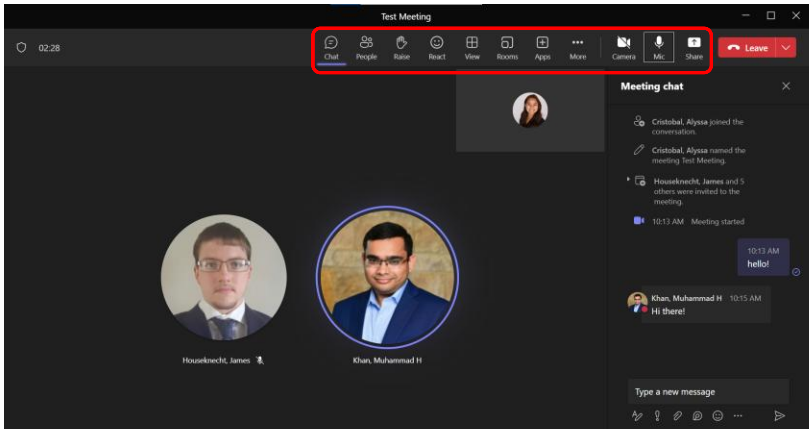
Teams Meeting Controls (All)

Meeting Controls:

1. **Chat:** Utilize to ask questions
2. **People:** See a list of everyone in the meeting
3. **Raise** your "hand" to let people know you want to contribute without interrupting
4. **View:** Customize how you see attendees and content
5. **Share:** Share your screen



Meeting controls are easy to use and extremely useful for participation. Meeting controls can be accessed by clicking each icon to hide/unhide:

- Chat: Selected in the screen shot above (see "Meeting chat" on the right side). You'll be able to access the chat after the meeting from your chat list.
  - Utilize the chat function to ask questions while the presenter is speaking. Feel free to raise your hand and unmute when the presenter asks if there are any questions at the end of each training module.
- People: See a list of everyone in *and* invited to the meeting.
- Raise your "hand" to let people know you want to contribute without interrupting: Meeting presenters will be notified, and everyone will see that your hand is raised when viewing People.
- React: Choose an emoji like 👍and it will appear for a few seconds on screen for everyone in the meeting.
- View: Customize how you see attendees and content.
- Share your screen:
  - When you are sharing, the content being shared will be outlined in red.
  - If the Share icon is grey, you'll have to ask the meeting organizer to change the setting for Who can present?

Other notable icons to keep in mind:

- Click the Mic to mute/unmute.
  - The person speaking will be circled in purple.
- Click the Camera to tun your camera on/off.

