiency Report Program, 21 Jul 93
- AFI 21-118 Improving Air and Space Equipment Reliability and Maintainability, 2 Oct 03
- AFI 63-1201 Assurance of Operational Safety, Suitability and Effectiveness, 1 Feb 00
-
- AFMCI 63-510 Deficiency Reporting (DR) and Investigation Program, 7 Jun 02
- T.O. 00-35D-54 USAF Deficiency Reporting and Investigating System, 1 Jul 04
- NASA Safety Training Center Course – NSTC 049: Root Cause Analysis, July 2003

2 INSTRUCTIONAL SYSTEM DEVELOPMENT SUMMARY

2.1 Trained Personnel Requirement

2.1.1 Objectives

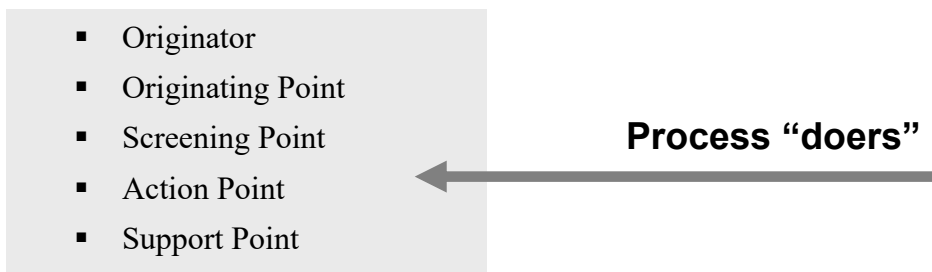
DRIS involves a broad range of personnel and duties. Success in the DRIS process is dependent on proper fulfillment of the individual process steps. The DRIS training program must ensure the learner is taught key program objectives as well as individual process steps. . At the completion of training the learner should:

1. Know that complete and thorough deficiency resolution is key to fielding and sustaining safe, suitable, and effective weapon and military systems.
2. Know the purpose and importance of each step in the DR Process and the ramifications of unresolved deficiency reports, including measures that provide specific focus on root causes and resolutions of identified deficiencies.
3. Understand the individual's roles and responsibilities for successful execution of the DR program.
4. Understand how the framework for management and oversight facilitates successful execution of the DR program, including organizational relationships.

2.1.2 DR Target Audience

In order to achieve the stated objectives, all personnel performing in and directly supervising the DR process should be participants in the DR Training Program. These personnel include USAF and contractor logistics support members and organizations who use, operate, or sustain USAF procured, owned, or managed military or weapon systems and includes: Joint systems, subsystems, and end items; trainers, test and support equipment; as well as vehicles, clothing, and textiles.

There are five key roles responsible for day to day execution of the DRIS process (process "doers"). In addition to having an understanding of the overall purpose and benefits of the DR program, these individuals must have an in-depth level of understanding of their specific DRIS responsibilities. They are:



Other individuals have responsibility for management and oversight or interface with the DRIS process (process "owners"). Each of these individuals must understand the importance of DRIS and have a general understanding of the overall DR process. These individuals include:

- Center Single Point of Contact Office (SPOCO)
- Program Manager
- Chief and Lead Engineers
- Exhibit Holding Activities
- Database and File Managers
- MAJCOM and NASA Functional Manager

Process “owners”



2.1.3 Training Curriculum

The DR Training Plan will consist of a series of courses designed to ensure that personnel assigned to key DRIS roles clearly understand their requirements and contribution to overall program success. Figure 2-1 provides an illustration of the relationships between these courses, while Table 2-1 lists the educational objective and target audience each course will support.

