

	National Defence Défense Nationale		<a href="#">Back to the DID List</a>
<b>DATA ITEM DESCRIPTION - DESCRIPTION DE DONNÉES</b>			
<b>1. TITLE – TITRE</b>		<b>2. IDENTIFICATION NUMBER - NUMÉRO D'IDENTIFICATION</b>	
<b>CUSTOMER AND THIRD PARTY SUPPORT DATABASE</b>		<b>DID 2.16.8.1</b>	
<b>3. DESCRIPTION / PURPOSE – DESCRIPTION / OBJET</b>			
<p>The Contractor must establish and maintain a searchable database of all Customer Support and Third Party Support Requests (CSR/TPS). The database must be in Commercial Off The Shelf (COTS) software. The metadata and usage of the database, must be as recommended by the Contractor and accepted by the NWSO TA.</p>			
<b>4. APPROVAL DATE DATE D'APPROBATION</b>	<b>5. OFFICE OF PRIMARY INTEREST (OPI) BUREAU DE PREMIERE RESPONSABILITÉ (BPR)</b>	<b>6. GIDEP APPLICABLE D'ÉCHANGE DE DONNÉES PERTINENT</b>	
	NWSO Technical Authority (TA)	N/A	
<b>7. APPLICATION / INTERRELATIONSHIP – APPLICATION / INTERDÉPENDANCE</b>			
<p>CDRL-NWS SOW Section 1, Para 2.16.8.1 refer. Customer Support Request (CSR). Third Party Support (TPS)</p> <p>This DID contains the format and content preparation instructions for the data generated under the Work tasks described in the NWS O&amp;M SOW.</p>			
<b>8. ORIGINATOR - AUTEUR</b>		<b>9. APPLICABLE FORMS - FORMULES PERTINENTES</b>	
NWSO TA		Customer Support Request Form (G) Third Party Support Request Form (G)	
<b>10. PREPARATION INSTRUCTIONS – INSTRUCTIONS SUR LA PRÉSENTATION DES DONNÉES</b>			
<p>10.1 <u>Source Document</u> NWS SOW Section 2- Para 2.16.8 DND/USAF AFTAC Memorandum of Understanding (M)</p> <p>10.2 <u>Content and Format</u></p> <p>10.2.1 The Customer and Third Party Support Database must be prepared, managed, maintained and available on-line in Contractor format. The Database, using existing CSR/TPS Form as provided, must manage all CSR//TPS's upon submission, including cost reimbursable. Within five (5) business days of receipt of CSR/TPS, forward to NWSO TA complete with the proposed support plan. No example of the database not being available, and to be accurate within five (5) business days.</p> <p>10.2.2 The Database must detail the Customer Support and Third Party Support Requests, which may include but must not be limited to:</p> <ol style="list-style-type: none"> <li>Stage of CSR/TPS Request;</li> <li>Contractor Management Office (CMO) reference;</li> <li>CSR/TPS Type;</li> <li>Reimbursable;</li> <li>Activity Status (approved/not approved);</li> <li>Date CSR/TPS Received;</li> <li>Group, Organization or Government agency of Requestor;</li> <li>NWS Zone requested for support;</li> <li>NWS Site(s) requested for support;</li> </ol>			

- j. Dates of Activity requested;
- k. Duration of day(s) for support;
- l. Contract Year;
- m. Description of planned activities;
- n. Support Required;
- o. Number of personnel;
- p. MSE Required;
- q. Demonstrations for CSR;
- r. Dates submitted/acknowledged by NWSO;
- s. NWSO recommendation(s); and
- t. Notes of deviation from submitted support plan(s).

- 10.2.3 Use of the Customer and Third Party Support Database, for the management of Customer Support Requests, is not limited in use. Contractor can add/remove use of the data upon approval of the NWSO TA:
- a. For reliability, maintainability, security, and privacy, Contractor will retain editing rights of the data contained in the database provided, NWSO can execute, read, view and/or download database data; and
  - b. Can be supported by CSR/TPS form provided in Contractors format.