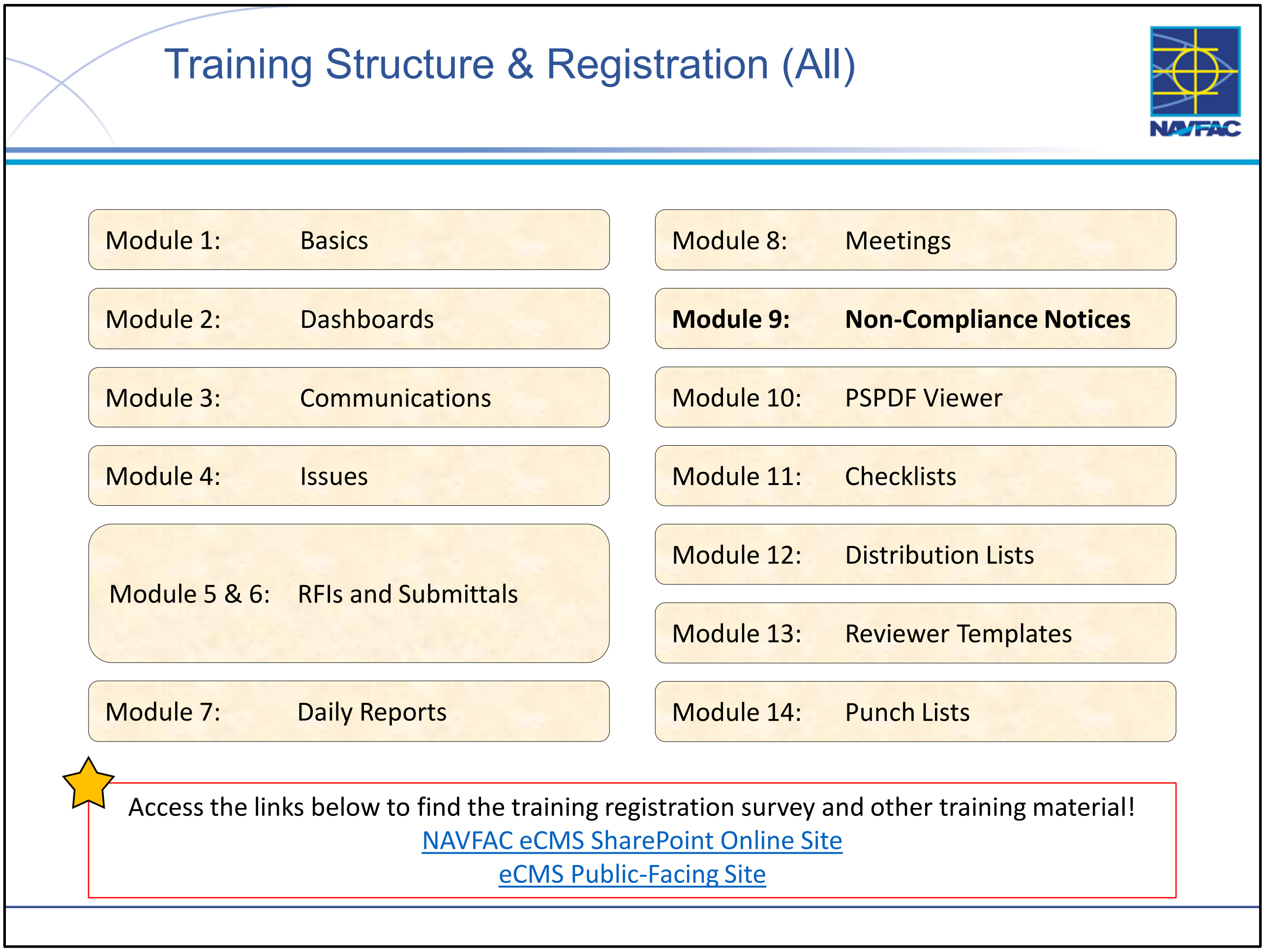
TRAINEE NOTES

Electronic Construction Management System (eCMS)

Module 09: Non-Compliance Notices

This module includes the following topics:

- Introduction
- Non-Compliance Notices Workflow
- Creating a Non-Compliance Notice (COR)
- Creating a Non-Compliance Notice from Another eCMS Object (Issue) (COR)
- Receiving and Responding to a Non-Compliance Notice (KTR)
- Closing a Non-Compliance Notice (COR)
- Non-Compliance Notices Workflow Recap
- Summary



- At this time the Deloitte team, in conjunction with the eCMS User Group, is offering 13 training sessions split up across 14 different Modules (see above).
- Training sessions are conducted multiple times a day, on a weekly basis. This schedule alternates timeslots and audiences to accommodate busy schedules and time zones that may not be EST. You can find the training schedule and training registration survey, along with training material, posted in the following locations:
  - the eCMS SharePoint Online site (NAVFAC Personnel Only): (https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/NAVFACHeadquartersConstructionDC5/SitePages/Electronic-Construction-Management-System-(eCMS).aspx)
  - eCMS Public Facing Site (Contractor & NAVFAC Accessible): (https://www.navfac.navy.mil/Directorates/Planning-Design-and-Construction/About-Us/Planning-Design-and-Construction-Documents/Electronic-Construction-Management-System-eCMS/)
- If you would like to attend a certain training session, you can do so by filling out the survey on the sites (see above).

- **NOTE: ***Registration must be done at least 1 day in advance.**
- Meeting invites are processed at the end of each day, so if you would like to obtain a meeting invite for a "same day" registration, please reach out to your eCMS POC.

TRAINEE NOTES

This Page Intentionally Blank

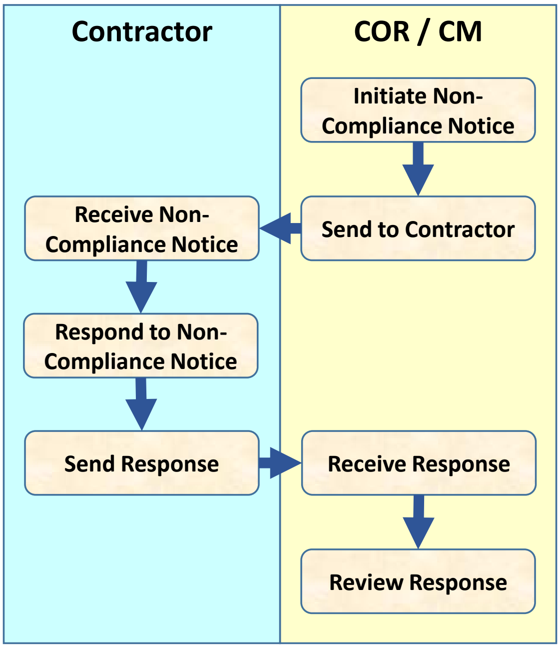
Introduction (All)

