User Observations on Information Sharing (Corporate Knowledge and Lessons Learned)

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September 1993
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*Houston, TX 77058*

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<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>1.1 PURPOSE</td>
<td>1</td>
</tr>
<tr>
<td>1.2 APPROACH</td>
<td>1</td>
</tr>
<tr>
<td>1.2.1 Customer Profile</td>
<td>1</td>
</tr>
<tr>
<td>1.2.2 Customer Sampling</td>
<td>2</td>
</tr>
<tr>
<td>1.2.3 Survey Method</td>
<td>2</td>
</tr>
<tr>
<td>1.2.4 Identification of Information Requirements</td>
<td>2</td>
</tr>
<tr>
<td>2.0 RESULTS OF THE SURVEY</td>
<td>3</td>
</tr>
<tr>
<td>2.1 DEMOGRAPHICS AND STATISTICS</td>
<td>3</td>
</tr>
<tr>
<td>2.1.1 Question 2A, Location and accessibility of computers</td>
<td>3</td>
</tr>
<tr>
<td>2.1.2 Question 2B, Type of computer</td>
<td>3</td>
</tr>
<tr>
<td>2.1.3 Question 2C, Use of modems</td>
<td>3</td>
</tr>
<tr>
<td>2.1.4 Question 11, Computer display and operations preferences</td>
<td>4</td>
</tr>
<tr>
<td>2.1.5 Length of interviews and interviewee attitudes</td>
<td>4</td>
</tr>
<tr>
<td>2.2 INFORMATION REQUIREMENTS ANALYSIS</td>
<td>4</td>
</tr>
<tr>
<td>2.2.1 Data Structure</td>
<td>4</td>
</tr>
<tr>
<td>2.2.1.1 Question 4, Customers' preferred scope of Lessons Learned</td>
<td>4</td>
</tr>
<tr>
<td>2.2.1.2 Question 5A, The usefulness of information</td>
<td>5</td>
</tr>
<tr>
<td>2.2.1.3 Question 5B, Addition of headings</td>
<td>5</td>
</tr>
<tr>
<td>2.2.1.4 Question 6A, Deletion of headings</td>
<td>7</td>
</tr>
<tr>
<td>2.2.1.5 Question 9, Preference for the listing of related Lessons</td>
<td>7</td>
</tr>
<tr>
<td>2.2.1.6 Question 10, Changes to the layout or format of the report</td>
<td>7</td>
</tr>
<tr>
<td>2.2.2 Data Quality</td>
<td>7</td>
</tr>
<tr>
<td>2.2.2.1 Question 14, Sufficiency of detail under the Lesson Learned</td>
<td>7</td>
</tr>
<tr>
<td>2.2.2.2 Question 15, Relationship of Lesson Learned to Subject</td>
<td>8</td>
</tr>
<tr>
<td>2.2.2.3 Question 16, Completeness of Subject, Lesson Learned, and</td>
<td>8</td>
</tr>
<tr>
<td>Action Required</td>
<td></td>
</tr>
<tr>
<td>2.2.2.4 Question 20A, Clarity of Description of Source Problem or Event</td>
<td>9</td>
</tr>
<tr>
<td>2.2.2.5 Question 20B, Suggestions to improve Description of Source</td>
<td>9</td>
</tr>
<tr>
<td>Problem or Event</td>
<td></td>
</tr>
<tr>
<td>2.2.2.6 Question 26, Previous knowledge of the Lessons Learned data</td>
<td>9</td>
</tr>
<tr>
<td>2.3 CULTURAL ASPECTS</td>
<td>10</td>
</tr>
<tr>
<td>2.3.1 Question 3A, Previous familiarity with other information systems</td>
<td>10</td>
</tr>
<tr>
<td>similar to Lessons Learned</td>
<td></td>
</tr>
<tr>
<td>2.3.2 Question 3B, Appraisal of survey participant experience</td>
<td>10</td>
</tr>
<tr>
<td>with other Lessons Learned Information Systems (LLIS)</td>
<td></td>
</tr>
<tr>
<td>2.3.3 Question 7A, Use of an intermediary to obtain source material</td>
<td>10</td>
</tr>
<tr>
<td>Question</td>
<td>Page</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>2.3.4  Question 7B, Preference for direct access to source material</td>
<td>10</td>
</tr>
<tr>
<td>2.3.5  Question 13, Key word type search preferences</td>
<td>10</td>
</tr>
<tr>
<td>2.3.6  Question 18, Willingness to add &quot;actions taken&quot; to an existing lesson learned</td>
<td>11</td>
</tr>
<tr>
<td>2.3.7  Question 23A, Willingness to use Lessons Learned</td>
<td>11</td>
</tr>
<tr>
<td>2.3.8  Question 23B, How customers might use Lessons Learned</td>
<td>11</td>
</tr>
<tr>
<td>2.3.9  Question 25A, Perception of the application of Lessons Learned as beneficial</td>
<td>11</td>
</tr>
<tr>
<td>2.3.10 Question 25B, Benefits of Lessons Learned</td>
<td>13</td>
</tr>
<tr>
<td>2.3.11 Question 27, Requirement for a help desk</td>
<td>13</td>
</tr>
<tr>
<td>2.3.12 Question 28, Requirement for a service group</td>
<td>13</td>
</tr>
<tr>
<td>2.3.13 Question 29, Willingness to add Lessons Learned to the LLIS</td>
<td>13</td>
</tr>
<tr>
<td>2.3.14 Question 30, Potential usage of the LLIS if: (1) access is direct, (2) with an exclusive use in-office PC, and (3) training requirements are minimal</td>
<td>14</td>
</tr>
<tr>
<td>2.3.15 Question 31, Potential usage of the LLIS if: (1) access is direct and (2) with a shared computer (work station elsewhere than one's office)</td>
<td>14</td>
</tr>
<tr>
<td>2.3.16 Question 32, Potential usage of the LLIS if the only access is provided through a service group</td>
<td>14</td>
</tr>
<tr>
<td>2.3.17 Question 33, Potential usage of the LLIS if: (1) access is direct, (2) by an exclusive use in-office PC, and (3) training is extensive (30 hours)</td>
<td>15</td>
</tr>
<tr>
<td>3.0  CONCLUSIONS AND RECOMMENDATIONS</td>
<td>15</td>
</tr>
<tr>
<td>3.1  DEMOGRAPHICS AND CURRENT INFORMATION  CAPABILITIES</td>
<td>15</td>
</tr>
<tr>
<td>3.2  INFORMATION REQUIREMENTS</td>
<td>15</td>
</tr>
<tr>
<td>3.3  CULTURAL ASPECTS</td>
<td>17</td>
</tr>
</tbody>
</table>
# Table of Contents

## Figures

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Topical Headings Preferred by Survey Participants</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>Key Word Preferences for Queries</td>
<td>12</td>
</tr>
</tbody>
</table>

## Appendixes

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>LIST OF SURVEY PARTICIPANTS</td>
<td>A-1</td>
</tr>
<tr>
<td>B</td>
<td>SURVEY QUESTIONNAIRE (PHASE 2)</td>
<td>B-1</td>
</tr>
<tr>
<td>C</td>
<td>SURVEY GUIDELINES AND INSTRUCTIONS</td>
<td>C-1</td>
</tr>
<tr>
<td>D</td>
<td>LESSONS LEARNED USED IN THE SURVEY</td>
<td>D-1</td>
</tr>
<tr>
<td>E</td>
<td>CALCULATED RESULTS OF THE SURVEY</td>
<td>E-1</td>
</tr>
<tr>
<td>F</td>
<td>COMMENTS COLLECTED FOR EACH QUESTION</td>
<td>F-1</td>
</tr>
</tbody>
</table>
The continuing success of any enterprise is built on the successes and failures of preceding generations of pioneers from all walks of life. Retaining what is learned during the nation's collaborative Missions to Planet Earth and to the Space Frontier in the explosion of the Information Age is a formidable challenge. The retention of such knowledge as "lessons learned" or "corporate knowledge" is not a new concept, nor is the systematic collection and centralization of such information. The information technology is available to make it happen. What has been lacking is input from the initiators and users of such information. This survey reports on the information needs and desires of a representative selection of 75 people drawn from the JSC community of NASA and contractor employees who are presently meeting these challenges.

The results of this survey will be used as follows:

(1) Identify to JSC senior managers an opportunity to improve the collecting and sharing of information as envisioned by the survey participants.

(2) Provide guidance to a JSC steering committee (to be implemented in July 1993) that will be chartered to develop JSC's vision and strategic plan and to define requirements to realize this opportunity.

(3) Provide a basis for agencywide planning by the NASA Lessons Learned Steering Committee (sponsored by the Office of Safety and Mission Quality, NASA Headquarters) to facilitate the concept of capturing and sharing information throughout the entire agency, including its contractors, and with the public and private sectors.

When it comes to retaining and communicating our knowledge and inspiration, the survey participants agree that we can — and must — do better. More importantly, the survey participants — from entry level engineers to senior managers and engineers dating back to Apollo — are willing to take the next step.

Ronald A. Montague
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1.0 INTRODUCTION

1.1 PURPOSE

The purposes of the survey reported herein are twofold:

a) To ensure that previous assumptions made by Lessons Learned program management and developers about "Lessons Learned" (LL) are validated by the customer population and

b) To consolidate additional requirements from a representative sample of potential customers at JSC to guide the development and implementation of an information system (including an electronic database entitled the "Lessons Learned Information System" or "LLIS") by NASA for use by the entire NASA community.

1.2 APPROACH

1.2.1 Customer Profile

The participants in this survey were drawn from the technical community within NASA - Johnson Space Center (JSC), including its contractors. At JSC, the primary target community surveyed included personnel whose tasks were directly or indirectly (example: procurement) related to space flight missions. Included in the secondary target community were "technical" personnel exposed to a larger set of workplace hazards than is typical of a research, development, or program management environment, and whose tasks tend to be loosely associated with the JSC space flight programs (examples include facilities and construction personnel). It is estimated that approximately 90% of JSC and its support contractor personnel were represented in the primary and secondary target survey communities.

A target of 15 years' average experience among the participants was selected, although this was below the population average at the time of the survey. It was found that personnel at JSC have trended toward a high average experience level due to low turnover in the past, but this trend should change and begin moving toward lower average experience levels after the retirement of personnel hired in large numbers preceding the Apollo program. It was further assumed younger personnel would use LL at higher rates due to a larger need for information and a desire and willingness to utilize others' experiences. This is supported by the survey, which shows that this younger population has encountered problems in extracting information from existing sources.
1.2.2 Customer Sampling

The sample size (75 interviews) was selected as an optimum number for the purposes of this survey. This sample size (from a total target population of approximately 6000) is large enough to lend some confidence to the survey results. The sample was not chosen completely at random; sampling was disproportionately assigned to the civil service population (50 civil service staff interviews and 25 contractor interviews). The assumption was made that contractor organizations have a larger percentage of employees at the technician and craftsmen's levels who are less likely to require direct access to LL.

Organizations were then given allocations based on either population or a minimum of one interview to represent that organization. A few organizations declined to provide an interviewee of their choice; interview opportunities were thus reallocated to preserve the original number of 75 data points. Organizational safety representatives were used to facilitate — not to be interviewees — the identification of voluntary survey participants from their organizations. The selection process was left to the discretion of the respective organizations and was generally unknown to the survey team. It is assumed most interviewees were willing volunteers based on the observation of a generally cooperative attitude during most interviews. Anonymity was promised to interviewees to encourage the widest range of critical comment. Appendix A contains the list of interviewees by organization, but with names withheld.

1.2.3 Survey Method

Individual interviews averaging 45 minutes in length were conducted by JSC and support contractor survey team members. A survey questionnaire (Appendix B) was designed as an interview guideline to be completed by the interviewers. The interviewers followed specific instructions (Appendix C) to ensure uniformity in the interview process.