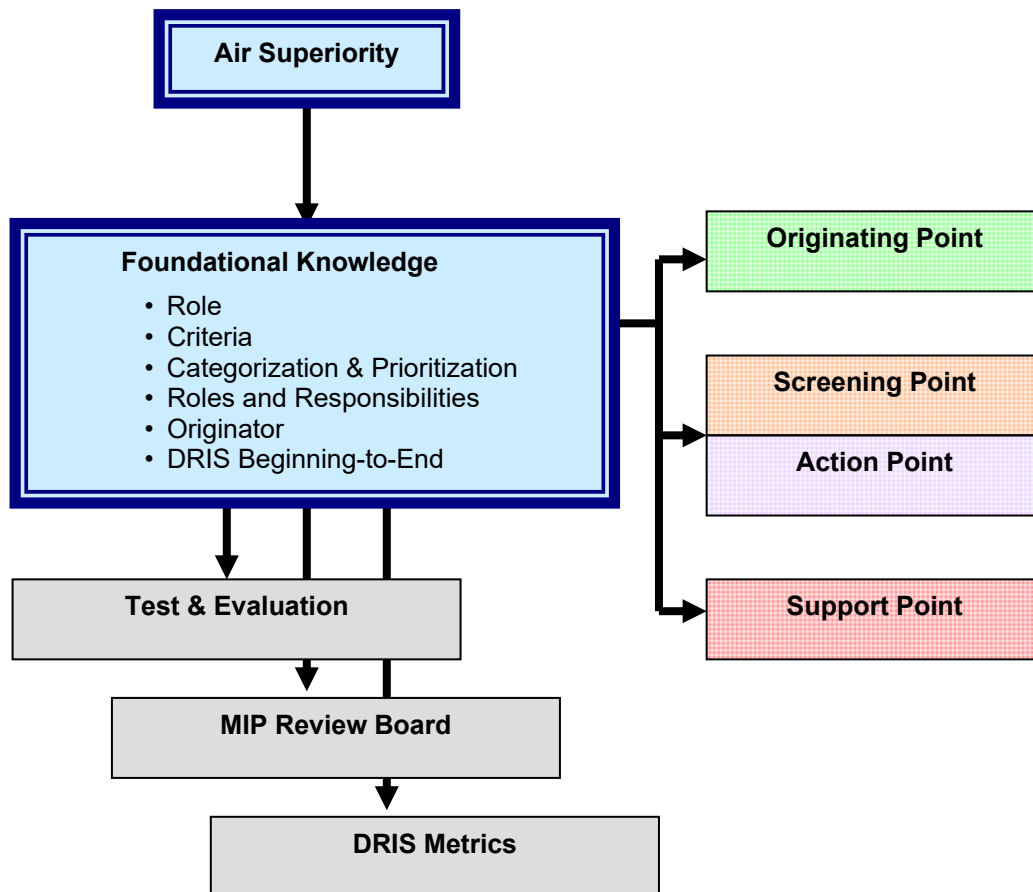


Figure 2-1 DRIS Curriculum

Course Title	Objective (section 2.1.1)	Minimum Target Audience
DRIS: From <i>Reporting to Resolution</i>	1	All, includes Senior Leadership
DRIS 101	1, 2, 3, 4	All
Originating Point Duties in DRIS	3, 4	Originating Point
Screening Point / Action Point Duties in DRIS	3, 4	Screening Point Action Point
Support Point Duties in DRIS	3, 4	Support Point
Root Cause Analysis	3, 4	Action Point Support Point
DRIS Support in Test & Evaluation (T&E)	3, 4	All supporting T&E organizations & programs
DR / MIP Review	3, 4	All DR / MIP Review Board Members
* All refers to all DRIS “doers” and process owners		

Table 2-1 Course Objectives and Minimum Target Audience

2.1.4 Validation and Acceptance

This section describes the specific knowledge, behaviors, and standards to be achieved from each of the developed training courses. Subject matter experts from within the DRIS community will be used to assist in the development and subsequent validation of each of the following courses. Upon deployment of courseware, students learning will be validated through test to ensure the primary objectives and intent of each course meets minimum competency requirements.

2.1.4.1 DRIS, From *Reporting to Resolution*

The purpose of this video is to improve credibility in the DRIS and promote a change from deficiency reporting to deficiency resolution. The intent is for the student to know the purpose and benefits of the DR Program in maintaining warfighter combat capability and specifically, by the end of this overview, each student should be able to;

- Define the intent of the DR Program to achieve the Air Force vision
- Recognize how DRIS can effect improvement of product quality
- Identify DRIS support to reliability and maintainability and OSS&E
- Identify specific examples of how DRIS contributes to combat capability of AF weapon systems
- Identify specific examples illustrating the negative ramifications of not achieving DRIS goals and objectives

2.1.4.2 DRIS 101

DRIS 101 is a foundational course designed for the student to know the objective and scope of the USAF Deficiency Reporting and Investigating System (DRIS) to establish standardized processes and supporting databases for a uniform method to identify, investigate, and resolve deficiencies. The course will review the overall DRIS process, roles and responsibilities, reporting requirements, and an overview of databases and tools to support DRIS. This course will contain an Introduction and five modules.

