

COMMAND

Level 1

User Guide



**CAVOK International Inc.
Keller, TX**

COMMAND User Guide

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1

COMMAND OVERVIEW

Introduction

Welcome to COMMAND (Cavok Optimized Maintenance Management and Networked Database). COMMAND is a powerful application that gives your maintenance organization total control of your maintenance documents and tasks. COMMAND collects, organizes, catalogs and indexes the maintenance documents required by maintenance personnel, management, and the FAA.

About This Manual

This user's manual will help you quickly and easily understand COMMAND's capabilities and access all functions of this powerful application.

Who Should Read This Manual

This manual is designed for Level 1 users of the COMMAND application. Level 1 users typically run reports and suggest work card improvements.

Before reading this manual, you should already be familiar with basic concepts and terminology for maintenance programs. Refer to the list of acronyms in the back of this user guide if you need help with those common terms.

Getting Started

To access COMMAND, you need a standard Personal Computer connected to the internet. You will need the web address of the COMMAND secure site, and you will need a user name and password.

These are typically provided to you by the CAVOK system administrator or can be requested via the COMMAND application.

Cavok personnel will initially load your database with your MRB (Maintenance Review Board), Parts Information, MPD (Maintenance Planning Document) data, Work Cards and other required data. You will continue to maintain the data, or if you purchased a data maintenance agreement from CAVOK International, all data will be maintained for you.

You can access COMMAND via the internet to run reports, searches, and even request maintenance program enhancements.

Getting Help

For help, contact the CAVOK System Administrator via email at *admin@cavokinternational.com*.

If you need a user name or password, refer to “*Register a New Account*” on page 2-8 in this User Guide.

How Does COMMAND Work?

COMMAND uses a database to store all information about your maintenance program.

What is a Database?

A database is a collection of information. Common databases include your telephone book or your filing cabinet. In a telephone book, numbers are stored by last name. In a filing cabinet, information is stored in folders and organized into file folders and forms with data on each form. A computer database is another database that stores information and lets you access information quickly and accurately.

How is data stored?

Computerized databases store information in *fields, records, and tables*.

Tables

Database tables collect information that is all related and in the same format. For example, names of company employees could be stored in one table called the employee table. Tables are similar to file folders in your filing cabinet. A table consists of a number of records.

Records

Records are similar to forms in each file folder. An employee form may have the name, address phone number and social security number for each employee. Each of these completed forms are called Records. Records contain fields of information.

Fields

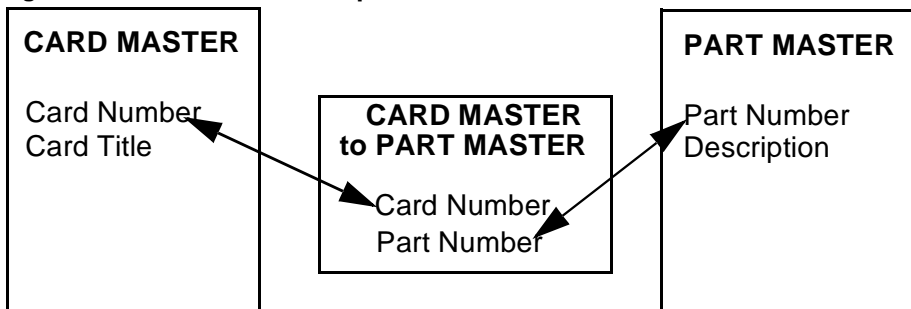
Each data item on a form is called a *field*. For example, a person's first name, date of birth, and their zip code are each stored in separate fields.

Relational Databases

Often business applications involve many tables. In the COMMAND application, there are tables for users, tables for custom and manufacturer's work cards and many other tables. Databases makes it very easy to link the data in multiple tables: matching a Card Master to a Part Master is one example. Matching users to the RFS that they create is another example.

Relating data fields is a key feature of a relational database management system. Relational databases store data in two or more tables and COMMAND defines relationships between the tables. The link between the tables is based on one or more field values common to both tables. In *Figure 1.1, "Table Relationships"*, for example, CARD MASTER is linked to PART MASTER via the Card Number field and the Part Number field.

Figure 1.1 Table Relationships



With this relationship defined, COMMAND can retrieve all the job cards that use a specific part or given a list of specific job cards, COMMAND can create a parts lists for completing those job cards. COMMAND can determine every work card that uses a part number or get a list of every part used by a specific Card Number.

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WORKING WITH COMMAND

This chapter describes the features and controls of COMMAND.