- Non-Compliance Notices can only be issued by NAVFAC Users
  - Important tool to formally communicate non-compliance with contract specifications to the Contractor
  - Require Contractor response
- Tracked as a Key Performance Indicator (KPI) per KiloGram 20-02
  - Total # of Non-Compliance Notices outstanding (PO.13)

- Non-Compliance Notices are only issued by NAVFAC, specifically the COR or Contracting Officer for the project.
- Non-Compliance Notices are an indicator of potential problems on the project and are considered exception reporting (i.e. documentation when performance deviates significantly from expectation), especially with regard to quality and safety. Since routine issues are usually corrected during the normal course of construction, Non-Compliance notices are not frequently issued, but when they are, they are a good indication of one or more serious project issues.
- While every project has issues, not every issue will rise to the level of requiring a Non-Compliance Notice. On the "continuum" of interventions, consider:
  - Face-to-face, informal notification… "Hey, I saw…"
  - Written communication (perhaps utilizing the eCMS Communications Module).
  - Formal documentation of an Issue (utilizing the eCMS Issues Module).
  - Documentation of the non-compliance with a formal NCN, as a related object to the unresolved Issue.
- KiloGram 20-02 includes one Post-award Key Performance Indicator (KPI) that is pulled directly from eCMS.
- **NOTE: Refer to contract documents; specifically contract specifications that have requirements for preparation and information to be included with each eCMS object, regardless of if there is a designated eCMS field or data input.**

TRAINEE NOTES

Non-Compliance Notices Workflow (All)

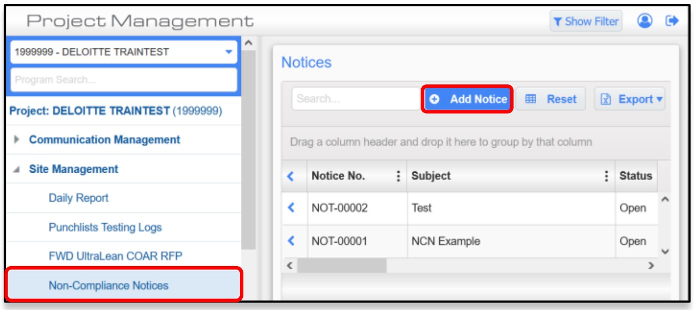


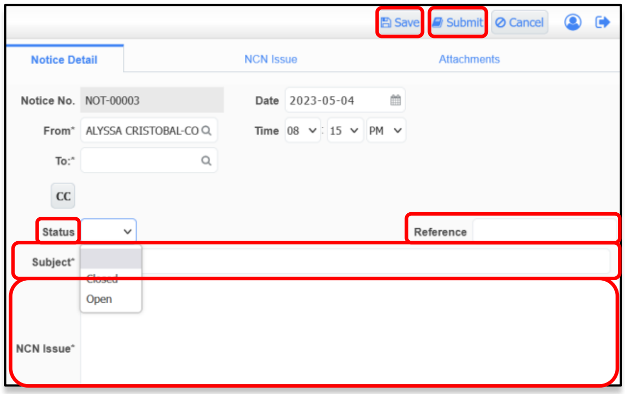
- The Swim Lane diagram presents a high-level representation of the Non-Compliance Notice process in eCMS.

TRAINEE NOTES

Creating a Non-Compliance Notice (COR)

1. Navigate to Non-Compliance Notices
2. Click **Add Notice**
3. Complete Add Notice Form
4. Click **Save** to save without submitting
5. Add Attachments, Relate to other object(s)
6. Click **Submit** to save and make NCN available to recipient(s)