The interview process was refined by conducting trial interviews with personnel internal to the safety organization at JSC. The interview questionnaire and technique was subsequently revised. The customer survey was then conducted in two phases. Phase 1 was completed by accomplishing 30% (23) of the interviews. The survey was suspended as planned and an assessment of the survey was conducted to determine any additional modifications. Several changes were made, which accounts for missing question numbers on the Phase 2 questionnaire form (Appendix B). Most of the changes eliminated either redundant or irrelevant questions. To the maximum extent possible, data from Phase 1 interviews were retained in the calculations and all of the comments were retained.

1.2.4 Identification of Information Requirements

The LL report (i.e., "data entry") form available at the time of the survey was used as a guideline to assess customer information requirements. Also used to conduct the interviews was a set of 11 previously documented LL reports selected to represent a cross section of disciplines. The interviewee selected 3 from the set of
11 from a listing of “subjects” as they appeared on the sample set. This increased the likelihood that each interviewee would find some LL of personal interest. The set of LL used are provided as Appendix D.

2.0 RESULTS OF THE SURVEY

The interview questionnaire has questions that can be numerically evaluated (yes, no, or adjectives convertible to values) and questions that contain comment only. Appendix E is a listing of calculated values (mostly averages) for numerically answerable questions listed by question number. Appendix F contains comments solicited and/or volunteered by survey participants. The responses to the questions were categorized as follows: 2.1, DEMOGRAPHICS AND STATISTICS, 2.2 INFORMATION REQUIREMENTS ANALYSIS, and 2.3 CULTURAL ASPECTS. Conclusions and recommendations are summarized in section 3.0.

2.1. DEMOGRAPHICS AND STATISTICS

2.1.1 Question 2A, Location and accessibility of computers

Results: Of the interviewees, 91% have PCs at their desk. The remainder have access to a computer no further away than a nearby office.

Discussion of results: The workplace standard is that each employee has a PC immediately accessible. Consideration should be given to this data when evaluating probable usage of a centralized work station.

2.1.2 Question 2B, Type of computer

Results:

<table>
<thead>
<tr>
<th>Computer Type</th>
<th>Percent Occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>XT</td>
<td>7</td>
</tr>
<tr>
<td>286</td>
<td>23</td>
</tr>
<tr>
<td>386</td>
<td>43</td>
</tr>
<tr>
<td>486</td>
<td>1</td>
</tr>
<tr>
<td>MacIntosh</td>
<td>26</td>
</tr>
</tbody>
</table>

Discussion of results: Upgrades of PCs occurring at JSC are assumed to generally be IBM 486 or better. The relative number of MacIntoshes is expected to remain fairly stable.

2.1.3 Question 2C, Use of modems

Results: Only 16% of the interviewees are provided modems with their PCs.

Discussion of results: Due to the availability of networks and hard-line connections, few modems are needed at JSC. Most of the modems are required for specific job tasks.
2.1.4 Question 11, Computer display and operations preferences

Results: The preferred features most often suggested by the interviewees were: keyword prompts, Windows, mouse, color choice, bolding options, and pull-down menus.

Discussion of results: Most JSC personnel, if not currently provided the "friendly" computer operating features, are apparently aware of these enhancements and prefer them. None of the suggested features were extraordinary.

2.1.5 Length of interviews and interviewee attitudes

Results: The average was 50 minutes (5 minutes longer than the planned 45).

Discussion of results: With rare exceptions, interviewees were responsive and willing to take as much time as needed to complete the interviews. The introductory statement by the interviewers included a promise to complete the interview within 45 minutes, but no limits were placed on the interviewees if they wished to take additional time to elaborate on their answers.

2.2 INFORMATION REQUIREMENTS ANALYSIS

2.2.1 Data Structure

2.2.1.1 Question 4, Customers' preferred scope of LL

Results: The dominant topics mentioned by the interviewees included (in decreasing order): testing, hardware, flight, operations, safety, design, management, facilities, failures, manufacturing, and payloads. Breakdown of the data shows interviewee preferences in decreasing order as follows:

- Operational topics - manufacturing, test, procedures, flight rules, flight control, reconfigurations, etc.
- Engineering disciplines - propellants, explosives, materials and processes, thermal control, reliability, industrial safety, industrial hygiene, and environment
- Reports - on failures, tests, innovations, new technology, engineering data such as materials properties
- Programmatic systems/subsystems/elements including payloads - observations, failure histories, any form of experimental information
- Procedural Topics - tips and rationales for specific processes and procedures (emphasis on "how to")
• Requirements and Regulations - with emphasis on insight into intent and alternative solutions
• Administrative Information - management, procurement, metrics, decision making, risk management

Discussion of results: This list could be assumed to be a universal keyword search set for JSC personnel. The tenor of the interviews tended to stress experimental "real world" information that goes beyond theory and academics. The need for insight and rationale was stressed repeatedly in the more detailed comments.

2.2.1.2 Question 5A, The usefulness of information

Results: Interviewees answered either "yes" or "no" on the usefulness of the information under headings as they appear on the LL form. There was no numerical ranking of headings by the interviewees, but additional comments provide qualitative rankings. The trend in the comments generally paralleled the binary results. The Subject heading received the highest rating (100%). Closely following are the narrative headings: Lesson Learned (94%), Description of Source Problem or Event (90%), and Action Required (86%). There is a significant gap to reach the next grouping: System (71%), Subsystem (69%), Source (67%), and Additional ID (67%). All but the bottom two of the remaining headings fall between the 61 and 57 percentiles. The bottom two, Facility and Contact, were 51%. See figure 1, page 6.

Discussion of results: The headings that provide the narrative descriptions, conclusions, and recommendations are of significantly higher value to the interviewees than other information. The moderately high value placed upon System and Subsystem identifiers is probably specific to "mission centers" such as JSC. Note: None of the headings were considered useless by a majority of interviewees. It can be speculated that a degree of politeness to the interviewers may have caused a positive bias to yield this result, but interviewers solicited candor from the interviewees by including a promise of anonymity to counter this potential bias.

2.2.1.3 Question 5B, Addition of headings

Results: Of 23 comment responses to this question, 12 suggested additional headings. A recurring theme was the significance of LL depicted by comments such as "frequency" and "severity."

Discussion of results: The interviewees seem to be interested in the type of data that is typically found in trend analysis.
Figure 1.

Topical Headings Preferred by Survey Participants

- Subject: 100%
- Lesson Learned: 94%
- Event Description: 90%
- Action Required: 86%
- System: 71%
- Subsystem: 69%
- Addtnl ID: 67%
- Source: 67%
- Applicability: 61%
- Submitted By: 61%
- Area of Concern: 59%
- Element: 59%
- Organization: 59%
- Program: 57%
- Program Phase: 57%
- Reference: 57%
- Source Number: 57%
- Contact: 51%
- Facility: 51%

Percentage of Customers Responding Favorably
2.2.1.4 Question 6A, Deletion of headings

Results: The maximum response for any heading to be deleted was 12% (Contact).

Discussion of results: Although usefulness of some information was low (see question 5A above), interviewees were tolerant of superfluous information as part of the database.

2.2.1.5 Question 9, Preference for the listing of related LL

Results: A very large majority (97%) considered this facility useful.

Discussion of results: The convenience of the subject list is highly desired by the customer and could result in the use of other well-designed information systems. Such a listing needs to be available during an interactive session as well as part of a final printout.

2.2.1.6 Question 10, Changes to the layout or format of the report

Results: Of the interviewees, 60% suggested some changes. The most repeated change suggested (one-third of the responses) was to move Description of Source Problem or Event to just below Actions Required.

Discussion of results: The collecting of all of the narrative information in one place at the front of the report allows the reader to quickly understand it. Many of the headings are of interest to persons entering data or maintaining the information, but of little interest to the user.

2.2.2 Data Quality

Interviewees were first asked to select 3 LL "subjects." The interview continued with questions 14 and 15 pertaining to the Lesson Learned information, then question 16 which brings in the Action Required information, and finally questions 20A and 20B concerning the Description of Source Problem or Event. This order parallels the usual sequence used for the writing of LL and was selected for questioning for that reason. We have since determined that the writing of LL should follow the sequence Description of Source Problem or Event, Lesson Learned, Action Required, and Subject. Therefore, the questioning should have followed this same sequence for the best results. It is not clear what possible negative effects the sequence used may have had other than an assumption that the results would have probably been better.

2.2.2.1 Question 14, Sufficiency of detail under the Lesson Learned heading

Results: The weighted average positive response to this question was 73%. The highest approval was for Lesson Learned No 91-0016 (see Appendix D) at 95%. The lowest approval was for Lesson Learned No. 91-0056 at 41%.
Discussion of results: Field limitations may have contributed to some of the negative effects on the average rating, but probably does not account for all deficiencies as perceived by the interviewees.

2.2.2.2 Question 15, Relationship of Lesson Learned to Subject

<table>
<thead>
<tr>
<th>Results: LL No.</th>
<th>Avg (%)</th>
<th>Number selected</th>
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<td>91-0013</td>
<td>75</td>
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<td>92-0002</td>
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<td>33</td>
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<tr>
<td>92-0008</td>
<td>89</td>
<td>18</td>
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</table>

The weighted average for this question was 68%. Most of the responses for individual LL were rated above 80% with the median at 83%. Two LL, No. 91-0031 at 39% and No. 91-0056 at 48%, contributed to the lowering of the average.

Discussion of results: The field limitations (75 characters) could have contributed to the poor average rating. The subject titles are likely to contain key words. A combination of well-chosen key words that can also serve as an understandable title is sometimes difficult to achieve within 75 characters.

2.2.2.3 Question 16, Completeness of Subject, Lesson Learned, and Action Required

Results: This question, which asks the interviewee if the actions required could be taken without reading further, was included to determine if the combined field limits hampered the quality of a Lesson Learned report. The result was 61%, the lowest rating for this category of questions.

Discussion of results: The wide range of approval (24% to 83%) for individual LL suggests either: a variance in clear writing capabilities for lesson learned initiators and reviewers, that limited field characters causes difficulties in explaining complex situations, or that use of narrative text needs to be augmented by other data sources such as graphics (diagrams, schematics, sketches, photographs, and drawings).
2.2.2.4 Question 20A, Clarity of Description of Source Problem or Event

<table>
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<th>LL No.</th>
<th>Average (%)</th>
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</table>

The weighted average for this question was 81%, the highest for this category of questions. The median, Lesson Learned No. 92-0002, is even higher at 87%.

Discussion of results: Although field limits restricted entry, the limits were apparently large enough to allow clarity for a majority of the LL. There was no direct relationship between the size of data entry (characters) and clarity.

2.2.2.5 Question 20B, Suggestions to improve Description of Source Problem or Event

Results: The most mentioned improvement was a general comment to provide more detail.

Discussion of results: This might reflect the original field limitations under which the JSC LL were documented at the time of the survey.

2.2.2.6 Question 26, Previous knowledge of the LL data

Results: Analysis of the data was broken into two groups: Group 1 - those with less than 15 years' experience, and Group 2 - those with more than 15 years' experience. Group 1 (the less experienced) found that 79.2% of the information they reviewed was new to them. Group 2 (the more experienced) found that 67.8% of the information was new. Overall, 35% of the information was not new to the interviewees.

Discussion of results: Interviewees selected 3 topics from a group of 11 candidates. It is assumed they would select topics relevant to their professional backgrounds and/or current duties. This would bias the answers toward increased previous awareness. Considering this effect, the high incidence of unawareness attests to the potential value that can be added to
the technical community by implementing a LL program regardless of the degree of complexity or exotic nature of the specific lesson.

2.3 CULTURAL ASPECTS

2.3.1 Question 3A, Previous familiarity with other information systems similar to LL

2.3.2 Question 3B, Appraisal of survey participant experience with other LLIS

Results, 3A: Less than half (43%) of the interviewees had used information sources similar to lessons learned. Similarity was not defined as safety related only, but was limited to "decision making" systems (such as problem resolution) and "experience capture" systems (such as documented collections of experiences and observations). Results, 3B: For those interviewees that were familiar with similar systems, 80% considered the experience positive and helpful.