Logging Into COMMAND

To log into COMMAND:

- 1 Enter the COMMAND secure web address.
The Login Screen appears.

Figure 2.1 Login Screen

The screenshot shows the 'Login To COMMAND' web page. At the top right, the text 'Login To COMMAND' is displayed. Below this, the heading 'Login To COMMAND' is centered. A sub-heading reads: 'Enter your user name and password and click on the button to log in.' There are two input fields: 'User Name:' and 'Password:'. Below the password field is a 'Login To COMMAND' button. At the bottom, there are three links: '[Register A New Account]', '[Change Your Password]', and '[Change Your Email Address]'.

- 2 Enter your **username**.
Note that If you do not have a user name or password in COMMAND, refer to *“Register a New Account”* on page 2-8.
- 3 Enter your **password**.
The COMMAND main menu appears.

To navigate through COMMAND, click on the item you want. If you don't see the item you want, click on the + sign to expand the menu item.

Figure 2.2 COMMAND Main Menu



The menus you see depend on your access level assigned by your system administrator. COMMAND has levels of users with specific access rights.

COMMAND stores information in a small text file (called a cookie), on your hard disk. Cookies contain information about you, when you are logged in, and about your preferences.

Register a New Account

To request a new user account from the system administrator:

- 1 Click on **Register a New Account**.
The new account registration screen appears.

Figure 2.3 New Account Registration

Carok International
Register With COMMAND

Register With COMMAND

Fill in the following information and a confirmation email will be sent to you

User Name: (ss, jdoe)

Full Name: (ss, John Doe)

Company Designator: (ss, CDE)

Base: (ss, 010)

Title: (ss, Director of Maintenance)

Phone Number: (ss, 000-000-0000)

Employee ID:

Password:

Password: (again)

Email: (Must be accurate to confirm)

- 2 Enter a User Name.**
Note that you can select any user name you choose.
- 3 Enter your Real Name.**
- 4 Enter your Company Designator.**
Note that this is a three-letter company name.
- 5 Enter your Base.**
- 6 Enter your Title.**
- 7 Enter your Phone Number.**
- 8 Enter your Employee ID number.**
- 9 Enter your Password.**
Note that you can select any password you choose.
- 10 Enter your Password again.**
- 11 Enter your Email address.**
Note that this is required so the system administrator can approve your User Name and Password.
- 12 Press Send my confirmation.**

Your new account request is sent to the system administrator. An email will be sent to you confirming your new request and granting the correct system access to COMMAND.

Change Your Password

To change your password:

- 1 Click on **Change Your Password**.
The change password screen appears.

Figure 2.4 Change Your Password



The screenshot shows a web interface for changing a password. At the top right, it says 'Cavok International' and 'Change Password'. Below a horizontal line, the title 'Change Your Password' is centered. A note states: 'If it is the following information, and your password will be changed.' Below this are four input fields: 'User Name: (no. idnet)', 'Old Password:', 'NEW Password:', and 'NEW Password: (confirm)'. An 'Update' button is located at the bottom center of the form.

- 2 Enter your **User Name**.
- 3 Enter your **Old Password**.
- 4 Enter your **New Password**.
- 5 Retype your **New Password**.
- 6 Press **Change My Password** to change your password.

You can now log in and use all the features of COMMAND assigned for your user level.

Change Your Email Address

To change your email address:

- 1 Click on **Change Your Email Address**.
The change email screen appears.

Figure 2.5 Change Your Email Address



The screenshot shows a web interface for changing an email address. At the top right, it says 'Cavock International' and 'Change Your Email Address'. Below this is a horizontal line. The main heading is 'Change Your Email Address'. Underneath, a note states: 'Fill in the following information, and a confirmation email will be sent to you.' There are three input fields: 'User Name (or, phone)' with a small 'x' icon, 'Password', and 'New Email (Must be accurate to confirm)'. An 'Update' button is located at the bottom of the form.

2 Enter your **User Name**.

3 Enter your **Password**.

4 Enter your **new email address**.

5 Press **Send My Confirmation** to confirm your email address change.

Your system administrator will send a confirmation email to the address you entered.

Reports

COMMAND, Level 1, includes reports to access:

- Master Record Cards
- Parts List
- OPEN Cards
- CLOSE cards

Each of these reports are describe in detail later in this User Guide.

Run Reports

To run a report:

1 Click on Reports

A list of available reports appears.

Note that the reports you see depend on your access rights.