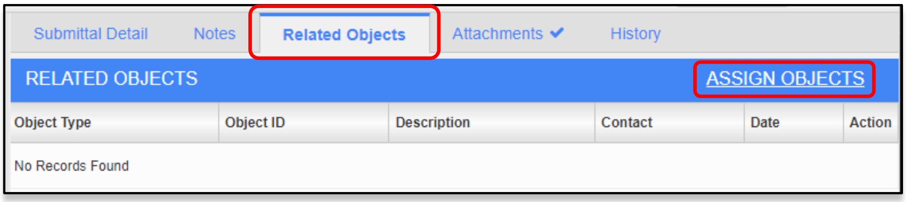


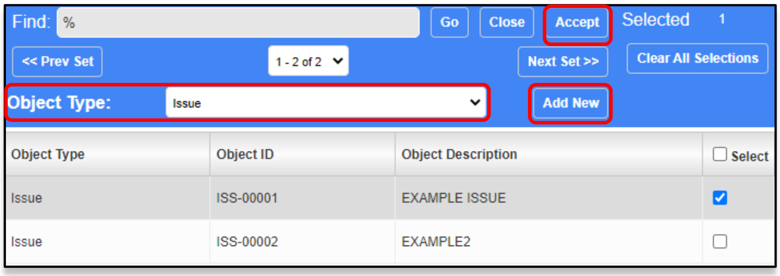
- Adding a new NCN is very straightforward. The important thing to remember is that if you want to add attachments or link/relate the NCN to other eCMS objects, you must first SAVE the NCN record. The completed (but not necessarily submitted) record must already exist <u>before</u> you can add an attachment to it or before you can link/relate another object to it.
- You can create a NCN many different ways:
  - As shown on the slide, you can create the NCN record directly.
    - Fill in required fields (From, To, Subject, NCN Issue).
    - Set the Status to Open.
    - **NOTE:** A user must use the Reference field to identify the specific Spec Section that the Contractor is not in compliance with.
  - You can create the NCN by navigating to a different object (for example an Issue or a Submittal) and you can create the associated NCN directly from there.
- **NOTE:** The importance of ensuring you are in the correct project cannot be overstated. Think about how embarrassing it would be to inadvertently send a Non-Compliance Notice to the wrong Contractor!

TRAINEE NOTES

Creating a Non-Compliance Notice from Another eCMS Object (Issue) (COR)

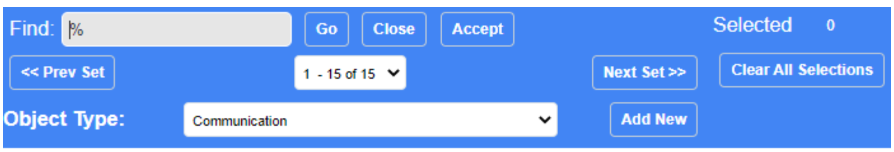
1. Navigate to and open an Issue
2. Click **Related Objects** tab
3. Click **ASSIGN OBJECTS** link
4. Select Object Type
5. Click **Add New**
6. Complete Add NCN Form
7. Click **Save** to save without submitting
8. Add Attachments, Relate to other object(s)





9. Click **Submit** to save and make NCN available to recipient(s)
10. Locate the desired Issue and click the checkbox to select it
11. Click **Accept**

- eCMS is a system that manages “objects.” An object could be a RFI, a Submittal, an Issue, a Communication, a Daily Report, etc.
- The most confusing part of the “relating” process is the screen you see when you click the ASSIGN OBJECTS link. The resulting screen is very “busy” with many buttons, fields, and options.

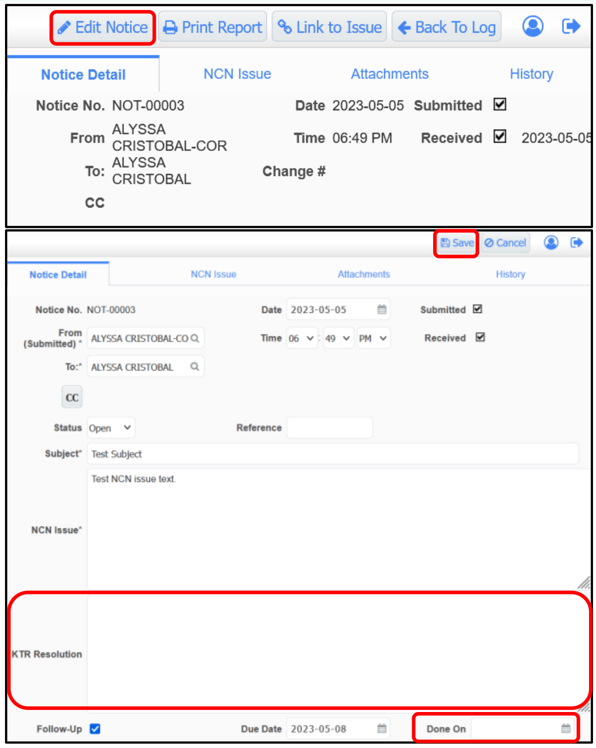


- First, you need to choose the type of object you want to relate to the Issue.
- Then, you need to find the specific object you want to relate, either by browsing through the list or by searching.
- Finally, after choosing the desired Object, you need to click a button (Accept) that is not located intuitively.
- The power in this feature lies in escalating an Issue to a Non-Compliance Notice. Issues do not replace NCN but they are used as records of problems or risks that arise that a user may want to make record of prior to escalating to a NCN.
- You can create a new NCN from an Issue, but you can’t go the other way – create a new Issue from an existing NCN.