Discussion of results: The nearly even split in responses indicate that we had two groups of people from whom we obtained information on the LL concept and information sharing in general. One group (those with prior exposure) is extremely supportive of the LL concept. The other group (those without prior experience) can be considered a control group to check for hidden biases (negative or positive) in this survey. Results have shown that there was very little negative bias toward LL within the workforce.

2.3.3 Question 7A, Use of an intermediary to obtain source material

2.3.4 Question 7B, Preference for direct access to source material

Results, 7A: Of the interviewees, 65% approve of the current method of obtaining source material by calling the "submitted by" person or "contact." Results, 7B: Given the option of retrieving source material by using an intermediary or direct access (through the LLIS or from another computer database), 90% preferred direct access.

Discussion of results: JSC personnel accept the use of intermediaries, but prefer direct access.

2.3.5 Question 13, Key word type search preferences

Results: These preferences fell within two groupings. The higher group consisted of "subsystem" (84%), "system" (81%), and "discipline" (73%). After a gap of 18%, the lower group contained "date" (55%), "organization" (47%), and "location" (44%). See figure 2, page 12.
Discussion of results: These results reflect the orientation of JSC personnel toward flight systems and missions.

2.3.6 Question 18, Willingness to add "actions taken" to an existing lesson learned

Results: Of the interviewees, 84% answered positively to this question.

Discussion of results: This question assumes that there can often be more than one plausible solution to problems depicted in a specific LL and that people want choices.

2.3.7 Question 23A, Willingness to use LL

Results: A high percentage (90%) of the interviewees answered positively to this question. For those with less than or equal to 15 years' experience, 88% responded positively; for those with more than 15 years' experience, 92.6% responded positively.

Discussion of results: At this point in the interview, interviewees are quite familiar with three LL of their choice. When these results are compared to those of Question 26 (where 35% of the interviewees were previously familiar with the data), the results for this question might be better understood. If data are new or are known but useful to keep available, utilization of the system providing it will be greatly enhanced — regardless of the experience of the individual customer.

2.3.8 Question 23B, How customers might use the LL

Results: The leading comments for this question, used during test (including procedure review) and design activities, reiterates some of the keyword preferences from questions 4 and 11 above. Additional uses identified include training and requirements.

Discussion of results: It appears that customers would utilize LL as part of their primary tasks. The potential use of LL for training may influence its format and content.

2.3.9 Question 25A, Perception of the application of LL as beneficial

Results: A very high percentage of interviewees (96%) answered this question positively.
Figure 2.

KEY WORD PREFERENCES FOR QUERIES

- System: 87%
- Subsystem: 84%
- Technical Discipline: 73%
- Other: 63%
- Date: 55%
- Organization: 47%
- Location: 44%

Percentage of Customers Responding Positively
Discussion of results: The results of this question when compared to question 23 might indicate the judgment on the part of some interviewees (10%) that they have little need for LL, but they see the value for others (possibly less experienced). Keeping in mind from Questions 3A and 3B that 80% of the interviewees who were familiar (43%) with other similar systems found value in them, the results for this question are encouraging for a system at this stage of development.

2.3.10 Question 25B, Benefits of LL

Results: The responses from the interviewees centered around the broad subjects of knowledge, information, and safety.

Discussion of results: These responses may have resulted from the introductory statements and explanations provided by the interviewers. Interviewees had some difficulty providing specific benefits directly applicable to their tasks. This could be expected with only a brief exposure to the LL concept and representative reports.

2.3.11 Question 27, Requirement for a help desk

Results: A high percentage (87%) preferred a help desk.

Discussion of results: Help desks are provided by a majority of networked systems; it has become a standard feature. This does not preclude the addition of on-screen help features to reduce the traffic for a help desk. Staffing a help desk from a single source has the difficulty of providing service across the four time zones for most of the United States.

2.3.12 Question 28, Requirement for a service group

Results: A service group to receive search requests and then forward information to requesters is much less desirable (56%) than direct access with a help desk immediately available.

Discussion of results: Many interviewees, although agreeable to having a service group, would prefer direct access. These results are somewhat redundant to and reasonably consistent with Questions 7A and 7B.

2.3.13 Question 29, Willingness to add LL to the LLIS

Results: This question was the last one during the phase 2 interviews (questions 24 through 75) to allow the interviewee maximum exposure to LL before answering. The 92% positive response is consistent with other cultural questions on the value of LL.
Discussion of results: The responses were encouraging, but some caution should be used in predicting future willingness to initiate LL. There could be a "politeness" factor in answering this question; pleasing the interviewer or providing the expected dutiful response can sometimes influence questions of this type.

2.3.14 Question 30, Potential usage of the LLIS if: (1) access is direct, (2) with an exclusive use in-office PC, and (3) training requirements are minimal

Results: Under this scenario, usage response was 84%.

Discussion of results: This most convenient scenario is acceptable by most interviewees. Of those that declined usage by this method, some commented that a service group was preferred. A minority of PC owners are not avid users of computers for any purposes. This could explain the preference for service groups.

2.3.15 Question 31, Potential usage of the LLIS if: (1) access is direct and (2) with a shared computer (work station elsewhere than one's office)

Results: Willingness to use the LLIS falls to 52% with this scenario.

Discussion of results: Convenience is apparently a very important factor. These results are consistent with documented information retrieval studies based on physical distance from the information source.

2.3.16 Question 32, Potential usage of the LLIS if the only access is provided through a service group

Results: Over half (56%) of the interviewees indicated a willingness to use the LLIS through a service group.

Discussion of results: A commonly expressed comment by interviewees that were unwilling to use the LLIS by this method was that they would get only what was requested without any follow-on searching based on initial results. This suggests that iterative refined searches with subsequent time delays for delivery of information and requests for modified searches may be an undesirable or unacceptable method. Some interviewees also indicated they would use a service group if time was not an issue but would prefer direct access if a rapid response was needed. (Because the question did not address both direct access complemented by a service group, no confidence can be given to the number of people who offered this comment.)
2.3.17 Question 33, Potential usage of the LLIS if: (1) access is direct, (2) with an exclusive use in-office PC, and (3) training is extensive (30 hours)

Results: The interviewees' acceptance of this scenario was only 30%.

Discussion of results: These results could be explained by the interviewees' perception that a large investment in time for an occasionally used system is unjustified. This perception could be influenced by their awareness of other very "friendly" computer applications that require little training time. Debriefing of the survey team indicates that the 30% acceptance is likely more a measure of the survey participants' "politeness" rather than an indication of a core of users that are desperate to use whatever resources that they can find — regardless of the investment of time required to learn how to use it.

3.0 CONCLUSIONS AND RECOMMENDATIONS

3.1 DEMOGRAPHICS AND CURRENT INFORMATION CAPABILITIES

To reach the most customers currently on board at JSC and to ensure future success, an automated LL system such as LLIS should be usable by 386 class IBM compatible PCs. Such software to support the JSC population would allow immediate accessibility to 70% of the JSC technical personnel and would grow toward 100% with information technology upgrades.

The number of modems at JSC will probably be reduced as NASA proceeds with the implementation of common network solutions. Therefore, expectations are low for customers to voluntarily purchase a modem for accessing the LLIS.

The individual interview designed for one hour duration, with a questionnaire guideline completed by the interviewer, is an effective method to obtain customer requirements information. It affords sufficient structure to obtain statistically usable responses while not appearing to be overly formal or impersonal.

We concluded that the level of experience in the survey population was not a factor in the responses. Participants with up to 35 years' experience still need access to basic information pertinent to their missions.

3.2 INFORMATION REQUIREMENTS

The extremely diverse key word topics preferred by future LLIS customers suggests that keyword indexing should be de-emphasized. Subroutines and algorithms should be developed and/or selected to search the entire text of the LL report. Emphasis should be placed on getting the information out for the world to ponder. Simplicity and ease of use is supported by the preference of
survey participants for independence and self-reliance with regard to querying a database, and by the low tolerance for any extensive training burden.

The narrative fields of the LL (subject, lesson learned, action required, and description of source problem or event) were attractive to JSC survey participants and will be scrutinized by future customers. Future solutions to querying and reporting this information must be based on this observed preference. Additional information entered in an information system (key words, etc.) is valuable to persons performing limited, "quick and dirty" queries. This perception reflects the assessments of survey participants regarding data usefulness and query design preferences.

The wide variety of comments received on the most basic questions about LL content show that, no matter how specifically a given lesson is written or however narrow the background information provided is, people will tend to perceive each lesson differently no matter what the person conveying the lesson is attempting to report. This should be encouraged, not discouraged. The high positive response to LL information is based on access to the rich storehouse of information, and the customer's use of discretionary, often inspired personal judgment on how to use the information. This melding of data with intuitive/deductive abilities is perhaps the greatest potential value of LL. Implementation of LL must nurture this climate for innovative insight and decision making, rather than forcing users to see the specific point we are trying to make in a specific report.

Some sort of method to weigh the "degree of fit" of a given lesson to the query would also be helpful. The database needs a capability to search for, count, and weigh the value of similar events to provide frequency and severity information for a specific type of occurrence or query.

LL subjects generally have been well chosen when considering the customers' previous awareness of the data.

Parts of some LL require flexibility — especially wider field limits — to enhance clarity. Criteria which strike a balance between the need for system users' recognition of the information's value (through consistency in writing) must be balanced with the communication of specific insights being reported by the individual contributor. Simple guidelines for writing lessons should be investigated, developed, and implemented.

LLIS users desire some sort of summary report or on-screen listing that identifies all LL which satisfy their query parameters.
3.3 CULTURAL ASPECTS

A LL database that contains well written lessons which are simple to generate, access, manipulate, and assess would be accepted by the JSC technical community.

An ongoing promotional campaign aimed at both management and the technical community will be necessary to achieve optimum usage of LL for both the near and long term.

Changes in the management and workforce culture (from learning from one's own mistakes to learning from others; implementation of basic Total Quality Management concepts such as empowerment and continuous improvement; recognizing and modifying outdated paradigms, etc.) may need to occur before optimal acceptance and usage of the LLIS or any similar information system is achieved. However, this should not be considered a constraint to initial implementation. The LLIS should be implemented and perfected in anticipation of the workforce moving toward the realization of a total quality culture.
APPENDIX A - LIST OF SURVEY PARTICIPANTS

The following list indicates organizations and number of interviewees, but omits names.

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<th>NASA-JSC employees</th>
<th>Contractor employees</th>
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</thead>
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<tr>
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<td><strong>Org. code</strong></td>
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<td>VR 1</td>
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<tr>
<td>ET 1</td>
<td>VR 1</td>
</tr>
</tbody>
</table>

**SBTTL** 31 19

**GROUP TOTAL** 50 25

**GRAND TOTAL** 75

*Non-NASA government employee - Defense Programs Resident Office*
APPENDIX B - SURVEY QUESTIONNAIRE

INTERVIEWER_________________________ DATE_______
INTERVIEWEE_________________________ START TIME_______
MAIL CODE_________________________ YEARS EXPERIENCE___________

1. ARE THERE ANY QUESTIONS AT THIS POINT?
Recording of answer is not necessary.

2. ASSESS THE INTERVIEWEE'S COMPUTER ACCESSIBILITY AND FEATURES.
   A. P.C. AT HIS/HER DESK ______
      WITHIN THE ROOM ______
      NEARBY OFFICE ______
      SAME FLOOR ______
      WITHIN THE BUILDING ______
      ANOTHER BUILDING ______
   B. P.C. XT ______
       286 ______
       386 ______
       486 ______
       OTHER ______
   C. MODEM yes____
       no ______
   D. NETWORKS ______

3. A. DO YOU HAVE ANY PREVIOUS EXPERIENCE OR KNOWLEDGE OF EXISTING
   LEssonS LEARNED SYSTEMS OR DATA SOURCES.
   B. WAS IT A WORTHWHILE OR VALUABLE SYSTEM?
   C. WHAT WERE THESE SYSTEM(S)?