Introduction: DRIS Training Program

The objective of this module is for the student to know the expectations for accomplishing DRIS Training Program requirements. Specifically, by the end of this module, each student should be able to:

- Recognize why the DRIS Training Program was established
- Identify specific training requirements for the student

Module One: The Role of DRIS

The objective of this module is for the student to know why DRIS was established and examples of how DRIS contributes to combat capability of AF weapons systems. Specifically, by the end of this module, each student should be able to:

- Recognize the purpose of the DR Program
- State the purpose and benefits of DRIS
- Describe the importance of early resolution
- Identify the scope and applicability of DRIS
- Define key DRIS terminology

Module Two: Deficiency Reporting Criteria

The purpose of this module is for the student to know the criteria for identifying and reporting deficiencies. Specifically, by the end of this module, each student should be able to:

- Identify why a DR is submitted
- Identify attributes that may affect OSS&E
- List the types of DRs and associated report designations

Module Three: Categorization and Prioritization

The purpose of this module is for the learner to know how to classify deficiencies and determine the urgency of response. Specifically, by the end of this module, each learner should be able to:

- Identify Category I deficiencies
- Identify Category II deficiencies
- Recognize when a reported deficiency is not a deficiency under the DRIS program
- Recognize how associated risk is used to determine priority

Module Four: Roles and Responsibilities

The objective of this module is for the student to know primary DRIS positions and their key responsibilities. Specifically, by the end of this module, each student should be able to:

- Identify roles and responsibilities for identifying and reporting deficiencies
 - Discover deficiencies
 - Identify the impact of a deficiency
 - Describe how to initiate reporting and exhibit processes
- Identify roles and responsibilities for investigating and resolving deficiencies
- Identify the DR program management framework
- Identify relationships with other organizations

Module Five: DRIS Beginning-to-End

The objective of this module is for the student to know the purpose and importance of each step in the DRIS Process. Specifically, by the end of this module, each student should be able to:

- Describe the overall DRIS process
- Identify the importance of each step in the DRIS process
 - (Originator) Identifying deficiencies
 - (Originating Point) Managing DR resolution
 - (Screening Point) Receipt and processing of DRs
 - (Action Point) Addressing technical and administrative actions
 - (Support Point) Supporting the action point
 - (DR/MIP Review Boards) Management and Oversight of DR processes
- Describe DR Exhibit Handling and Processing requirements
 - Identify purpose of DR Exhibit Process and Handling
 - Describe the exhibit processing system and control, marking, and handling
 - Recognize the receiving and storage activity exhibit process
- Understand resolution and DR status codes
- Recognize relationships and dependencies between the process points
- Identify databases and tools supporting DRIS

2.1.4.3 Originating Point Duties in DRIS

The purpose of this course is for Originating Points to understand the tasks they are to perform. Specifically, by the end of this module, each student should be able to:

- Establish and promote the DR program within their organization
- Recognize the importance of interacting with Originators to ensure the DR is valid, accurate, and complete
- Validate the deficiency category

- Recognize if applicable exhibits are available, secured, and properly identified
- Submit the validated report to the DRIS database by the appropriate means
- Track DR progress and resolution
- List Originating Point Exhibit Handling and Processing responsibilities
- Perform trend analysis and program self-inspection

2.1.4.4 Screening Point / Action Point Duties in DRIS

The purpose of this course is for Screening Points and Action Points to understand the tasks they are to perform. Specifically, by the end of this module, each student should be able to:

- Maintain an audit trail for each DR and establish routing and tracking mechanisms
- Recognize the role of service Screening Point when DRs are forwarded across service component lines
- Describe technical and administrative actions for resolution of a DR
- Evaluate DR and determine depth of required investigation to include need for exhibit teardown analysis
- Initiate a course of action for DR resolution
- Provide status updates, closing actions, and exhibit disposition instructions
- Properly apply resolution Codes (T.O. 00-35D-54)
- Maintain active oversight of assigned DRs
- Monitor program metrics and trends and program compliance
- Identify ways to advocate improvement within their Center and the DRIS
- List Action Point Exhibit Handling and Processing responsibilities

2.1.4.5 Support Point Duties in DRIS

The purpose of this course is for Support Points to understand the tasks they are to perform. Specifically, by the end of this module, each student should be able to:

- Recognize their role as the Support Point by conducting investigations, trend analysis, and recommending corrective and preventive actions
- Maintain active oversight of assigned DRs
- Understand need for objective investigations focused on defining root cause
- List requirements for defining results of investigation and associated resolution codes
- Monitor related deficiency metrics and trends
- Identify ways to advocate improvement within their activity and the DRIS
- List Support Point Exhibit Handling and Processing responsibilities

2.1.4.6 Root Cause Analysis (RCA)

The purpose of this course is for Action Points and Support Points to know the process for performing Root Cause Analysis (RCA) for deficiency reporting. RCA is a method that helps professionals to determine: (1) what happened, (2) how it happened, (3) why it happened, and (4) allows learning from past problems, failures, and accidents. Specifically by the end of his course, the student should be able to:

- Clearly define the undesired outcome
- Gather data, including a list of all potential causes
- Create an event and causal factor tree
- Continue asking “why” to identify root causes
- Check logic and eliminate items that are not causes
- Generate solutions that address both proximate causes, root causes, and prevent recurrence

Note: Content for this course is derived from the NASA Safety Training Center Course NSTC 049: Root Cause Analysis.

2.1.4.7 Deficiency Reporting During Test and Evaluation

The purpose of this course is for the student to understand how the DR process is applied in Test and Evaluation (T&E) programs. Specifically, by the end of this module, each student should be able to:

- Know criteria for and differentiate between watch items, deficiencies, and enhancements
- Categorizing and prioritizing deficiencies and enhancements
- Understanding and documenting test conditions and results, mission impact, and cause analysis
- Describe the T&E Deficiency Review Board (DRB)

2.1.4.8 Deficiency and / or Materiel Improvement Project Review Board (DRB / MIPRB)

The purpose of this course is for the student to understand the DR process from within the management community for oversight, managing, and resolving deficiencies. Specifically, by the end of this module, each student should be able to:

- Identify key positions that make up a Review Board
- Recognize membership, meeting frequency, and review board responsibilities
- Perform status, resolution action, categorization, and closing

2.1.4.9 DRIS Metrics

The purpose of this course is for the student to know how metrics are used to determine the effectiveness of the DR Program to improve product quality, reliability and maintainability, and

to maintain OSS&E of Air Force weapon systems. Specifically, by the end of this module, each student should be able to:

- Define DR Program metrics
- Identify the components of each metric
- How to obtain metrics data
- Recognize how to report results of metrics analysis

2.1.5 DRIS Database and Tools Training

The primary goal of Database and Tools Training is to instruct in the use of the databases and tools supporting DRIS. This course is instructor based and periodically provided at Wright-Patterson AFB or at an on-site location. The typical class does not cover the process which a given database supports, but upon request, may be tailored to a specific communities requirements. The student is expected to have a basic understanding of his or her responsibilities in the process being supported by the database and tools. The course syllabus includes:

- DRIS Overview
 - System Requirements
 - What is DRIS?
 - Obtaining access to DRIS
- DRIS Tools
 - DREAMS
 - INFOCEN WEB
 - Logging into a Database
- Originating and Submitting DRs
- Web Functions for Screening Point
- Action and Support Point Functions
- Data Analysis Tools
- Database and File Manager Functions
- Help Desk Operations

2.2 Continuous Learning Points

Continuous Learning Points (CLPs) are assigned based on the number of hours needed by the individual to successfully complete a course. For example, if an individual spends 3 hours taking a course, 3 CLPs will be awarded. The CLPs will be determined by AFMC/A4. The current estimate of hours to complete each course is listed in Table 2-2. As courses are completed, the CLPs will be adjusted.

Course Title	CLPs
DRIS: From <i>Reporting</i> to <i>Resolution</i>	0.5
DRIS 101	2.0
Originating Point Duties in DRIS	2.0
Screening Point / Action Point Duties in DRIS	2.0
Support Point Duties in DRIS	2.0
Root Cause Analysis	2.0
DRIS Support in Test & Evaluation (T&E)	1.0
DR / MIP Review	1.0
DRIS Metrics	2.0
DRIS Database and Tools Training (Instructor Course)	12.0

Table 2-2 Continuous Learning Points

2.3 Development and Maintenance

HQ AFMC/A4YE has responsibility for development and maintenance of the DRIS Training Program. The proposed training courses will be developed using video and interactive web-based training (IWBT) platforms to the extent practical. This is to ensure consistency in training and availability of training at the point of need. Interactive design provides the student with options for interaction and immediate, individualized feedback. This instruction is a practical consideration to time and distance constraints. Videos will also be available online. E-Learning and videos can also be used in conjunction with instructor-led training to shorten classroom time, reinforce concepts, or deliver curriculum; however, online access will be encouraged so that student progress and completion can be tracked and monitored. The planned development schedule is summarized in Table 2-3. Actual completion dates are constrained by the availability of funding and are therefore only estimates.

