



OPERATIONS MANUAL

URGENT DATA REQUEST

CHAPTER 10

MAY 1999

GOVERNMENT-INDUSTRY DATA EXCHANGE PROGRAM

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Chapter 10 URGENT DATA REQUEST SYSTEM

10.1 INTRODUCTION

GIDEP provides a unique means of communication between participants to obtain information not immediately available from the GIDEP database or other sources. This chapter provides the procedures for preparation of, issuance of, and response to, Urgent Data Requests (UDRs).

10.2 URGENT DATA REQUEST GUIDELINES

10.2.1 UDR CRITERIA

- (1) Only a GIDEP representative may submit the UDR.
- (2) The request must be for specific information.
- (3) UDRs may not be used as advertising or sales media.
- (4) UDRs will only be used to supplement other information sources available to the user.

10.2.2 RULES AND REGULATIONS FOR UDRs

- (1) Search the GIDEP database, internal sources and other external sources prior to submitting the UDR.
- (2) Issue UDRs where requiring information for:
 - (a) Test reports or information for a specific item.
 - (b) Failure rate and reliability information.
 - (c) Calibration procedures and technical manuals.
 - (d) Part replacement, substitution data and source data.
- (3) Complete the UDR (DD Form 2002), (Figure 10.1), in accordance with Appendix A.
- (4) Make the form as complete as possible. Do not use ambiguous or vague statements.

10.3 UDR SUBMITTAL

- (1) Before submitting a UDR, the GIDEP representative may be able to obtain relevant information more quickly by contacting a GIDEP representative at other activities by using the on-line Roster of Representatives.
- (2) UDRs should be typed, not handwritten.
- (3) The UDR may be submitted to the GIDEP Operations Center by:
 - Electronic Mail (e-mail), gidep@gidep.corona.navy.mil
 - Facsimile to GIDEP FAX machine, (909) 273-5200
 - Postal service to: GIDEP Operations Center, P.O. Box 8000, Corona, CA 91718-8000

10.4 RESPONSIBILITIES

10.4.1 The GIDEP Representative (Originator). The GIDEP representative is responsible for:

- (1) Contacting other GIDEP representatives registered in the GIDEP Roster of Representatives for information when appropriate.
- (2) Ensuring that pertinent details are included in the UDR (DD Form 2002) to preclude ambiguous interpretation of the information requested.
- (3) Maintaining a log of UDRs and responses for input to their Annual Utilization Report.
- (4) Recording the benefits and/or prevention of unplanned expenditures accrued as a result of information received from the UDR.
- (5) Providing the Operations Center the information requested in paragraph 10.4.2(6) as appropriate.

10.4.2 The GIDEP Operations Center. Upon receipt of proposed UDRs, the Operations Center will:

- (1) Review the UDR to determine if it is complete and meets the criteria provided herein.
- (2) Distribute the UDR within 48 hours.
- (3) Maintain a log of all UDRs received and distributed.
- (4) Notify participants of UDR availability via the GIDEP WebPages – <http://www.gidep.org/>
- (5) Send all registered UDR requesters the full UDR upon being committed to the GIDEP database.
- (6) Contact the UDR originator by e-mail or by phone thirty (30) calendar days after electronic distribution of the UDR to obtain the following information:
 - a) Was the UDR responded to?
 - b) Who were the responders?
 - c) What did the responders provide?
 - d) Is there an estimated prevention of unplanned expenditures?
 - e) If the UDR was an information gathering effort, can the data provided be included as a report in the GIDEP database?
 - f) To conclude the phone conversation, the Operations Center will remind the UDR originator to either submit a partial prevention of unplanned expenditures report or include the prevention of unplanned expenditure estimates in their Annual Utilization Report submittal.
- (7) Assign the responsibility of the e-mail or phone call to the appropriate Operations Center Point of Contact (POC) [based on the subject matter of the UDR]. Examples of assignment include:
 - Source of supply - Product Information Data Manager
 - Failure rate data – Reliability Data Manager
 - Procurement specification – Engineering Data Manager
 - Calibration procedure – Metrology Data Manager
 - Failure processes – Failure Experience Data Manager
 - a) Upon completion of the e-mail or phone process, the Operations Center POC will record the results and provide a copy to the UDR Coordinator (the Failure Experience Data Manager).
 - b) The UDR Coordinator will provide a monthly report summarizing the UDRs to the GIDEP Operations Center Program Director and the Deputy Program Manager.

10.4.3 The GIDEP Representative (Recipient). Upon receiving an issued UDR, the GIDEP representative is responsible for:

- (1) Determining who in the organization might have the type of requested information.
- (2) Disseminating the UDR to appropriate personnel such as reliability, engineering, quality assurance, metrology, etc., for a possible response.
- (3) Collecting and forwarding any information to the requester as requested in Block 1 of the UDR form.

10.4.4 Any UDR responses that are provided by the originator to the Operations Center will be entered into the GIDEP database, as appropriate. Any GIDEP activity that responds to a UDR receives credit for submittal of a report by completing the blocks found at the bottom of the UDR form and sending a copy to the Operations Center.