   Answer: A. yes____ no____
            B. yes____ no____
            C: Comment:

4. WHAT SCOPE OF LESSONS LEARNED SUBJECTS WOULD YOU PREFER IN
   A LESSONS LEARNED DATABASE?

   Comment: ______

   Hand the interviewee a sample LL that is not on the list. This is to be used for Ques. 5 through 13. Explain that you want an appraisal of the headings, not the information underneath; just use the information to understand the headings.
APPENDIX B - SURVEY QUESTIONNAIRE

5. A. PLEASE INDICATE IF EACH OF THE HEADINGS I NAME IS A USEFUL TYPE OF INFORMATION TO YOU.
   B. WOULD YOU ADD ANY HEADINGS?

   Answer: A. Place a one (1) in the blank if the heading is selected.
   
   Facility______ Subject______ Lesson Learned______
   Action Required______ Program______ Subsystem______
   System______ Element______ Subsystem______
   Applies to______ Area of concern______ Source______
   Submitted by______ Organization______ Source No.______
   Contact______ Reporting Facility______ Additional ID______
   Description of Source Problem or Event______

   Answer: B. yes____, add comment below; no____

6. WOULD YOU DELETE ANY HEADINGS?

   Answer: Place a one (1) for each heading to be deleted by the interviewee.
   
   Facility______ Subject______ Lesson Learned______
   Action Required______ Program______ Subsystem______
   System______ Element______ Subsystem______
   Applies to______ Area of concern______ Source______
   Submitted by______ Organization______ Source No.______
   Contact______ Reporting Facility______ Additional ID______
   Description of Source Problem or Event______

7. NOTICE THE "SUBMITTED BY" BLOCK. THIS PERSON HAS REVIEWED THE SOURCE AND PREPARED THE LESSON LEARNED. PRESENTLY, TO IDENTIFY THE ORIGINATOR OR OBTAIN THE ORIGINAL SOURCE MATERIAL, YOU MUST CONTACT THIS PERSON OR SOMEONE WITHIN THE SAFETY ORGANIZATION. A. IS THIS ACCEPTABLE TO YOU? B. WOULD YOU PREFER TO HAVE DIRECT ACCESS TO THE SOURCE MATERIAL THROUGH AN ELECTRONIC DATABASE, LESSONS LEARNED OR SOME OTHER?

   Answer: A: yes____ no____
   B: yes____ no____

8. Question has been deleted.

9. WOULD YOU WANT RELATED LESSONS LEARNED LISTED?

   Answer: yes____ no____

10. A. WOULD YOU USE THE FORMAT AS IT IS?
    B. IF THE ANSWER IS NO, HOW WOULD YOU REARRANGE IT?

    Answer: A. yes____ no____
    
    B. Comment:
APPENDIX B - SURVEY QUESTIONNAIRE

11. CAN YOU SUGGEST ANY COMPUTER SCREEN FEATURES THAT YOU PARTICULARLY LIKE AND WOULD HELP YOU IN SCANNING INFORMATION?
Comment:

12. Question has been deleted.

13. WHICH OF THE FOLLOWING KEY WORDS WOULD YOU USE TO SEARCH THIS DATABASE?

<table>
<thead>
<tr>
<th>ORGANIZATION?</th>
<th>LOCATION?</th>
<th>OTHER?</th>
</tr>
</thead>
<tbody>
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<td>DATE?</td>
<td>DISCIPLINE?</td>
<td></td>
</tr>
<tr>
<td>SYSTEM?</td>
<td>SUBSYSTEM?</td>
<td></td>
</tr>
</tbody>
</table>

Answer: Place a one (1) for each key word selected. Add comment for “other.”

LESSON LEARNED SECTION QUESTION

Hand the LL list to the interviewee and ask him/her to select three. Record the numbers.

LESSONS LEARNED NOS. _______ _______ _______
USED FOR THIS INTERVIEW

Ask the interviewee to read only the Lesson Learned sections of all three LL and no further at this time.

14. A. IS THE LESSON LEARNED SECTION SELF-EXPLANATORY?
   B. If no, ask WHAT WOULD YOU ADD?

Answer: Keep the recording of the LLs left to right above, top to bottom below.

LL NO. __________ A: yes___ no____ B: comment.
LL NO. __________ A: yes___ no____ B: comment.
LL NO. __________ A: yes___ no____ B: comment.
APPENDIX B - SURVEY QUESTIONNAIRE

15. WERE THE LESSONS YOU HAVE READ RELATED TO THE SUBJECTS YOU SELECTED?

   LL NO._____________ yes____ no____
   LL NO._____________ yes____ no____
   LL NO._____________ yes____ no____

**ACTION REQUIRED SECTION QUESTIONS**

Ask the interviewee to read only the Action Required sections of all three LLs and no further at this time.

16. IS THE "ACTION" INFORMATION SUFFICIENT WITHOUT READING FURTHER THE DESCRIPTION OF SOURCE?

   LL NO._____________ yes____ no____
   LL NO._____________ yes____ no____
   LL NO._____________ yes____ no____

17. Question has been deleted.

18. IF THE PROPOSED "ACTION REQUIRED" WAS NOT FEASIBLE FOR YOUR TASK AND IT WAS NECESSARY TO DESIGN YOUR OWN "ACTION," WOULD YOU WANT THE OPPORTUNITY TO SUBMIT IT FOR ADDITION TO THE DATABASE?

   yes____ no____

19. Question has been deleted.

**DESCRIPTION OF SOURCE... SECTION QUESTIONS**

Ask the interviewee to read all three of the Description of Source... sections.

20. A. IS THE DESCRIPTION OF SOURCE... SECTION SUFFICIENT AND CLEAR?

   LL NO._____________ yes____ no____
   LL NO._____________ yes____ no____
   LL NO._____________ yes____ no____
APPENDIX B - SURVEY QUESTIONNAIRE

B. IF THE ANSWER IS NO TO THE QUESTION ABOVE, WHAT SHOULD BE ADDED?

LL NO._____ Comment__________________________________________________________

LL NO._____ Comment__________________________________________________________

LL NO._____ Comment__________________________________________________________

21. This question was changed to 20B.

22. Question has been deleted.

QUESTIONS FOR THE COMPLETE LESSONS LEARNED

23. A: WOULD YOU USE THE INFORMATION IN THE LESSONS LEARNED?
    B: IF YOU WOULD, HOW?
    
    A. yes____ no____
    
    B. Comment:
    
24. Question has been deleted.

25. A: DO YOU SEE THE APPLICATION OF THESE LESSONS LEARNED AS BENEFICIAL?
    B: IF YES, HOW?
    C: IF NO, WHY NOT?
    
If one or more LL are beneficial, the answer is yes.
    
    A. yes____ no____
    
    B. Comment:
    
    C. Comment:
APPENDIX B - SURVEY QUESTIONNAIRE

26. WAS THE INFORMATION PROVIDED IN THIS LESSON NEW INFORMATION TO YOU?

   LL NO.___________ yes____ no____
   LL NO.___________ yes____ no____
   LL NO.___________ yes____ no____

HELP AND CONTACT QUESTIONS

27. WOULD YOU LIKE TO HAVE AVAILABLE A PROBLEM HELP DESK TO AID IN THE MANIPULATION OF THE DATABASE TO RETRIEVE DATA?

   yes____ no____

28. IN ADDITION TO YOUR OWN RETRIEVAL CAPABILITY, WOULD YOU LIKE TO HAVE AVAILABLE A SERVICE GROUP (WHERE THE ACTUAL RETRIEVAL, SORTING, AND PRINTING WOULD BE PERFORMED BY OTHERS UPON REQUEST AND THEN FORWARDED TO YOU)?

   yes____ no____

29. This question has been moved to the end of the interview.

IMPLEMENTATION QUESTIONS

30. ASSUME THE LLIS IS AVAILABLE ON YOUR OWN PC OR THE CLOSEST ONE TO YOU AND WITH A MINIMUM AMOUNT OF TRAINING YOU ARE ABLE TO ACCESS IT DIRECTLY. COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPT TO QUERY THE LLIS FOR LESSONS LEARNED PERTAINING TO YOUR TASK.

   WILL ______
   PROBABLY ______
   POSSIBLY ______
   UNLIKELY ______
   WILL NOT ______

31. NOW ASSUME THAT YOU CAN ACCESS THE LLIS BY GOING TO ANOTHER BUILDING AND TO A COMPUTER WORK STATION WHERE YOU AGAIN CAN ACCESS DIRECTLY. KEEP IN MIND, YOU MAY HAVE TO WAIT OR SCHEDULE TIME AT THE WORK STATION DEPENDING ON USAGE RATES. NOW, COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPT TO USE THE LLIS INFORMATION.

   WILL ______
   PROBABLY ______
   POSSIBLY ______
   UNLIKELY ______
   WILL NOT ______

PAGE B-6
APPENDIX B - SURVEY QUESTIONNAIRE

32. WITHOUT HAVING DIRECT ACCESS TO THE LLIS, TO OBTAIN INFORMATION, YOU MUST CALL OR VISIT A DATA RETRIEVAL SERVICE CENTER AND PROVIDE KEY WORDS AND OTHER QUERY INPUTS TO A SERVICE CENTER EMPLOYEE TO PERFORM THE ACTUAL ACCESS. COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPT TO USE LLIS INFORMATION.

WILL        _____
PROBABLY    _____
POSSIBLY    _____
UNLIKELY    _____
WILL NOT    _____

33. NOW ASSUME THAT TRAINING TO DIRECTLY ACCESS THE LLIS IS SOMEWHAT EXTENSIVE (MORE THAN 25 HOURS), AND THAT ACCESS AND DATA RETRIEVAL REQUIRES NUMEROUS PASSWORDS, KEYSTROKES, AND IS TIME CONSUMING. COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPTS TO USE THE LLIS.

WILL        _____
PROBABLY    _____
POSSIBLY    _____
UNLIKELY    _____
WILL NOT    _____

29. WOULD YOU CONSIDER ADDING LESSONS LEARNED TO THE LLIS?

yes_____ no_____
PRE-INTERVIEW SETUP

It is important that the interview be conducted as planned and that the guideline be followed as closely as possible. Critique the interview process and guideline as well as obtaining answers.

The interview should be held privately with a single interviewer and interviewee jointly viewing a screen print or demonstration of sample lessons learned (LL).

The interviewer should record answers to questions and comments from the interviewee. Do not hand the interviewee a questionnaire or ask for written comments. The interviewer should use techniques to stimulate responses and seek clarifications from the interviewee.

Inform the interviewee of the customer requirements process, how his input will be utilized, and the promise of feedback for his efforts.

INTERVIEWER'S OPENING STATEMENTS

Introduce yourself, the subject, and the purpose of the interview, which is to afford interviewees the opportunity to identify Lessons Learned Information System (LLIS) design requirements.

Advise interviewees that all comments are anonymous and will be combined with comments from other interviews throughout JSC. (Contractor employees should be told to withhold any information that could be construed to be trade secrets or proprietary to their company).

Describe the LL database as a NASA Headquarters-sponsored mentoring system being planned for voluntary use. The intended users are technical, managerial, and assurance personnel within NASA and NASA contractors. The purpose of this LLIS is to distribute experience-based knowledge to the NASA community. This interview and the database are not for the purpose of finding errors that organizations have committed; the generation of LL will use information sources where organizations have already reported experiences.

Explain to the interviewee that the interview can be accomplished within 30 to 45 minutes. However, explain further that if he/she wishes to elaborate on the responses to the questions, we will appreciate the added interest and information and can take as much time as the interviewee can afford.*

* Schedule interviews such that extra time, if needed, can be given for an interview where the interviewee can and wants to take additional time.
APPENDIX C - SURVEY GUIDELINES AND INSTRUCTIONS

INTERVIEWER'S GUIDELINE FOR SPECIFIC QUESTIONS

QUES. 3 Assess the interviewee's experience with any previous LL or mentoring databases.