Course content will be reviewed by HQ AFMC/A4YE on an annual basis and updates will be made accordingly. Every student is asked to complete a course survey at the end of each course. Feedback from these surveys will be used to identify updates to the course. At this time, most of the content appears to be stable (there are no new regulations or instructions planned). In addition, information subject to frequent change, such as points of contact, will be maintained in the DRIS Community of Practice (CoP), (see Figure 2-2), again by HQ AFMC/A4YE. The DRIS

courses will reference and provide links to that information thus limiting changes to the course content itself. Therefore, only minor changes affecting approximately not more than 5-10% of the content will need to be updated each year.

Product	Type	Est. Schedule
Training Management Plan	Document	Complete
DRIS: From <i>Reporting</i> to <i>Resolution</i>	Video	12/30/06
DRIS 101	IWBT	12/30/06
Originating Point Duties in DRIS	IWBT	2/28/06
Screening & Action Point Duties in DRIS	IWBT	3/28/06
Support Point Duties in DRIS	IWBT	4/28/06
Root Cause Analysis	IWBT	5/28/06
DRIS Support in Test and Evaluation	IWBT	12/30/06
DRB/MIP Review	IWBT	4/30/06
DRIS Metrics	IWBT	4/30/06
Database and Tools Training	Instructor	Complete

Table 2-3 DRIS Training Development Schedule

2.4 Training Distribution

HQ AFMC/A4YE has established a DRIS Community of Practice within AF Knowledge Now (AFKN). The CoP provides a central repository for all DRIS information and training as well as access to DRIS community members. The full operational range of each AFKN CoP involves a significant number of “user-controlled” functionalities, including but not limited to: Discussion Forums, Document Management, Hyperlink Maintenance, Community Calendars, Wisdom Exchange, Frequently Asked Questions (FAQs), News Tickers, “Tell a Friend,” Alert Notifications, and Metrics Tracking (to measure the benefits of these features based on usage). In addition, it provides links to: Tools, Training and Education, Find a Mentor, MyLearning, Related Sites, Other Community Members, Policy and Direction, Other CoPs, the AF Portal, and AFMC Portal. Most importantly, AFKN has an integrated E-learning Architecture which allows online training to be distributed and tracked.

The DRIS Community of Practice is available to all of the target audiences from any dot-mil (.mil) location and through the AF Portal. It is also available 24 hours per day, seven days per week. This approach provides students with “just-in-time”, self-paced, drill-down learning, as well as being cost-effective. Each of the online training courses will be accessed from the DRIS CoP home page and will “teach” the student how to use the CoP to access current DRIS information and resources for help.



Deficiency Reporting

Home | Feedback | Tell a Friend | Logout



Knowledge Now | AF Deskbook | All CoPs

My CoPs

This CoP

Knowledge Now

Search

[Search Smarter](#)

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Welcome to the Deficiency Reporting (DR) System Workspace

DEFECTIVE MATERIAL NOTICES

Defective material notices will be posted within the document management section of this workspace for future reference. If you receive or generate a notice please ensure it is provided for posting.

The objective of this workspace is to leverage people, processes, and technology to provide the Deficiency Reporting and Investigating System Community a virtual workspace to identify, report, and resolve issues involving deficiency resolution processes.

Worldwide DR Workshop

1 - 3 November, 2005 at the Hope Hotel and Conference Center, Wright-Patterson AFB, OH

The conference focus will be to emphasize meaningful and timely resolution of reported deficiencies. Discussion will emphasize true program intent and include a review of our implementation plan to correct Air Force Inspection Agency Eagle Look findings. Additional discussion shall address performance measures and Top DRIS community concerns.

Attendance is open to all stakeholders of the USAF Deficiency Reporting and Investigating System. Special invitations are extended to Originating points, Product Improvement Managers, Supply personnel involved in exhibit handling and DR transactions, File Managers, Screening, Action and Support Points, and MAJCOM Functional Managers.