TRAINEE NOTES

Receiving and Responding to a Non-Compliance Notice (KTR)

1. Navigate to and open Non-Compliance Notice
2. Review NCN content and (if applicable) attachments/notes
3. Add any relevant notes in the **Notes** section (if applicable)
4. Click **Edit Notice**
5. Enter **Response**
6. Click **Save** to save and make NCN available to recipient(s)

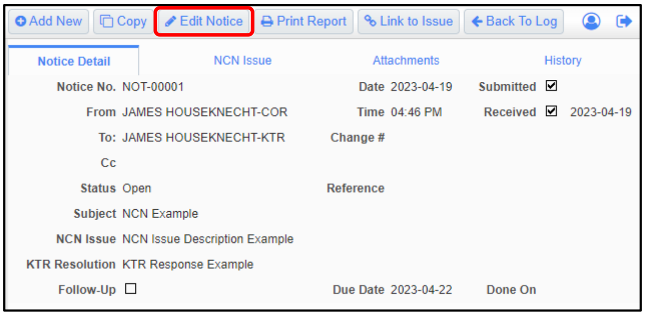


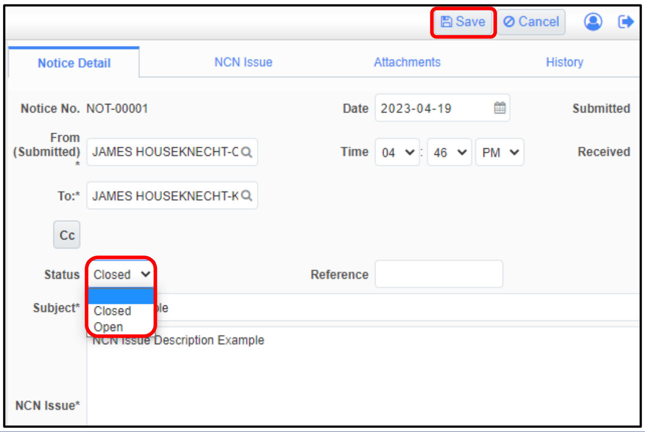
- When notified that a Non-Compliance Notice is "in your court" for action (through a routine eCMS notification or through a review of your Action Items Dashboard), you can open and complete your review and response of the NCN.
- THOROUGHLY review the NCN, paying particular attention to any attachments and notes made on the record. Also, locate any issues or other objects related to the NCN.
- When you have completed your review, edit the Response section, and Save the record.
- **NOTE:** Once you save the Non-Compliance Notice, you can no longer edit the record. The record has been submitted to the recipients.

TRAINEE NOTES

Closing a Non-Compliance Notice (COR)

1. Locate and open desired Non-Compliance Notice
2. Ensure the non-compliance is resolved per contractor notes
3. Click **Edit Notice**
4. Update Status to **Closed**
5. Click **Save** button



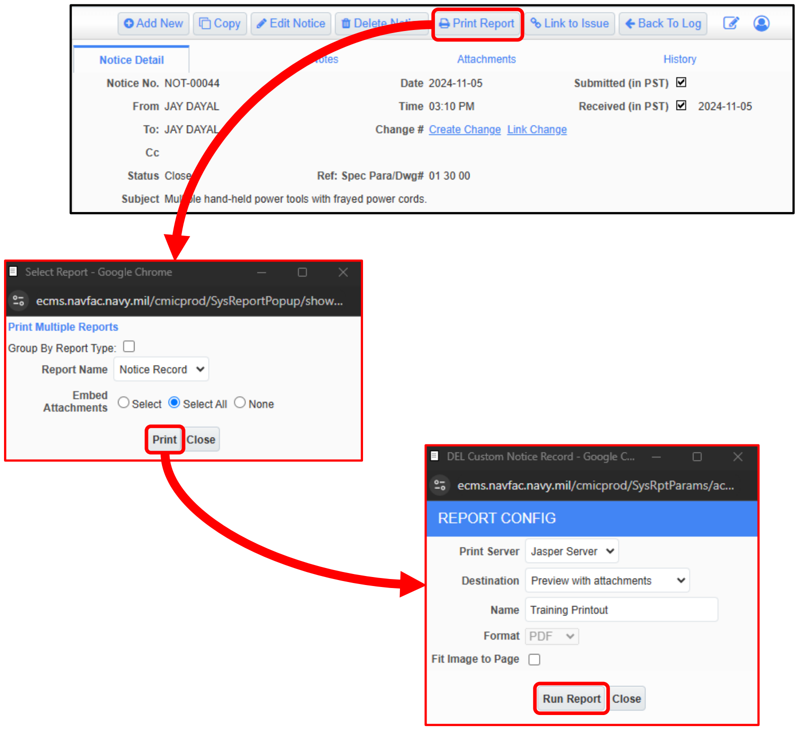


- You will see when Contractor responds to a Non-Compliance Notice when you review the list of Non-Compliance Notices.
- Open one that the Contractor has modified and provided a response.
- Review the Contractor's response, as well as any attachments.
- Update the status to Closed when the Contractor's response is reviewed and acceptable.
- Click Save.