QUES. 4 Hand the interviewee the list of LL subjects and ask him/her to scan the range of subjects. Then ask question 4.

QUES. 5 Instruct the interviewee to select four LL subjects from the list to be used during the interview. From the 4 selected, choose the one that seems least interesting to be used for questions 4 thru 12. Ask the interviewee to concentrate on the format, layout, and type of information for these questions and not the content under the headings; the content will be covered later in the interview.

QUES. 8 Every database will have requirements for some "common" terminology such as "part number." It is useful to minimize the aliases necessary to link terms. This is the basis for the question.

QUES. 14 THROUGH 19 Currently, the database is designed to provide the LESSON LEARNED and the ACTION REQUIRED in a succinct 150-character form. This allows the reader to obtain the most useful information and apply it without having to view subsequent source screens. Request that the interviewee read the sections in the order asked and to please try not to read ahead.

QUES. 14 AND 15 Record the LL numbers in the space provided. Have the interviewee read only the LESSON LEARNED sections and ask questions 14 and 15.

QUES. 16 THROUGH 19 Now have the interviewee read the ACTION REQUIRED sections and ask questions 16 through 19.

QUES. 19 After completing an ACTION REQUIRED, there may be a success criteria or test that verifies the completion of the ACTION. You are asking the customer if he/she wants such information in the LL somewhere.

QUES. 20 THROUGH 22 Now have the interviewee read the DESCRIPTION OF SOURCE... sections and ask questions 20 through 22.

QUES. 23 THROUGH 26 Relate to the interviewee that you will now turn his/her attention to the usage of selected headings for critique. Stress that all comment is welcomed.

QUES. 30 THROUGH 33 Emphasize anonymity in order to determine attitudes rather than dutiful responses. Assist the interviewee if necessary in choosing one of the listed responses (WILL, PROBABLY, etc....)
INTERVIEWER'S ENDING REMARKS

Having completed the planned portion of the interview, explain to the interviewee that the database is currently envisioned as a voluntary information source and, as such, it must necessarily be usable and helpful to the customer. Solicit any comment that would make the LL database more attractive to a customer, foster a favorable attitude toward it, and possibly increase its usage rate (such as additional reports or outputs).

Before ending the interview, remind the interviewee how the information will be used and of your promise of feedback, encourage attendance to the open forum meeting, and thank the interviewee for his/her participation.

Hand the interviewee a business card (if available) and encourage him/her to call you with any additional ideas.
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY

The following LL reports were previously generated during the LL research and development project. These lessons were selected based on their quality and diversity as samples to be reviewed by survey participants.
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
LESSONS LEARNED REPORT

1. LESSON NO.  2. PRIMARY SOURCE NO. AND ID  3. DATE  4. FAC. ID NO.
91-0004  PR-028-004-010  05/03/91  JSC

5. SUBJECT
Hermetic seal failures in hybrid circuits.

6. LESSON LEARNED
Hybrid circuit with thin film resistors are subject to failure if the hermetic seal package fails. Resistors
will be etched by normal environment.

7. ACTION TAKEN
Assure use of hybrid circuits are not in safety critical circuits, provide adequate backups or
redundancy.

8. PROGRAM  9. ELEMENT  10. SYSTEM  11. SUBSYSTEM
Shuttle  Orbiter  Landing and Deceleration  Nosegear

12. PHASE (CHECK AS APPROPRIATE)
X CONCEPT  ___TEST
___DESIGN  X OPERATION/MISSION
___PRODUCTION/FABRICATION/CONSTRUCTION  ___DISPOSAL

13. APPLIES TO (CHECK AS APPROPRIATE)
X AIRCRAFT  X GROUND SUPPORT EQUIPMENT
___SOFTWARE  ___COMPUTER SYSTEM
___GROUND TRANSPORTATION VEHICLE  ___TEST ARTICLE  ___FACILITY
___HAZARDOUS  X FLIGHT HARDWARE
___PERSONNEL PROTECTIVE EQUIPMENT  ___OTHER (SPECIFY)

14. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)
___AVAILABILITY  ___HUMAN FACTORS  X RELIABILITY
___TRAINING  ___COMMUNICATION  ___INTEGRATION
___RESOURCE MGT.  ___TRANSPORTATION  ___COMPLIANCE
X MAINTAINABILITY  X SAFETY  ___OTHER (SPECIFY)
___CONFIGURATION  ___PROGRAM/PROJECT  ___SECURITY
___MANAGEMENT  ___MANAGEMENT  ___STORAGE/CONTAINMENT
___DOCUMENTATION  ___QUALITY ASSURANCE

15. SUBMITTED  16. ORGANIZATION  17. PHONE NO.
Terry Michael  NASA JSC Safety  (713) 483-6351

SOURCE INFORMATION

18. SOURCE TYPE  19. SOURCE DATE  20. SOURCE NO.
PRACA  08/10/89  PR-028-00-010

21. REPORTING FACILITY
Lockheed Space Operations Co.

22. REPORTING ORGANIZATION
KSC

23. ADDITIONAL SOURCE IDENTIFIER
None

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT: Hermetic seal leaked on main landing gear
weight on wheels proximity switch. Component analysis found circuit film corroded and etched away
due to loss of hermetic seal causing an open circuit.

PAGE D-2
### APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
#### LESSONS LEARNED REPORT

<table>
<thead>
<tr>
<th>1. LESSON NO.</th>
<th>2. PRIMARY SOURCE NO. AND ID</th>
<th>3. DATE</th>
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<td>91-0013</td>
<td>PR-27RF04-03</td>
<td>07/10/91</td>
<td>JSC</td>
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</tbody>
</table>

5. **SUBJECT**
Mechanisms adjustable locking

6. **LESSON LEARNED**
Set screws adjustment changed setting during launch vibration, causing intermittent switch operation.

7. **ACTION TAKEN**
Check locked critical mechanical adjustments (set screws) to preclude loss of setting.

8. **PROGRAM**
Shuttle
9. **ELEMENT**
Orbiter
10. **SYSTEM**
Electrical System
11. **SUBSYSTEM**
PLBD

12. **PHASE** (CHECK AS APPROPRIATE)
- CONCEPT
- DESIGN
- PRODUCTION/ FABRICATION/ CONSTRUCTION
- TEST
- OPERATION/ MISSION
- DISPOSAL

13. **APPLIES TO** (CHECK AS APPROPRIATE)
- AIRCRAFT
- SOFTWARE
- GROUND TRANSPORTATION VEHICLE
- GROUND SUPPORT EQUIPMENT
- COMPUTER SYSTEM
- TEST ARTICLE
- FACILITY
- HAZARDOUS
- FLIGHT HARDWARE
- PERSONNEL PROTECTIVE EQUIPMENT
- OTHER (SPECIFY)

14. **AREA(S) OF CONCERN** (CHECK AS APPROPRIATE)
- AVAILABILITY
- TRAINING
- RESOURCE MGT.
- MAINTAINABILITY
- CONFIGURATION
- DOCUMENTATION
- HUMAN FACTORS
- COMMUNICATION
- TRANSPORTATION
- RELIABILITY
- INTEGRATION
- COMPLIANCE
- SAFETY
- OTHER (SPECIFY)
- PROGRAM/ PROJECT
- MANAGEMENT
- QUALITY ASSURANCE
- STORAGE/ CONTAINMENT
- PLANNING

15. **SUBMITTED BY**
LeRoy Underwood
NASA JSC Safety

16. **ORGANIZATION**
NASA JSC Safety

17. **PHONE NO.**
(713) 483-4712

### SOURCE INFORMATION

18. **SOURCE TYPE**
PRAACA

19. **SOURCE DATE**
01/14/91

20. **SOURCE NO.**
PR27-RF04-013

21. **REPORTING FACILITY**
JSC

22. **REPORTING ORGANIZATION**
Rockwell Downey

23. **ADDITIONAL SOURCE IDENTIFIER**
NONE

24. **DESCRIPTION OF SOURCE PROBLEM OR EVENT:**
During STS-27 the Payload Bay door ready to latch indicator hung up when the door was opened. The adjustment set screws changed setting during launch vibration. The design was changed to require the set screws to be bonded after adjustment. This switch was readjusted and bonded.

Page D-3
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
LESSONS LEARNED REPORT

1. LESSON NO. 2. PRIMARY SOURCE NO. AND ID 3. DATE 4. FAC. ID
91-0016 6MR-790001 06/10/91 JSC

5. SUBJECT
High pressure oxygen, heat of compression

6. LESSON LEARNED
Particle impact heating can cause ignition of non-oxidized metallic parts in high pressure oxygen environment.

7. ACTION TAKEN
Design to minimize heat of compression or shock loading in high pressure oxygen environment.

8. PROGRAM 9. ELEMENT 10. SYSTEM 11. SUBSYSTEM
Test orbiter Environmental Control and Life Support System

12. PHASE (CHECK AS APPROPRIATE)
X CONCEPT

X DESIGN

__ PRODUCTION/FABRICATION/CONSTRUCTION __ DISPOSAL

13. APPLIES TO (CHECK AS APPROPRIATE)
X AIRCRAFT __ GROUND SUPPORT EQUIPMENT

__ SOFTWARE __ COMPUTER SYSTEM

__ GROUND TRANSPORTATION VEHICLE __ TEST ARTICLE __ X FACILITY

__ HAZARDOUS __ X FLIGHT HARDWARE

__ PERSONNEL PROTECTIVE EQUIPMENT __ OTHER (SPECIFY)

14. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)
__ AVAILABILITY __ HUMAN FACTORS __ RELIABILITY

__ TRAINING __ COMMUNICATION __ INTEGRATION

__ RESOURCE MGT. __ TRANSPORTATION __ COMPLIANCE

__ MAINTAINABILITY __ X SAFETY __ OTHER (SPECIFY)

__ CONFIGURATION __ PROGRAM/PROJECT __ SECURITY

__ MANAGEMENT MANAGEMENT __ STORAGE/CONTAINMENT

__ DOCUMENTATION __ QUALITY ASSURANCE

15. SUBMITTED 16. ORGANIZATION 17. PHONE NO.
J. Chappee NASA JSC Safety (713) 244-5078

SOURCE INFORMATION

18. SOURCE TYPE 19. SOURCE DATE 20. SOURCE NO.
Mishap Report 05/19/80 MR-790001

21. REPORTING FACILITY 22. REPORTING ORGANIZATION
JSC JSC Crew Systems Division

23. ADDITIONAL SOURCE IDENTIFIER
Investigation report of the shuttle EMU incident.

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT: During a performance record test of the Shuttle Extravehicular Mobility Unit (EMU), a flash fire related to the use of 6200 psi oxygen and structural failure of a thin metallic section occurred, resulting in injury to two technicians and over 1,000,000 dollars of damage to equipment and facility.

PAGE D-4
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
LESSONS LEARNED REPORT

<table>
<thead>
<tr>
<th>1. LESSON NO.</th>
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<td>91-0027</td>
<td>MR-91010132</td>
<td>07/22/91</td>
<td>JSC</td>
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</table>

5. SUBJECT
Use of fail safe electrical heaters.

6. LESSON LEARNED
Quartz heater ignited a polypropylene bucket when the level of liquid contents was too low. The heater did not have a fail safe capability.

7. ACTION TAKEN
Use fail safe technology with heaters to detect off nominal conditions (low liquid level) and interrupt power.