Conference activities will begin on Tuesday morning, November 1, and run through close of business at 1630, 3 Nov 2005. Conference topics will include briefings and presentations from HQ AFMC, AFMC Centers, HQ DLA, DCMA, the Government Industry Data Exchange Program (GIDEP) and will provide for MAJCOM breakout sessions.

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Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

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2005 DR Workshop

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- [Early Bird](#)
- [Single Managers](#)
- [Tracker](#)
- [UPS Tracking](#)
- [AFIA](#)

REFERENCES

- [AFMC UCILSET Checklist TO 00-35D-54](#)



Figure 2-2 DRIS CoP

2.5 Tracking DRIS Training

HQ AFMC/A4YE will manage enrollment, tracking of progress and course completion. To assist in tracking, a separate and unique curriculum will be developed for each target audience group. Table 2-4 provides a matrix of courses within each user syllabus (curriculum).

Role / Course	DRIS: From Reporting to Resolution	DRIS 101	Originating Point Duties	Screening & Action Point Duties	Support Point Duties	Root Cause Analysis	DRIS Support in T&E	DR/MIP Review	DRIS Metrics	Video Series	Database and Tools Training
USAF Member	D										
Originating Point	R	R	R				T			D	D
Screening Point	R	R		R			T			D	D
Action Point	R	R		R		R	T			D	D
Support Point	R	R			R	R	T			D	D
SPOCO	R	R		R			T	R	R	D	D
MAJCOM Functional	R	R	R				T	R	R	D	D
PMs and Chief Engineers	R	R					T	R	R	D	
Database & File Managers	R	R					T	R	R	D	R
NASA Functional Manager	R	R	R						R	D	D
D = Desired R = Required T = Required for personnel involved in T&E Blank = Optional											