Figure 2.6 Reports Menu

The screenshot shows a web interface for the COMMAND system. On the left is a sidebar menu with the following items: Reports, Master Record Card, Parts List, Open Card, Close Card, RPT's Tracking (which is highlighted with a blue background), and Logout. The main content area has a header 'Carvok International' on the right and 'Choose Inspection Package' in the center. Below the header is a form titled 'Inspection Package' with a dropdown menu showing 'Phase 1A'. Below this are four input fields: 'Aircraft' (a dropdown menu), 'Station' (a text box), 'Date' (a text box containing '04/17/20'), and 'Total Time' (a text box). At the bottom of the form is a 'Submit' button.

- 2 Click on the report you want to view.**
- 3 Select the appropriate Inspection Type.**
- 4 Select an Aircraft designator from the drop-down list.**
- 5 Enter the Station designator you want printed on the report.**
- 6 Enter a Date that you want printed on the report.**
- 7 Enter the Total Time (total aircraft time) that you want printed on the report.**
- 8 Click Submit.**
Your report appears.

Master Record Card

The Master Record Card report shows the master record cards that match the inspection package and aircraft designator you select.

To Create a Master Record Card report:

- 1 Click on **Reports**
A list of available reports appears.
- 2 Select **Master Record Card**.
- 3 Select an **Inspection Package**.
- 4 Select an aircraft designator.
- 5 Enter the remaining data and press **Submit**.
- 6 Your Master record Card report appears.

Figure 2.7 Master Record Card Report



Work Card Master - Phase 1A				
CAVOK				
AIRC	Line No. 104	DATE	STA	DATA OPTED
	Card No.	Item Date	Task Description	Accounted for by (Initials & Compl. No.)
1	707-9-12 1001	2000-11-02	Visual Inspection of the Forward Cargo Air Sample	
2	707-9-12 4001	2000-11-02	Field Fault Message Readout	
3	707-9-14 0001	2000-11-02	Parinig Brake assemblance Bender	
4	707-9-14 0002	2000-11-02	Center Hydraulic EDP's & CAMP-Crew Drain Filter DRI	
5	707-9-18 1001	2000-11-02	Visual Inspection of the aft Cargo air Sampling CV	

Parts List

The Parts List report shows the parts that are required to complete the maintenance task you select. All required parts will appear and other parts that may be needed (as needed) will also appear.

To Create a Parts List report:

- 1 Click on **Reports**
A list of available reports appears.
- 2 Select **Parts List**.
- 3 Select an **Inspection Package**.
- 4 Select an **aircraft** designator.

- 5 Enter the remaining data and press **Submit**.
- 6 Your Parts list report appears.

Figure 2.8 Parts List Report

Parts List - Phase 0A

CAVOK

AOI:	Line No: 100	DAT:	ETA:	Date: 04/1/02
COH Part Number	Master Part Number	Quantity	Part Description	Related Work Cards
REQUIRED PARTS				
000000	707110	4 wtr	Lubricant - 5000-20-0000	24-017-01-1, 24-017-01-2, 707-0-45000, 707-0-45001
010001	000000	2 each	Filter	707-0-41000, 707-0-42000
000000	000000	4 each	Flaring	707-0-00000
000000	000000	1 each	Flaring	707-0-41000

Open Card

The Open Card report shows the access panels that need to be opened to do a inspection or maintenance task you select. All panels that are required will be summarized and grouped by zone so that you can open all access panels to complete a maintenance task.

To Create an Open Card report:

- 1 Click on **Reports**
A list of available reports appears.
- 2 Select **Open Card**.
- 3 Select an **Inspection Package**.
- 4 Select an **aircraft designator**.
- 5 Enter the remaining data and press **Submit**.
- 6 Your Open Card report appears.

Figure 2.9 Open Card Report

Open Up Card Please !

CAVOK

ATO:	Line No. 101	DATE:	STA:	Date: 06/11/02
------	--------------	-------	------	----------------

Open the following panels:

Access Panel	Panel Description	Tools & Fasteners	Related Work Cards	Mechanics
113AL	Forward Equipment Bay		767-9-301001	
115AL	Main Equipment Comp		767-9-650001	
103AL	Waste System Service		767-9-164001	
105CL	Forward Wing Structure		767-9-710002	
105SL	AP Turbine Drive Hydraulic Panel		767-9-140002, 767-9-165001	
105CR	Forward Wing Structure		767-9-740002	

Close Card

The Close Card report shows the access panels that need to be closed after you complete the inspection or maintenance task. All panels that are affected will be summarized and grouped by zone so that you can open all access panels to complete a maintenance task.