TRAINEE NOTES

Printing a Non-Compliance Notice (All)

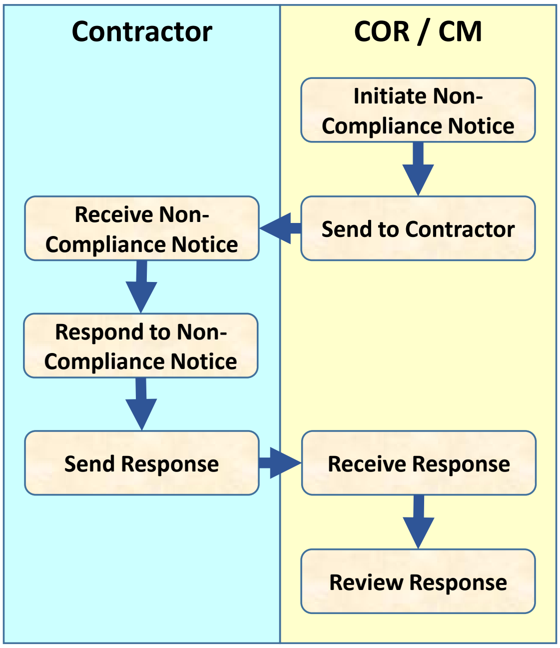
1. Locate and open desired Non-Compliance Notice
2. Click **Print Report** button to launch the Select Report screen
3. Complete report details and select **Print** to launch the Report Config screen
4. Select **Run Report**



- Printing a Non-Compliance Notice is a very straightforward process:
  - Navigate to and open the Non-Compliance Notice record you wish to print.
  - Select **Print Report** which will launch the Select Report window.
  - Use the default Report Name and select the desired value for Embed Attachments. Selecting **Select** or **Select All** will append the selected attachments (or all of them) to the printout.
    - **NOTE:** Only attachments which are visible to you based on your role can be selected for printing.
    - **NOTE:** Only attachments of .pdf, .jpg, and .png format have been included with this report if selected for embedding. Attachments of other formats must be individually opened and downloaded/printed using a separate compatible app.
  - Select **Print.**
  - On the Report Config window, utilize the default values for Print Server and Destination. For printouts with attachments, a Name for the resulting file can be provided. Select **Run Report**.
    - This will launch a new browser window with a preview of your report in PDF format. From this preview you can Save or Print this PDF as you would normally Save or Print a PDF from within your browser.
- The resulting printout will have values matching that of the selected Non-Compliance Notice record. Some pertinent information to remember when reviewing your printout include:
  - The Status of the Non-Compliance Notice can be reviewed in the top right corner of the printout. Non-Compliance Notices must have a “Done On” date to have Contractor’s Acknowledgement information. Without this date it will not display, regardless of the Status of the Non-Compliance Notice.
  - FEAD/ROICC Representative and Contractor’s Acknowledgement have a provided “signature” block. This is not an official electronic signature and can be considered a denotation of the user account performing the action in the system.

TRAINEE NOTES

Non-Compliance Notices Workflow Recap



- The Swim Lane diagram presents a high-level representation of the Non-Compliance Notice process in eCMS.

TRAINEE NOTES

Summary

- Non-Compliance Notices can only be issued by the COR
  - Formally communicate non-compliance with contract specifications to Contractor
  - Require Contractor response
- Tracked as a KPI per KiloGram 20-02
  - Total # of Non-Compliance Notices outstanding (PO.13)
- Non-Compliance Notice workflow is one of the simplest in eCMS

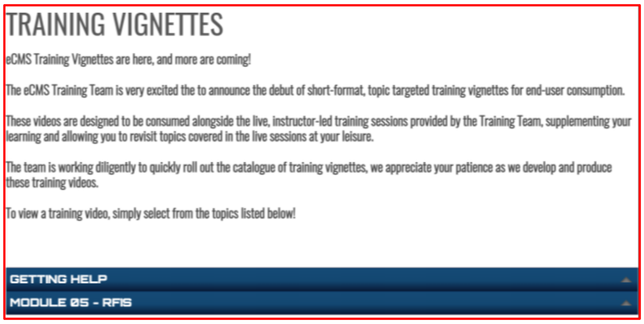
TRAINEE NOTES

Help Resources (All)

- NAVFAC resources:
  - NAVFAC eCMS Page
  - STS System:
    - Category → Application Support
    - Subcategory → eCMS - XX
  - Local Power Users
  - PDC Staff
- Externally accessible resources:
  - eCMS Public-Facing Site
  - Send email to nitcopswatch@us.navy.mil
  - Local Power Users
  - PDC Staff

Check out the new eCMS **Training Vignettes**!