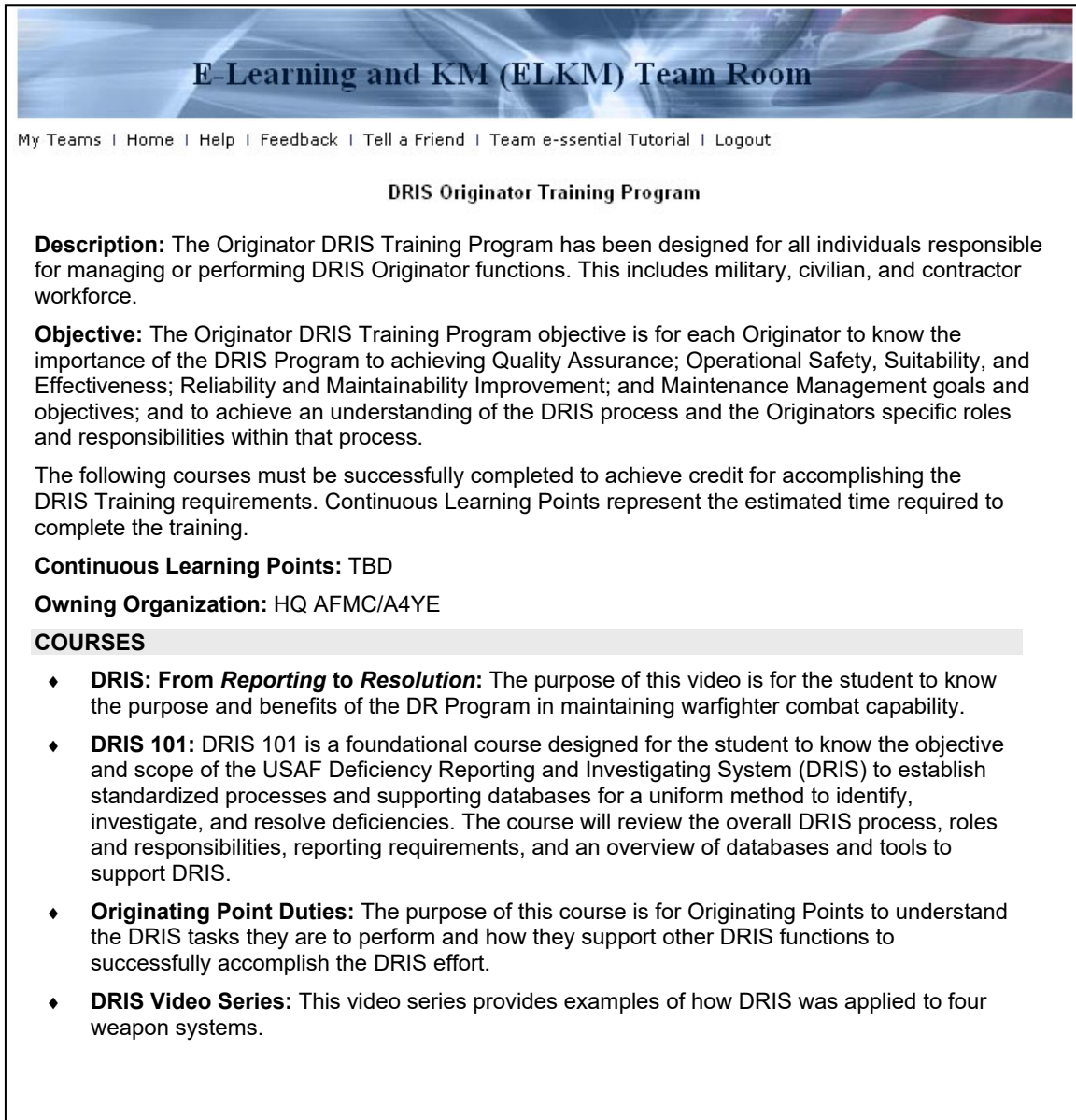
Table 2-4

Figure 2-3 illustrates the Syllabus for the DRIS Originating Point Training Program. Each of the required courses will be listed within the one Syllabus. A certificate of completion will be awarded for each course and another certificate once all required training has been successfully completed for the applicable course series.

From KN Elearning Admin, authorized training POCs can access the following reports:

1. **Student Progress.** This report lists all CoP members (office symbol, phone number, and email) in alphabetical order and displays the start and finish dates for a particular course. In

addition, when the student completes the course, a certificate is issued and emailed to the student. The unique certificate number is included in the Learner report for validation.



The screenshot displays a web page titled "E-Learning and KM (ELKM) Team Room". Below the title is a navigation menu with links: "My Teams | Home | Help | Feedback | Tell a Friend | Team e-ssential Tutorial | Logout". The main heading is "DRIS Originator Training Program".

Description: The Originator DRIS Training Program has been designed for all individuals responsible for managing or performing DRIS Originator functions. This includes military, civilian, and contractor workforce.

Objective: The Originator DRIS Training Program objective is for each Originator to know the importance of the DRIS Program to achieving Quality Assurance; Operational Safety, Suitability, and Effectiveness; Reliability and Maintainability Improvement; and Maintenance Management goals and objectives; and to achieve an understanding of the DRIS process and the Originators specific roles and responsibilities within that process.

The following courses must be successfully completed to achieve credit for accomplishing the DRIS Training requirements. Continuous Learning Points represent the estimated time required to complete the training.

Continuous Learning Points: TBD

Owning Organization: HQ AFMC/A4YE

COURSES

- ◆ **DRIS: From Reporting to Resolution:** The purpose of this video is for the student to know the purpose and benefits of the DR Program in maintaining warfighter combat capability.
- ◆ **DRIS 101:** DRIS 101 is a foundational course designed for the student to know the objective and scope of the USAF Deficiency Reporting and Investigating System (DRIS) to establish standardized processes and supporting databases for a uniform method to identify, investigate, and resolve deficiencies. The course will review the overall DRIS process, roles and responsibilities, reporting requirements, and an overview of databases and tools to support DRIS.
- ◆ **Originating Point Duties:** The purpose of this course is for Originating Points to understand the DRIS tasks they are to perform and how they support other DRIS functions to successfully accomplish the DRIS effort.
- ◆ **DRIS Video Series:** This video series provides examples of how DRIS was applied to four weapon systems.

Figure 2-3 DRIS Originating Point Training Program

2. **Course Statistics** (by course, base, and CoP). This report provides metrics of course completion rates (see Figure 4-3). Each report will give the following information: number of CoP members, number of Starts, number of Completions, usage rate (in percentage), and a completion rate (in percentage). Information can be sorted by course, base, and CoP. The sort by CoP option allows the course administrator to see if other CoPs have added the course into their CoP.