8. PROGRAM 9. ELEMENT 10. SYSTEM 11. SUBSYSTEM
Shuttle Mission Support Ground Support Heater

12. PHASE (CHECK AS APPROPRIATE)
   - CONCEPT
   - DESIGN
   - PRODUCTION/FABRICATION/CONSTRUCTION
   - X) OPERATION/MISSION
   - DISPOSAL

13. APPLIES TO (CHECK AS APPROPRIATE)
   - AIRCRAFT
   - SOFTWARE
   - GROUND TRANSPORTATION VEHICLE
   - HAZARDOUS
   - PERSONNEL PROTECTIVE EQUIPMENT
   - COMPUTER SYSTEM
   - TEST ARTICLE
   - FLIGHT HARDWARE
   - FACILITY
   - OTHER (SPECIFY)

14. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)
   - AVAILABILITY
   - TRAINING
   - RESOURCE MGT.
   - MAINTAINABILITY
   - CONFIGURATION
   - MANAGEMENT
   - DOCUMENTATION
   - HUMAN FACTORS
   - COMMUNICATION
   - TRANSPORTATION
   - SAFETY
   - PROGRAM/PROJECT
   - MANAGEMENT
   - QUALITY ASSURANCE
   - RELIABILITY
   - INTEGRATION
   - COMPLIANCE
   - OTHER (SPECIFY)
   - SECURITY
   - STORAGE/CONTAINMENT

15. SUBMITTED 16. ORGANIZATION 17. PHONE NO.
LeRoy Underwood NASA JSC Safety (713) 483-4712

SOURCE INFORMATION

18. SOURCE TYPE 19. SOURCE DATE 20. SOURCE NO.
Mishap Report 06/18/91 MR-910132

21. REPORTING FACILITY 22. REPORTING ORGANIZATION
JSC NASA JSC

23. ADDITIONAL SOURCE IDENTIFIER
None

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT:
   A quartz heater was used to heat water in a polypropylene bucket. When the water evaporated the bucket melted and ignited. The heater was inadvertently left energized, and it did not have a fluid level cut off.
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY

LESSONS LEARNED REPORT

<table>
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<td>MR-910132</td>
<td>07/22/91</td>
<td>JSC</td>
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</table>

5. SUBJECT
Emergency response planning

6. LESSON LEARNED
Fire fighting operations were delayed because information identifying the correct fire fighting agent was not readily available.

7. ACTION TAKEN
Identify the correct fire extinguishing materials to be used for a hazardous materials area and include in written plans.

8. PROGRAM | 9. ELEMENT | 10. SYSTEM | 11. SUBSYSTEM
Shuttle Mission Support Ground Support MSDS

12. PHASE (CHECK AS APPROPRIATE)
- CONCEPT
- DESIGN
- PRODUCTION/FABRICATION/CONSTRUCTION

13. APPLIES TO (CHECK AS APPROPRIATE)
- AIRCRAFT
- SOFTWARE
- GROUND TRANSPORTATION VEHICLE
- HAZARDOUS/TOXIC MATERIAL
- PERSONNEL PROTECTIVE EQUIPMENT
- GROUND SUPPORT EQUIPMENT
- COMPUTER SYSTEM
- TEST ARTICLE
- FACILITY
- FLIGHT HARDWARE
- OTHER (SPECIFY)

14. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)
- AVAILABILITY
- TRAINING
- RESOURCE MGT.
- MAINTAINABILITY
- CONFIGURATION
- MANAGEMENT
- DOCUMENTATION
- HUMAN FACTORS
- COMMUNICATION
- TRANSPORTATION
- SAFETY
- PROGRAM/PROJECT
- MANAGEMENT
- RESEARCH/DEVELOPMENT
- RELIABILITY
- INTEGRATION
- COMPLIANCE
- OTHER (SPECIFY)
- SECURITY
- STORAGE/CONTAINMENT
- QUALITY ASSURANCE

15. SUBMITTED
LeRoy Underwood

16. ORGANIZATION
NASA JSC Safety

17. PHONE NO.
(713) 483-4712

SOURCE INFORMATION

18. SOURCE TYPE
Mishap Report

19. SOURCE DATE
06/18/91

20. SOURCE NO.
MR-91 0132

21. REPORTING FACILITY
JSC

22. REPORTING ORGANIZATION
NASA

23. ADDITIONAL SOURCE IDENTIFIER
None

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT:
Fire fighting was delayed in a precious metal finishing shop (where hazardous materials were used) while information specifying the correct agent for extinguishing the fire was obtained.
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY

LESSONS LEARNED REPORT

<table>
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<td>91-0031</td>
<td>PR-24F009-010</td>
<td>07/30/91</td>
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</table>

5. SUBJECT
Physical access requirements

6. LESSON LEARNED
With limited visibility it is difficult to confirm that electrical connectors are locked. Unlocked connectors disconnect during launch.

7. ACTION TAKEN
Design electrical connector locations such that accessibility to connector locking can be achieved and verified.

8. PROGRAM ELEMENT SYSTEM SUBSYSTEM
Shuttle Orbiter Electrical Electrical

9. PHASE (CHECK AS APPROPRIATE)
   X TEST
   X OPERATION/MISSION
   DISPOSAL

10. APPLIES TO (CHECK AS APPROPRIATE)
   GROUND SUPPORT EQUIPMENT COMPUTER SYSTEM
   DESIGN ARTICLE
   X FLIGHT HARDWARE Facility
   PRODUCTION/ FABRICATION/CONSTRUCTION OTHER (SPECIFY)

11. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)
   ___AVAILABILITY ___HUMAN FACTORS ___RELIABILITY
   ___TRAINING ___COMMUNICATION ___INTEGRATION
   ___RESOURCE MGT. ___TRANSPORTATION ___COMPLIANCE
   ___MAINTENABILITY ___SAFETY ___OTHER (SPECIFY)
   ___CONFIGURATION ___PROGRAM/PROJECT ___SECURITY
   ___MANAGEMENT ___MANAGEMENT ___STORAGE/CONTAINMENT
   ___DOCUMENTATION ___QUALITY ASSURANCE

12. SUBMITTED ORGANIZATION PHONE NO.
    LeRoy Underwood NASA JSC Safety (713) 483-4712

SOURCE INFORMATION

13. SOURCE TYPE SOURCE DATE SOURCE NO.
    PRACA 04/29/85 PR-24F009-010

14. REPORTING FACILITY REPORTING ORGANIZATION
    KSC Rockwell Downey

ADDITIONAL SOURCE IDENTIFIER
None

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT: During orbit the external tank door actuator B2 was inoperative. The cause was an electrical connector which had not been locked and became disengaged during launch vibration. This connector is located in a difficult access and low visibility area which requires visual confirmation of locking devices.
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
LESSONS LEARNED REPORT

<table>
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<td>91-0044</td>
<td>PR-06F016-010</td>
<td>08/05/91</td>
<td>JSC</td>
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5. SUBJECT
Bonding surface stiffness in zero gravity

6. LESSON LEARNED
The wall surface of the orbiter lacked necessary stiffness to support a glue-bonded equipment mount in zero gravity.

7. ACTION TAKEN
Ensure that bonding surfaces are sufficiently stiff under all operational conditions to support static/dynamic loads.

8. PROGRAM
Shuttle

9. ELEMENT
Orbiter

10. SYSTEM
Crew Module

11. SUBSYSTEM
Materials

12. PHASE (CHECK AS APPROPRIATE)

- CONCEPT
- DESIGN
- PRODUCTION/FABRICATION/CONSTRUCTION
- TEST
- OPERATION/MISSION
- DISPOSAL

13. APPLIES TO (CHECK AS APPROPRIATE)

- AIRCRAFT
- SOFTWARE
- GROUND SUPPORT EQUIPMENT
- COMPUTER SYSTEM
- GROUND TRANSPORTATION VEHICLE
- TEST ARTICLE
- FACILITY
- HAZARDOUS
- FLIGHT HARDWARE
- PERSONNEL PROTECTIVE EQUIPMENT
- OTHER (SPECIFY)

14. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)

- AVAILABILITY
- TRAINING
- RESOURCE MGT.
- MAINTAINABILITY
- CONFIGURATION
- MANAGEMENT
- DOCUMENTATION
- HUMAN FACTORS
- COMMUNICATION
- TRANSPORTATION
- SAFETY
- PROGRAM/PROJECT
- MANAGEMENT
- QUALITY ASSURANCE
- X: RELIABILITY
- INTEGRATION
- COMPLIANCE
- SECURITY
- STORAGE/CONTAINMENT
- OTHER (SPECIFY)

15. SUBMITTED
Donna Carroll

16. ORGANIZATION
NASA JSC Safety

17. PHONE NO.
(713) 335-1668

SOURCE INFORMATION

18. SOURCE TYPE
PRACA

19. SOURCE DATE
01/29/91

20. SOURCE NO.
PR-06F016-010

21. REPORTING FACILITY
KSC

22. REPORTING ORGANIZATION
Rockwell-KSC

23. ADDITIONAL SOURCE IDENTIFIER
None

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT: Camera mounting bracket debonded from orbiter ceiling. The orbiter crew compartment walls are thin and change shape once in orbit due to pressurization and zero gravity environment causing glue bond to break. Stiffener plates were added to the wall for a stronger bond surface.
<table>
<thead>
<tr>
<th>LESSON NO.</th>
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<th>DATE</th>
<th>FAC. ID</th>
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<td>91-0056</td>
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**LESSON LEARNED**

Epoxy resin plus catalyst will heat when mixed. Cooling of epoxy after setup will impart stress to materials with dissimilar thermal properties.

**ACTION TAKEN**

Verify end item performance margins are not degraded by materials used for repairs.

**SOURCE INFORMATION**

LeRoy Underwood, NASA JSC Safety, (713) 483-4712

**DESCRIPTION OF SOURCE PROBLEM OR EVENT:**

The track wires in a cavity of a recorder head were accidentally potted during rework. The difference in the thermal expansion of the epoxy and the wire caused them to break during temperature excursions in flight.
## APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
### LESSONS LEARNED REPORT

<table>
<thead>
<tr>
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<td>08/13/91</td>
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</table>

| 5. SUBJECT | | |
|-----------|-----------|
| Swage verification | |

| 6. LESSON LEARNED | | |
|------------------|-----------|
| Visual inspection alone is not adequate to assure swivel pins have been swaged against a countersink to prevent removal. | |

| 7. ACTION TAKEN | | |
|-----------------|-----------|
| Incorporate a push test in inspection procedures to assure proper swaging. | |

<table>
<thead>
<tr>
<th>8. PROGRAM</th>
<th>9. ELEMENT</th>
<th>10. SYSTEM</th>
<th>11. SUBSYSTEM</th>
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<tbody>
<tr>
<td>Shuttle</td>
<td>Orbiter</td>
<td>Extravehicular Activity</td>
<td>Restraint Bracket</td>
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<tbody>
<tr>
<td>Aircraft</td>
<td>Ground Support Equipment</td>
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<tr>
<td>Software</td>
<td>Computer System</td>
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<td>Hazardous</td>
<td>Facility</td>
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<td>Personnel Protective Equipment</td>
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<td>Other (Specify)</td>
<td>Other (Specify)</td>
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<th>14. AREA(S) OF CONCERN (CHECK AS APPROPRIATE)</th>
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<td>Document</td>
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<th>16. ORGANIZATION</th>
<th>17. PHONE NO.</th>
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<tbody>
<tr>
<td>Shirley Martin</td>
<td>NASA JSC Safety</td>
<td>(713) 335-1607</td>
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### SOURCE INFORMATION

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<td>JSC</td>
<td>Boeing</td>
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<table>
<thead>
<tr>
<th>24. DESCRIPTION OF SOURCE PROBLEM OR EVENT</th>
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</thead>
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<tr>
<td>Swivel pin came out of one bearing restraint bracket while being lubricated. Only visual inspection of the assembled bracket is required to verify conformance with assembly drawing. Investigation revealed that some bracket bases had incorrect countersinks. Brackets failing push test will be returned to ILC Dover for rework.</td>
<td></td>
</tr>
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</table>
## APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
### LESSONS LEARNED REPORT

<table>
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<td>MO-PAL-3-90</td>
<td>12/26/91</td>
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5. SUBJECT
System level verification testing procedures

6. LESSON LEARNED
Test safety features (such as abort systems) must be verified as able to function when required prior to test runs on flight-flightlike hardware.