Available on both the NAVFAC eCMS Page and eCMS Public-Facing Site



- Help resources are available for both NAVFAC users and External / Contractor users.
- Note that some help resources are accessible to Contractors (such as the Public-Facing Site) but ALL resources are accessible by NAVFAC personnel.
- Help resources are constantly being changed and updated – you should always “go to the source” and get the latest version of a help resource because the eCMS application and associated help tools could have changed since you last used them.
- **The eCMS Training Team is very excited the to announce the debut of short-format, topic targeted training vignettes for end-user consumption.** These videos are designed to be consumed alongside the live, instructor-led training sessions provided by the Training Team, supplementing your learning and allowing you to revisit topics covered in the live sessions at your leisure. The team is working diligently to quickly roll out the catalogue of training vignettes, we appreciate your patience as we develop and produce these training videos.

TRAINEE NOTES

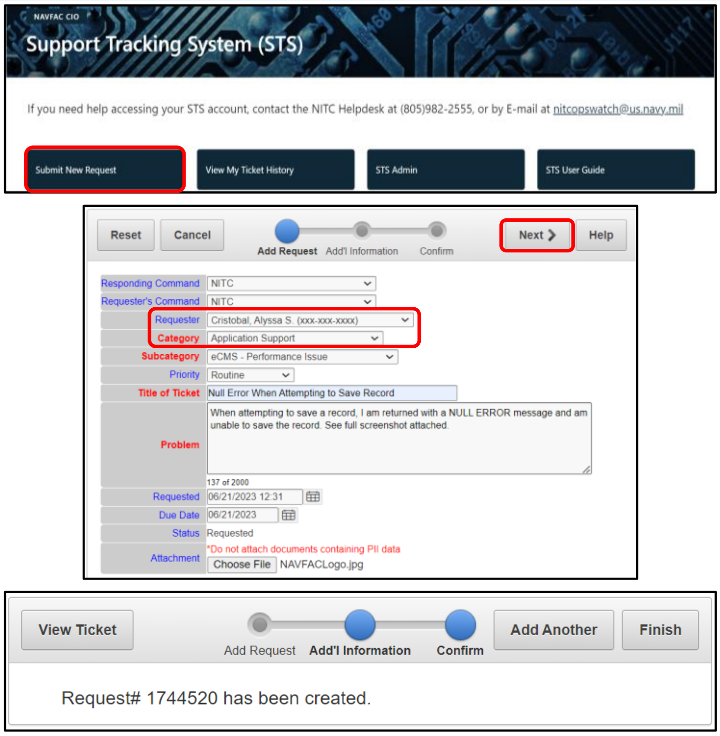
Requesting eCMS Help (All)

NAVFAC Users

1. Navigate to the eCMS SharePoint Online Page
2. Submit New Request
3. Fill in required information:
   a) Category = Application Support
   b) Subcategory = eCMS – XX
4. Attach supporting information: ie Full Screenshot
5. Select **Next** to submit ticket

