NASA Glenn Research Center

Vantage Partners LLC

In-house Windchill Upgrades (10.1-10.2)

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June, 2016

INTRODUCTION

James Bailey

- Systems Analyst for PTC products on the GESS 3 contract at NASA Glenn Research Center. Team provides engineering and specialized applications support
- Training and support for end users on GxP, PDMLink business & systems admin, upgrade planning and WC deployment

PROJECT SUMMARY

In order to provide a more streamlined, cost-effective approach to keeping GRC's Windchill version current- we have transitioned from a PTC led upgrade structure, to managing & implementing upgrades with current on-site personnel.

- *Successfully upgraded from 10.1 M040 to 10.2 M030*
- *1-1/2 months part time effort, existing staff.*
- *Additional tools rolled out with upgrade*
  - *Index search*
  - *PDF Markup*
  - *PTC System Monitor*
  - *Additional CAD Workers*

KEY POINTS

NASA GRC Expectations

- Minimal Downtime
  - 1tb of vault data, ~ 8 million objects, ~ 300 total users
- Reduce Cost
- Maintain as close to OOTB as possible

On-Site Resources

- In-house resources who have years of experience in Oracle, SysAdmin, VM, PTC Products
- Team includes staff that support users on a regular basis- allows us to know the system, the users, and the problems they face- allowing us to understand how system issues affect regular user issues.
- Build upon organizational knowledge to meet end-user needs after an upgrade

Meeting Expectations & Validating Success

- Utilize several practice upgrades to validate process & documentation (1 dev test, 4 to 5 rehearsals)
- Utilize in-house knowledge of expected results test cases to verify data & process integrity in new system
- End user validation/acceptance test lab – Showcase new features and find anything they don't expect.

Understanding Your System, your users, and their needs

- Real value by knowing your system & Windchill requirements, as well as the users & their requirements

PROJECT RESULTS

- Project & all planned modules implemented on schedule
- Implementation used standard PTC support, no extra cost for consulting.
- Effort included:
  - ~200 total hours, ~40 hours for the actual upgrade for 3 people
- *$0 – Upgrade, cost avoidance of approximately $290k*

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