7. ACTION TAKEN
Verify operability of safety features for system level test prior to test performance.

8. PROGRAM ELEMENT SYSTEM SUBSYSTEM
Shuttle Orbiter Landing and Deceleration Carbon brakes

12. PHASE (CHECK AS APPROPRIATE)
- CONCEPT
- DESIGN
- PRODUCTION/FABRICATION/CONSTRUCTION
- X TEST
- OPERATION/MISSION
- DISPOSAL

13. APPLIES TO (CHECK AS APPROPRIATE)
- X AIRCRAFT
- SOFTWARE
- GROUND TRANSPORTATION VEHICLE
- HAZARDOUS
- PERSONNEL PROTECTIVE EQUIPMENT
- _GROUND SUPPORT EQUIPMENT
- COMPUTER SYSTEM
- TEST ARTICLE
- _FACILITY
- _X FLIGHT HARDWARE
- _OTHER (SPECIFY)

14. AREAS(S) OF CONCERN (CHECK AS APPROPRIATE)
- AVAILABILITY
- Training
- RESOURCE MGT.
- MAINTAINABILITY
- CONFIGURATION MANAGEMENT
- DOCUMENTATION
- _HUMAN FACTORS
- COMMUNICATION
- TRANSPORTATION
- _SAFETY
- PROGRAM/PROJECT MANAGEMENT
- _QUALITY ASSURANCE
- _RELIABILITY
- _INTEGRATION
- COMPLIANCE
- OTHER (SPECIFY)
- SECURITY
- STORAGE/CONTAINMENT
- OTHER

15. SUBMITTED ORGANIZATION PHONE NO.
Larry Gregg NASA JSC Safety (713) 335-1607

18. SOURCE TYPE SOURCE DATE SOURCE NO.
Product Assurance Lesson Learned 01/18/90 MO-PAL-3-90

21. REPORTING FACILITY REPORTING ORGANIZATION
JSC Quality & Engineering Division

23. ADDITIONAL SOURCE IDENTIFIER
None

24. DESCRIPTION OF SOURCE PROBLEM OR EVENT:
An extended fire skid occurred during a dynamometer test run of the orbiter carbon brake. Test abort feature failed to operate during the emergency. Hydraulic control modules used in test were not flight configuration units. Brake supply lines were modified in an experimental effort to improve dynamic stability of the hydraulic system. These two conditions created a situation restricting hydraulic return flow from the brakes, resulting in uncontrolled tire skid. The abort system which had not been checked out under test conditions contained software anomalies preventing it from operating properly.

SOURCE INFORMATION
APPENDIX D - LESSONS LEARNED USED IN THE SURVEY
LESSONS LEARNED REPORT

<table>
<thead>
<tr>
<th>1. LESSON NO.</th>
<th>2. PRIMARY SOURCE No. AND ID</th>
<th>3. DATE</th>
<th>4. FAC. ID</th>
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<td>92-0008</td>
<td>MR-900177</td>
<td>04/19/90</td>
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</table>

5. Subject
Burst disc use in an oxygen system

6. Lesson Learned
Particles from a burst disc were ignited by entrapped oxygen in the capture vent located on the discharge (relief) side of the disc.

7. Action Taken
Locate the burst disc as close as possible to the vent system exit to prevent fire occurring from particle impacts.

8. Program
Shuttle Mission Support Venting System

9. Element
Mission Support

10. System
Venting System

11. Subsystem
GOX Recharge System

12. Phase (Check as appropriate)
- Concept
- Design
- Production/Fabrication/Construction
- Test
- Operation/Mission
- Disposal

13. Applies To (Check as appropriate)
- Aircraft
- Software
- Ground Support Equipment
- Computer System
- Ground Transportation Vehicle
- Test Article
- Flight Hardware
- Hazardous
- Personnel Protective Equipment
- Facility
- EL Test Article Facility
- Flight Hardware
- Other (Specify)

14. Areas(s) of Concern (Check as appropriate)
- Availability
- Human Factors
- Reliability
- Training
- Communication
- Integration
- Resource Mgt.
- Transportation
- Compliance
- Maintainability
- Safety
- Other (Specify)
- Configuration
- Program/Project
- Security
- Management
- Management
- Storage/Containment
- Documentation
- Quality Assurance

15. Submitted
LeRoy Underwood

16. Organization
NASA JSC Safety

17. Phone No.
(713) 483-4712

SOURCE INFORMATION

18. Source Type
Mishap Report

19. Source Date
04/03/90

20. Source No.
MR-900177

21. Reporting Facility
JSC

22. Reporting Organization
Lockheed Safety

23. Additional Source Identifier
None

24. Description of Source Problem or Event:
Burst disc located in an oxygen system caused a fire from particle impact when it ruptured. The burst disc was in a captured vent system and burst in an oxygen environment.
The calculations given on the following pages are expressed as percentages for each survey question. The questions are found in Appendix B; specific comments collected are found in Appendix F.
APPENDIX E - CALCULATED RESULTS OF THE SURVEY

**PHASE 1 + PHASE 2**

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**INFORMATION VALUABLE ?**

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| QUES. | 3B % | LL EXPERIENCE GOOD | 80 |

**DELETE HEADER ?**

| QUES. | 3B % | LL EXPERIENCE GOOD | 80 |

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| QUES. | 5A % | HEADINGS | SUBJECT | 100 |

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PAGE E-2
### APPENDIX E - CALCULATED RESULTS OF THE SURVEY

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#### KEY WORK PREFERENCE

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LL RELATES TO SUBJECT?

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COULD ACT ON ACTION REQUIRED?

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APPENDIX E - CALCULATED RESULTS OF THE SURVEY

QUES. 16 % + 91-0028 72
QUES. 16 % + 91-0066 77
QUES. 16 % + 92-0008 79
QUES. 16 % + 91-0031 83
QUES. 16 OVERALL AVERAGE 61

QUES. 18 ADD ACTION 84

DESCRIPT. OF SOURCE CLEAR?
QUES. 20 % + 91-0016 52
QUES. 20 % + 91-0056 63
QUES. 20 % + 92-0008 69
QUES. 20 % + 91-0066 77
QUES. 20 % + 91-0028 84
QUES. 20 % + 92-0002 87
QUES. 20 % + 91-0044 87
QUES. 20 % + 91-0004 88
QUES. 20 % + 91-0031 89
QUES. 20 % + 91-0013 90
QUES. 20 % + 91-0027 90
QUES. 20 OVERALL AVERAGE 81

QUES. 23 % + WOULD USE INFO IN 90
QUES. 25 % + SEE LL BENEFICIAL 96

INFORMATION NEW?
QUES. 26 % + 91-0013 37
QUES. 26 % + 91-0016 55
QUES. 26 % + 91-0028 58
QUES. 26 % + 91-0066 62
QUES. 26 % + 91-0027 63
QUES. 26 % + 91-0031 67
QUES. 26 % + 91-0044 67
QUES. 26 % + 92-0002 68
QUES. 26 % + 91-0004 71
QUES. 26 % + 92-0008 76
QUES. 26 % + 91-0056 88
QUES. 26 OVERALL AVERAGE 65

QUES. 27 % WANT HELP DESK 87
QUES. 28 % WANT SERVICE GRP 56
QUES. 29 % WILLING TO ADD LLs 92
QUES. 30 % USE IF IN OFFICE 84
QUES. 31 % USE IF WORK STATION 52
QUES. 32 % USE SERVICE CENT 56
QUES. 33 % USE IF EXCESS TRAIN 30

AVER TIME/INTERVIEW 50
AVER EXPER. - INTERVIEWEE 17
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

APPENDIX F

The comments collected during this survey are reported in this appendix as they were offered by the survey participants. These comments form the basis for many of the conclusions drawn and recommendations made.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

1. **ARE THERE ANY QUESTIONS AT THIS POINT?**

   ND2: Who will populate?

2. Question two is part of Lotus program.

3. **DO YOU HAVE ANY PREVIOUS EXPERIENCE OR KNOWLEDGE OF EXISTING LESSONS LEARNED SYSTEMS OR DATA SOURCES?**

   **B. WAS IT A WORTHWHILE OR VALUABLE SYSTEM?**

   **C. WHAT WERE THESE SYSTEM(S)?**

   DH6: Looks at big programs, puts down what happened. 1-time system.
   DP21: No (but they have an internal program in LL)
   DG11: Put together a LL program on training. LL are worthwhile. Willing to add to ours.
   DF43: Has bias towards history & the use of technical lessons in today's systems. Very interested in history and program specifics.
   F651S: DOD Lessons Learned
   DH4: Planning functions for shuttle missions — contingency planning.
   EP4: Paper only, not well advertised.
   EP6: KSC's Lessons Learned.
   IA131: 8080 is a type of LL — use to review for requirements but not applicable document — good information.
   ND2: Yes, Product Assurance Lessons (PAL) — designed for outside.
   Inputting a problem, would have been if used.
   F651S: Yes, paper system — was in military, used LL to track incidents — kind of like a weekly report except on monthly basis.
   NS3: LL, Kim Gray had a tracking system of some kind.
   F670S: PAL — used to maintain it.
   NS4: I know they exist, do not use them.
   EG4: LL1 is very valuable information.
   ES3: Aircraft main records.
   316HB: Quarterly summary if accident investigation.
   KR: LL paper for Orbiter acceptance test results.
   DRR0/HB: DOD LL systems have been on line last five years.
   VR: Informal notes only shared within working group (NASA and RF).
   AA36: KSC LL newsletters (ind. safety).
   AE81: GIDEP.
   DG66: Code D Q&A information system.
   SN5: Revisit Challenger LL every year, have line item in budget to revisit.
   F651S: 8080 standard, payload/subsystem questionnaire. Valuable, but difficult to use.
   ER511: Trying to develop LL for a functional area (area advanced robotics automation systems for Mission Control).
   ID2: SLS-I, HQS. Code S.
   EP5: From Apollo, if used, flight/problem/failure system.
   EG31: Paper-type system.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

4. WHAT SCOPE OF LESSONS LEARNED SUBJECTS WOULD YOU PREFER IN A LESSONS LEARNED DATABASE?

LESC/WSTF: Pressure systems, vessels, cryogenics, fuel & oxidizer.
NH: Space station, shuttle, electrical, mechanical, propulsion (hydrazine, fuel) hazards.
RD: System level test, development testing, flight hardware, failure analysis.
LESC/WSTF: Heavy Construction.
PT: Emergency, facilities, safety awareness.
DH6: Geared toward operations (orbiter ops)
DP21: Reconfiguration of on-board S/W P/L NASA-STS operations — problems (requirements) ok.
DG11: Simulators, H/W & S/W, visual systems, training (vs real world)
DF43: Operations — why not something done the way it was done, why new decisions made — both hardware, design, organizational structure, flight rules, procedures techniques....
F651S: Hardware, shuttle, space station.
EP4: Components, system, test results, test set up problems, materials.
JH2: Manufacturability lessons, fabrication project management lessons.
BC: Flight hardware, GSE, tooling and test hardware.
DF44: Component failures in remote manipulators and systems it interfaces. Office safety items. Facility area safety, WETF, MDF.
EP6: Hazards/failures. Not obvious from academic or success only experience.
IA131: Failure, systems.
ND2: Workmanship, procedures.
F631H: All anomaly reports (flight & ground) material, process, human.
F651S: Space Station, GFE.
F651S: Subjects pertaining to payloads.
F670S: All; for example, mechanical and electrical are tied together.
NS4: All design and operations.
DC: Procurement, government computer systems, government regulations.
EG4: Management programs. Don't lose innovative thinking. How to handle new technology in terms of risks to take. Could have design (all kinds) approvals. Technical area could have a narrow vision.
EC6: EVA, procedures, contracts, monitoring test facilities.
DF22: Network, configuration (PC), LL in installing PC standards, and flight control.
F651S: One w/ criteria — Orbiter — containing anything on the subject. Then do additional on subset.
ES2: Summary of structural test results. Orbiter maintenance, inspection findings on structure findings.
ES4: Hardware development problems, management, technicians.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

PT4: Project time frame, differ w/ software in LL, and pitfalls of software.