To Create a Close Card report:

- 1 Click on **Reports**
A list of available reports appears.
- 2 Select **Close Card**.
- 3 Select an **Inspection Package**.
- 4 Select an **aircraft** designator.
- 5 Enter the remaining data and press **submit**.
- 6 Your Close Card report appears.

Figure 2.10 Close Card Report

Close Up Card Please !

CAVOK

ATO:	Line No. 101	DATE:	STA:	Date: 06/11/02
------	--------------	-------	------	----------------

Close the following panels:

ATTENTION: complete order panels listed below. Inspector sign-off as indicated in the PM-CARDS section. Mechanics sign-off in the PM-CARDS

Access Panel	Panel Description	Tools & Fasteners	Related Work Cards	Mechanics	Resp/Lead
113AL	Forward Equipment Bay		767-9-301001		
115AL	Main Equipment Comp		767-9-650001		
103AL	Waste System Service		767-9-164001		
105CL	Forward Wing Structure		767-9-710002		
105SL	AP Turbine Drive Hydraulic Panel		767-9-140002, 767-9-165001		
105CR	Forward Wing Structure		767-9-740002		

RFS Tracking

An RFS (Request for Service) requests or suggests changes to custom work cards. Cavok International personnel review these requests, and enhance your maintenance work cards or maintenance schedule. You can submit a new RFS, review all requests you've ever submitted, and see whether the change was implemented.

RFS List

To view the status of an existing RFS:

- 1 Click on **RFS** on the RFS menu.
The RFS report screen appears.

Figure 2.11 RFS Report



- 2 The report shows all tasks that are:
 - Awaiting Review by management.
 - Verified by management.
 - In-Process of being implemented or changed.
 - Completed within the last 30 days.

To Create a New RFS

You create a new RFS if you would like to change an existing work card or suggest any improvements.

To create a new request for service:

- 1 Click on **New** on the RFS menu.
The new RFS screen appears.
Note that an RFS Number is automatically assigned and your user name is already filled in.

Figure 2.12 New RFS

The screenshot displays a web-based form titled "New RFS". The form contains the following fields and their current values:

- RFS Number: 1000000000
- Date Opened: [Empty]
- Date Required: [Empty]
- Date Closed: [Empty]
- Originator: 00001
- Department: 000
- Telephone: [Empty]
- Title/Position: Team Lead
- Originating Station: 000
- Originating Employee ID: 12345
- Fleet Type: [Empty]
- Document: [Empty]
- TLM Item Number: [Empty]
- Work Card Number: [Empty]
- Inspection Package: [Empty]
- Change Description: [Large text area with a scroll bar]

At the bottom of the form is a "Save" button.

- 2 Enter the **current date**.
- 3 Enter the date you require this change.
- 4 Date closed
- 5 Enter your **Department ID**.
- 6 Enter your **Telephone** number.
- 7 Enter your **Work Function**.
- 8 Enter the **Originating station designator**.
- 9 Enter your **Originating Employee ID**.
- 10 Enter the **Fleet type**.
- 11 Enter the **Document** affected.
- 12 Enter the **TLM Item Number** that this RFS references.
- 13 Enter the **Work Card Number** that you need to change.
- 14 Enter the **Inspection Package** that this RFS affects.
- 15 Enter a description of the change that you are requesting.
- 16 Select **Save** to submit your RFS.

Logout

Logs you out of COMMAND. You should always log out when you leave your desk.

To Logout:

- 1 Click on **Logout**.
- 2 The logout screen appears.

Figure 2.13 Logout Screen



From the logout screen you can:

- Log back into COMMAND
- Register a New account
- Change Your Password



GLOSSARY

AD - Airworthiness Directive
AMM - Aircraft Maintenance Manual
ATA - Airline Transport Association
AWL - Air Worthiness Limitation
A&P - Aircraft and Powerplant Mechanics
CCN Part Number -
EO - Engineering Order
FAA - Federal Aviation Administration
IA - Inspector Authorization.
JIC - Job Information Card (also called Job Card, Task Card or Work Card)
JAA - Joint Aviation Association
JAR - Joint Aviation Requirements
MRB - Maintenance Review Board
MPD - Maintenance Planning Document
MPM - Maintenance Planning Manual (see MPD)
MRC – Master Record Card
RFS- Request for Service
STA - Station Designator
TAT - Total Aircraft Time