10.5 COMMUNICATION

Communications between participants are encouraged to maximize the rapid exchange of information. GIDEP representatives and users of the GIDEP databases may contact each other directly by:

- (1) Phone call. Calling representatives of other GIDEP activities that may have specific knowledge of the relevant problem. The names of GIDEP representatives and their telephone numbers are available via the on-line GIDEP Roster of Representatives.
- (2) Facsimile. Many GIDEP representatives maintain their FAX number in the GIDEP Roster of Representatives so other representatives can send information or query them for information.
- (3) Internet e-mail. Many GIDEP representatives maintain their e-mail address in the GIDEP Roster of Representatives so other representatives can send information or query them for information.
- (4) Help Desk. GIDEP has a Help Desk that can assist you if you have specialized information requirements. Give the Help Desk a call at (909) 273-4677 or DSN 933-4677.

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Appendix A

**INSTRUCTIONS
FOR
URGENT DATA REQUEST**

(DD Form 2002)

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NO CHARGE OR OBLIGATION EITHER TO THE PARTICIPANT OR TO THE GOVERNMENT IS INCURRED
BY THE TRANSMITTAL OF, OR THE RESPONSE TO THIS INFORMATION REQUEST

GOVERNMENT - INDUSTRY DATA EXCHANGE PROGRAM

URGENT DATA REQUEST

Please Type All Information - See Instructions On Reverse

1. REQUESTER (Complete Items 1 through 13)		2. UDR No.	
		3. DATE (Day, Month, Year)	
4. SUBJECT CATEGORY			
5. TYPE OF DATA NEEDED (Check below as required)			
TEST		FAILURE RATE	
DESIGN		FAILURE EXPERIENCE	
METROLOGY		SOURCE OF SUPPLY	OTHER (SPECIFY)
6. COMPONENT / PART / MATERIAL / TEST EQUIPMENT / PROCESS DESCRIPTION			
7. MANUFACTURER		8. MANUFACTURER PART NUMBER	
		9. NATIONAL STOCK NUMBER (NSN)	
10. APPLICATION (e.g., Aircraft, Missile, Shipboard)		11. SPECIFICATION NUMBER	
12. PERFORMANCE REQUIREMENTS			
13. DATA SOURCES SEARCHED			
If you can help this GIDEP participant in any way, please contact them directly. Then complete the remainder of this form and return it for report submittal credit to: UDR Coordinator, GIDEP Operations Center, Corona, California 91720			
<input type="checkbox"/> INFORMED REQUESTER OF ADDITIONAL DATA SOURCES		IF NO DATA IS AVAILABLE DO NOT RETURN THIS FORM	
<input type="checkbox"/> DATA AVAILABLE AND TRANSMITTED TO REQUESTER			
DATE	NAME		PARTICIPANT
LOCATION (City and State)		PHONE NUMBER	SIGNATURE

DD FORM 2002
1 MAY 99

ALL PREVIOUS EDITIONS ARE OBSOLETE

Figure 10.1 Urgent Data Request Form

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PREPARATION INSTRUCTIONS FOR DD FORM 2002 [NEW]
GOVERNMENT-INDUSTRY DATA EXCHANGE PROGRAM
URGENT DATA REQUEST

BLOCK

INSTRUCTIONS

1. REQUESTER: - Enter: **a.** The name and address of the organization requesting information; **b.** The name of the point of contact (POC) to talk to for telephone response; and **c.** The phone number, FAX number, and e-mail address at which the POC can be reached.
2. UDR NO: -Leave blank; the GIDEP Operations Center will assign the UDR number.
3. DATE: - Leave blank; the GIDEP Operations Center will enter the date of issue.
4. SUBJECT CATEGORY/NOMENCLATURE: - Enter the subject category or class or part nomenclature if the information requested concerns parts, components, materials or items of supply. If the information requested is for technical or engineering documents, enter three or more words for the topic for which information is needed.
5. TYPE OF DATA NEEDED: - Check the appropriate block or check other. If other is checked, indicate the broad category of information or topic the information needed falls under.
6. COMPONENT/PART/MATERIAL/TEST EQUIPMENT/PROCESS DESCRIPTION: - Enter a brief description of the item for which you need information. If the request is for related engineering information, describe as concisely as possible the type of information that is needed to solve the problem or that meets your needs.

Note! If the information requested is not about specific parts, skip block 7 through 12.

7. MANUFACTURER: - Enter the name of the manufacturer of the item being sought, if known:
8. MANUFACTURER PART NUMBER: - Enter the part number of the item being sought. Add additional cross-reference part numbers in Block 6.
9. NATIONAL STOCK NUMBER: - Enter National Stock Number (NSN), or other government number, if known.
10. APPLICATION: - Describe the general end use or application.
11. SPECIFICATION NUMBER: - Enter the specification (s) which is/are applicable to this request.
12. PERFORMANCE REQUIREMENTS: - Describe any performance requirements that may be relevant to the needed information.
13. DATA SOURCES SEARCHED: - List the information or data sources already researched to help eliminate repetitive research.
Did you search the GIDEP database first?

The UDR system enables GIDEP participants to have greater connectivity and the ability to rapidly obtain information from others in the GIDEP community. The UDR system is for the use of GIDEP participants; information is furnished to each other on a voluntary basis. Participants should make maximum use of internal data systems prior to submitting a UDR. UDRs sent to GIDEP electronically or by FAX generally will be distributed electronically within forty-eight hours after receipt at the GIDEP Operations Center. UDRs should be submitted electronically or faxed to the GIDEP Operations Center:

FAX number: (909) 273-5200
Internet address: gidep@gidep.corona.navy.mil
Mail address: GIDEP Operations Center
P.O. Box 8000
Corona, CA 91718-8000

Note:

If the submitter of an UDR receives documents, they should be submitted to GIDEP in accordance with procedures in the GIDEP Policies and Procedures Manual.

DD FORM 2002(Reverse)

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