[Return to eReport Form Page](#)

eCourse Report Results by Course

Course Title: DRIS Originator Training Program		Date Range: N/A				
* Note the 'Total for Current Course' will not equal the 'Subtotal for Current Team' counts combined. Due to duplications.						
Team: E-Learning and KM (ELKM) Team Room						
Base/Org	Members	Start	Complete	Usage	Completion	
Not Specified	20	1	0	5%	0%	
WRIGHT-PATTERSON AFB	2	0	0	0%	0%	
Subtotal for Current Team:	22	1	0	0%	0%	
Team: GDAIS AFMC eLearning Center						
Base/Org	Members	Start	Complete	Usage	Completion	
Not Specified	50	1	0	2%	0%	
WRIGHT-PATTERSON AFB	2	0	0	0%	0%	
Subtotal for Current Team:	52	1	0	0%	0%	
Total for Current Course:		64	1	0	1.562%	0%

Figure 2-4 Course Metrics by Course, Base, and CoP

2.6 Completion Schedule

The schedule for completing DRIS training is determined to ensure that all DRIS participants are fully trained and able to perform the job to which they are assigned. The DRIS training requirements will be entered into the individual training or development plan as determined by local requirements.

- The Reporting to Resolution video course will be mass distributed with a request to provide the course to all AF members within 3 months of roll-out.
- Personnel new to the DRIS program will be required to complete minimum training prior to being authorized as a user of the DRIS database.
- Screening, Action, and Support Point personnel will need to complete the Root Cause Analysis course within 3-6 months of assignment.
- For current DRIS database users, DRIS training will be completed within 0-3 months of the availability of training.

3 TRAINING PLANNING TEAM CHARTER

3.1 Purpose

The purpose of this Training Planning Team Charter is to establish roles and responsibilities for developing, maintaining, and deploying Deficiency Reporting and Investigation System (DRIS) Training to the Air Force DRIS workforce as laid out in the DRIS Training Management Plan, dated October 2005.

3.2 Authorization

The DRIS Training Planning Team Charter is authorized by the Director of Logistics and Sustainment, HQ Air Force Materiel Command (HQ AFMC/A4), as delegated by the DRIS process owners, SAF/AQ, AF/IL and AF/TE.

3.3 Composition

The DRIS Program Manager is the chairperson for the Training Planning Team. The Training Planning Team is a sub-team of the DRIS Advisory Council and includes MAJCOM functional and AFMC Center SPOCO representatives. Temporary associate members may be assigned as required to serve as individual training course subject matter experts. All members provide input to the training management plan.

3.4 Responsibilities

3.4.1 HQ AFMC/A4

- ◆ Charters the Training Planning Team as representatives of the DRIS process owners, SAF/AQ, AF/IL and AF/TE.
- ◆ Provides training funds to meet the objectives defined in the training management plan

3.4.2 AFMC/A1

- ◆ Ensures instructional quality of training products
- ◆ Provides infrastructure to support training distribution
- ◆ Coordinates with MAJCOM and Centers to include training requirements within the Military and Civilian Individual Development Plans (IDP) or equivalent

3.4.3 DRIS Program Manager

- ◆ Coordinates DR training efforts with other DoD activities, federal agencies, and industry as needed
- ◆ Develops the DRIS training management plan to define the training needs for DRIS functional roles and processes

- ◆ Budgets for training funds to meet the objectives defined in the training management plan
- ◆ Develops and maintains structured DR program training
- ◆ Defines how structured training is conducted, who should get structured training, and what should be covered in training
- ◆ Determines how training should be documented
- ◆ Tracks and reports DRIS Training metrics

3.4.4 Advisory Council Members

- ◆ Provides training requirements input for positions within the DR process
- ◆ Assist in the development of the DRIS TMP
- ◆ Recruits subject matter experts to assist in the development and validation of functional and role specific training courseware

3.4.5 Center and MAJCOM stakeholders

- ◆ Designate subject matter experts and provide funding for associated travel to assist in course development and validation
- ◆ Ensure that personnel assigned key DRIS roles (military, civilian, and A&AS contractors) receive and document the training as outlined in the DRIS TMP
- ◆ Review DRIS training metrics and manage training requirements as required to meet program objectives

3.5 Meetings and Procedures

The DRIS training team or its sub-IPT will meet in conjunction with the DRIS Advisory Council, or upon request. The DRIS sub-IPT will report progress, planned activities, and issues. In addition, they will review and update the DRIS Training Management Plan annually.

3.6 Charter Approval

The Training Charter will be reviewed annually as a minimum and updated as required.

Approval

HQ AFMC/A4

HQ AFMC/A1

Chairperson, DRIS Training Team