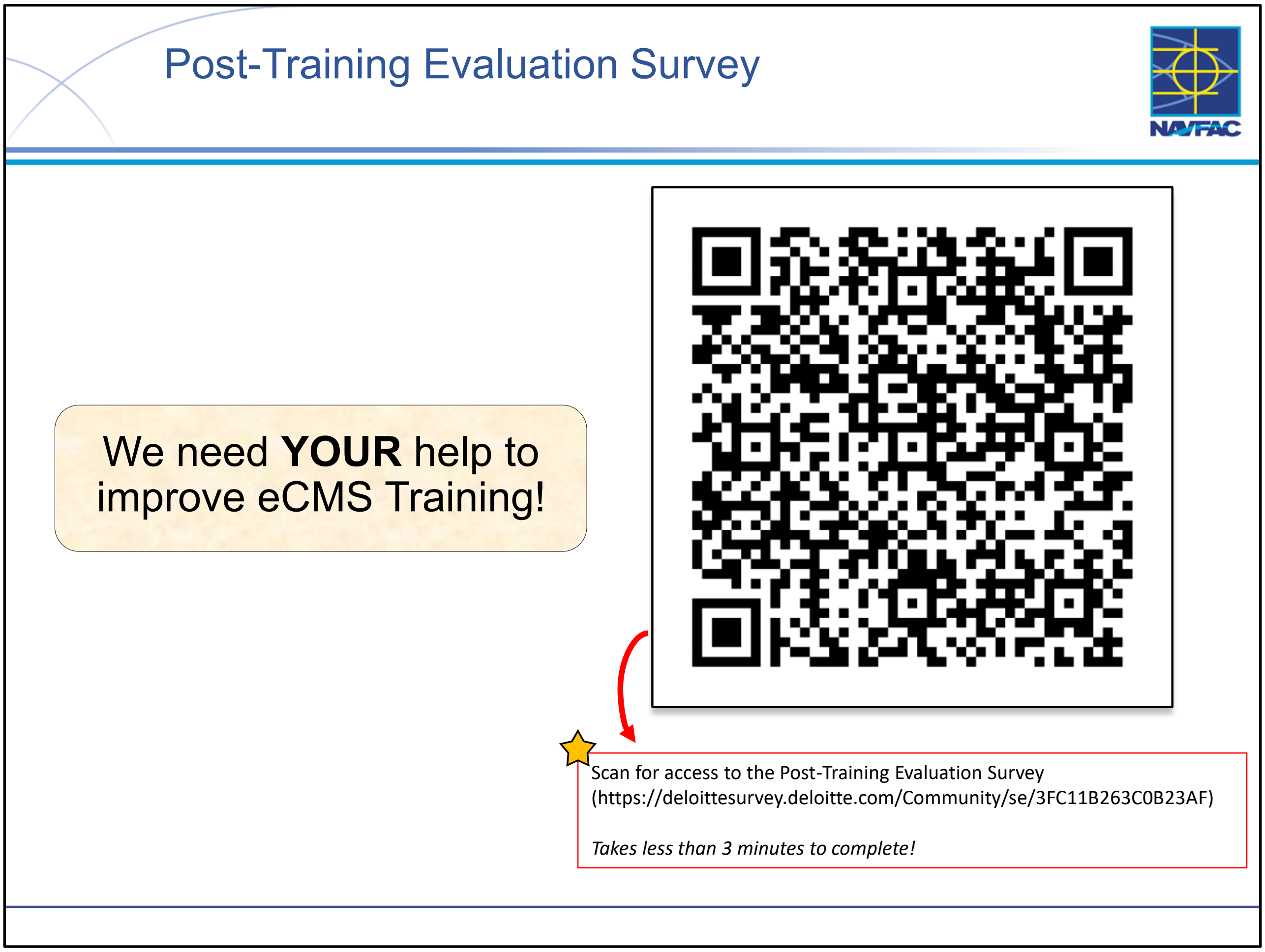
KTR Users

1. Send email to nitcopswatch@us.navy.mil
2. Attach supplemental information



- There are several reasons that you may need to request support concerning eCMS – You may need a new user or project created in the system, be experiencing technical issues/errors preventing your usage of the system, or may not be able to access the system entirely.
- The primary medium for requesting support is through NAVFAC's Support Tracking System (STS).
- If you do not have access to the STS Portal (if you are a KTR User), you can instead send an email directly to nitcopswatch@us.navy.mil.
- When submitting a help request through STS, either directly, or through NITC Ops Watch, there are certain pieces of information or attachments you must provide in order to effectively receive the help you require.
  - A detailed breakdown of what to include with your help request (via STS Ticket or email) can be found in the **eCMS Get-Help Guide.**
  - If you are experiencing technical issues/errors, attach a full-screen screenshot of your browser. Include your full name, User ID, Email address (associated with eCMS account) along with a detailed explanation of the issue you are experiencing.
  - If you are requesting a new project or user creation, make sure you are attaching the associated forms (these forms are found on the eCMS SharePoint Online Site and more information about them can be found in eCMS Training Module 1: Basics).
- **NOTE: NITC will REJECT submissions containing insufficient information.**

TRAINEE NOTES



- **This survey will take you less than 3 minutes to complete!**
- We want to hear from you!
- Taking a few minutes to complete our post-training evaluation survey is a powerful way to shape the future of our eCMS training curriculum.
- These insights help us understand what worked well, what didn't, and how we can improve to meet your specific needs.
- Your voice directly influences the design and content of our future training sessions, ensuring that we're delivering the most effective and relevant learning experiences. Your input is invaluable in making our training the best it can be.
- Thank you for being an essential part of this improvement journey!

- The post-training evaluation survey can be found by scanning the QR code on the slide, or following the link shown: (https://deloittesurvey.deloitte.com/Community/se/3FC11B263C0B23AF).

TRAINEE NOTES

Questions

What Questions do YOU Have?

TRAINEE NOTES

This Page Intentionally Blank