EE231: Procedures.

871HB: Not so concerned about this — should emphasize accuracy, technical veracity.

316HB: Would be just about anything — at top of list would be hazard-related items.

KR: Procedural checklists for manufacturing, test, assembly, and rationale for LL associated to the same.

NE144: Nonconformance corrective actions; manufacturing; test verification, configuration management, including innovations.

NE14: Design issues, manufacturing, test, configuration management, administrative, all flight hardware.

AA36: All things in manufacturing and test.

VR: No limit — go for the widest usage.

NE211: Quality (in-house & vendors) production/manufacturing, and test.

AA36: Technical (but using generic key word rather than System/Subsystem/Element).

QDLOR: Traceability, parts interchangeability, raw materials procurements by vendors/subs/primes, local regulations and effects on product quality.

AA36: Mfg. cranes/lifting, (material handling) safety - critical transportation - flight, hazardous operations, industrial safety, industrial hygiene, facility, unique operational conditions/environments.

D/289: Test philosophy (test parameter configuration, etc. vs value gained), simulate rather than duplicate test conditions.

D/289: Needs history of failures, acceptance test, interchange of hardware between vehicles, mishaps/accidents and associated correction actions, parts time in service and association changes in performance, locator system for contacts.

D/289: Same comments as above. Two were interviewed at same time.

AE81: Audits (recommendations and corrective actions) in NASA community. Must be sensitive to local influences/facilities and process, requirements.

ET: Reliability, integration, LL work practices and tools.

SP44: Management, lunar lander design, carrier development.

SP52: Mock-ups, training vs simulation vs actions. How training simulations and mock-ups relate to actual performance.

C51: Propellants and explosives testing aspects, storage/facilities, mechanical failure in hydraulic systems.

JJ4: Yes, construction of facility modifications.

DE32: Procedures, mission rules, development, training, flight control, failure analysis.

EA: Organizational structure and management-type stuff. LL should be unique to NASA stuff and not just "industry standards" stuff.

HF50: Accidents, cause of near misses, environment.

JD32: Facilities, design, construction, change order.

IE3: System design, concept stage, operation safety constraints on design, safety requirements.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

SN5: Challenger lessons learned, involved only in Space Lab.
NS6: All.
F651S: Payloads, GFE, subsystem.
ND55: Calibration of equipment, new methods, tips and tricks, procurement/acquisitions — sources of information on equipment, and equipment benefits.
EK7: Avionics/SS, design.
DI27: OPS — operation in Shuttle to learn how to do Station. International partners — relationships, design reviews.
ER511: Automation (robotics for flight operations).
SA: Design and operations on hardware and software.
DJ35: Discrepancy reporting process (experience) contents and process.
AH12: Occupational/safety items
ID2: Payloads, all phases of P/L integration/operation.
DM: Safety issues, organization issues, metrics, project administration, and contracts.
SP33: Human factors, human interface.
EP5: Management, engineering disciplines, cost of projects, hardware, development.
EG31: Aerodynamics.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

5. A. PLEASE INDICATE IF EACH OF THE HEADINGS I NAME IS A USEFUL TYPE OF INFORMATION TO YOU.
   B. WOULD YOU ADD ANY HEADINGS?

LESC/WSTF: Description of Source... most useful.
NH: Subject, Lesson, Contact.
RD: All useful.
LESC/WSTF: Lesson Learned most useful, add Material Description.
DH6: Lesson Learned Action Required, Subject, Source, Description of Source Problem/Event.
DP21: Title/Subject, Description, Applies To.
DG11: Action Required may be superfluous.
DF43: Useful: Topic, Lesson Learned Action Required, Area of Concern, Submitted By, Organization.
      Not: Program/System/Subsystem/Element, Phase and Applies To — misleading and may actually be detrimental.
F651S: All are useful — would want part number.
DH4: Add requirement for material #1-56 or indicate source location.
EP4: All, would add Engineering Concurrency and Engineer Name.
JH2: All.
BC: All.
DF44: Subject, Lesson Learned, no additions.
EP6: All.
IA13 1: Everything except Phase.
ND2: Program Subsystem, System Element, Phase, Applies To, all.
F631H: How data acquired/full description/credibility. What is the goal or requirement. How valid/update verification.
F651S: Subject, Lesson Learned, System, Area of Concern needs more detail added to just safety.
F651S: Description of Source very useful, Action Required helpful, Lesson Learned.
F670S: Problem is across the board. Need other definitions in concerns — area like Product Assurance.
NS4: Fine — all looks good.
ES3: Reporting Facility, Lesson Learned/Problem, Organization should be by name, put Program, System, and Element under Lesson Learned. Combine Source Name and Report Number.
KR: Issues w/ publishing, not w/content.
VR: Would like military method for titles.
EA: Applies To — not clear use; Life Cycle Phase, etc.; Date is important.
IE3: Facility - LLIS Originating, AR/Taken, Submitted By — say Contractor, Reporting Facility - Source, reduce acronyms.
DC: Key word field (Phase - he called Increment).
EG4: In this case I would stop reading after Lesson Learned.
DF22: Would like to see date of last update
F651S: Need problem oriented.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

PT4: If this was fixed, what impact on other areas?
316HB: Modify Contact, Submitted By to read "for more information, contact---"
NE14: Move items checked to top.
VR: Frequency of Occurrence.
AA36: History of Recurrence, Trends, etc.
QDLOR: Manufacturer or Supplier or Organization Performing Service or Operation.
AA36: Would like in the requirement documentation, "What are the requirements vs what was done?"
C51: Magnitude of Severity of Source Incident.
JJ4: Regulation, Authority.
DE32: Source Date or some chronological marker (flight, etc.)
IE3: Impact or Criticality.
ND5536: Date of Occurrence — change to Source Facility (vs Facility/Location).
DI27: I think Site would be better than Facility.
ID2: Description should be up toward the top.
DM: Facility should be Site/Center/Agency/Company; Phase could be Cycle; Organization and Phone ok; need Mail Code; Contact should say NASA Approval, Source Number should be the driver, Reporting Facility and Facility at top are misleading. Facility ID needs number of times the problem has been reported.
EP5: What about using Activity Response for a source of information number?
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

6. **WOULD YOU DELETE ANY HEADINGS?**

LESC/WSTF: *Contacts, Remarks.*

NH: *Area of Concern* would almost always be Safety. *Submitted By* is unnecessary.

RD: Yes, if originator wants it, but why not put *Originator*, if that's ok?

LESC/WSTF: Need only first three and last items.

DH6: *System, Subsystem, etc.* *(Submitted By, Organization, Mail Code just clutter up page).*

DG11: Where you could find information *(Source).*

DF43: *Applies To* might be misleading and actually limit applications of LL across programs.

DH4: No deletions.

EP4: *Applies To* is of little use.

JH2: Use all.

DF44: No, use all.

IA131: Yes, *Phase.*

ND2: From *Program* through *Contact.*

F651S: Wouldn't use *Program* or *System.*

EG4: Don't know the acronym.

F651S: Need clarification on *Submitter* and *Contact.*

KR: Need to simplify for publishing.

AA36: Need to better assess context of *Lesson Learned, AR* via source information.

AA36: Would like to access other sources referenced with minimum pain.

ER511: Would re-emphasize the following areas: *System, Program, Subsystem, Element, Phase, Applies To,* and *Area of Concern.*

DJ35: *Area of Concern,* too general, do we need?

ID2: *Responsible Organization* should be up front. *Name Change* — don't really need — need *Organization/Number.*
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

7A. NOTICE THE "SUBMITTED BY" BLOCK. THIS PERSON HAS REVIEWED THE SOURCE AND PREPARED THE LESSON LEARNED. PRESENTLY, TO IDENTIFY THE ORIGINATOR OR OBTAIN THE ORIGINAL SOURCE MATERIAL, YOU MUST CONTACT THIS PERSON OR SOMEONE WITHIN THE SAFETY ORGANIZATION. IS THIS ACCEPTABLE TO YOU?

DH6: Prefer direct access.
DG11: Prefer to go direct.
DF43: No, anything between is a waste of resources and time. Need to go to organization where LL originated and organization needs to be descriptive enough to outlast personnel/organization.
F651S: No — what if he's gone — need to get directly to data.
IA131: Doesn't have to be tied to a person, should be able to a have a file in a library. Don't need to call Safety — would call technical library and they would give information.
F651S: Don't need another group of people. This statement/question is not clear; eliminate this group and Contact — add person who approved the closure with authority.
F651S: Likes the idea.
F670S: Look at question 5.
EG4: No, because it depends on the information. Would prefer to look at the source before contacting the submitter.
DRRO/HB: LL should be stand-alone; no need to call person or look at source data.
NE144: Choke point.
NE14: Not necessarily custodian of information.
VR: Like to have option.
AA36: Nice to have.
ET: Rather go to source.
C51: But will cut down on the number of people using the system.
DE32: Prefer direct.
DI27: No, person maintaining the database would be the one to contact.
ER511: Better chance of getting information w/ little fuss. Would call contact, not submitter.
SA: But not on individual use.
DJ35: But have two names — who do I call?
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

7B. WOULD YOU PREFER TO HAVE DIRECT ACCESS TO THE SOURCE MATERIAL THROUGH AN ELECTRONIC DATABASE, LESSONS LEARNED OR SOME OTHER?

F651S: Most desirable.
PT4: Remove this layer.
316HB: But technologically questionable at this time.
KR: If really helpful to establish validity, reassessments subsequent.
NE144: Volumes of data!!
AA36: Preferred.
VR: Like to have option.
AE81: Preferred.
NE211: Rather call a person, spell out first name, need area code for phone.
AA36: This is not reasonable for submitter to all source documentation.
AA36: Nice to have.
D/289: Combined with a library function.
SA: But would use a reliable contact instead.
DJ35: Prefer to make LL stand-alone.
EG31: Very computer oriented.
9. **WOULD YOU WANT RELATED LESSONS LEARNED LISTED?**

DH6: Not if this type of search was available. If not, yes.

DG11: Yes, with titles/topics. Question: What does *Element* refer to?

Confusing.

IA131: Would want everything related.

F631H: Yes, but want certain time frame.

F651S: With listing of LL number and subject, not the whole paper.

F651S: Definitely — very good.

F670S: Yes, even if not used, sometimes titles are misleading.

EG4: No, unless closely related.

F651S: Would not want to imbed in this LL — tie together in retrieval database.

KR: Not usually needed because problem is fixed real time.

AA36: On source and hard copy.

NE211: Menu screen, not hard copy.

QDLOR: Would like related LL listed on each report.

AA36: Especially if not part of original query or report.

AE81: Point and shoot on screen to hard copy.

SP52: If related were concise and subjects clear. *Area between Program and Element* seems out of place, needs to be separated out more from info above.

SN5: But not on the screen that's pulled up — need option.

NS5: If a technical issue.

SA: But not necessary on report, a separate list.

DJ35: List on report.

AH12: If there was a way of sorting them.

EG31: Cross reference capability, one event - multiple LL, one Lesson - multiple corrective action.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

10A  WOULD YOU USE THE FORMAT AS IT IS?
10B.  IF THE ANSWER IS NO, HOW WOULD YOU REARRANGE IT?

LESC/WSTT:  Description of Source... at the top.
LESC/WSTT:  Description of Source... move up to Action Required.
DH6:  Take out section between Other/Source.
DP21:  Set off Subject.
DG11:  Too jumbled up, too busy, no real order. New order: Program, System, Subsystem, Title - Lesson Learned, and Recorder.
DF43:  No. Need to set off titles to make for easier scanning - bold, all caps, in boxes, underlined, etc. Text should be in text form. Make sure there is enough room on the data fields to explain.
DH4:  Use as is.
JH2:  Yes, not cluttered.
EP6:  No, move up Description of Source...
ND2:  Description of Source... under Action Required.
F631H:  No, Lesson Learned, Description, add Action later.
F651S:  Description should be at the top; this is important. Next would want Action Required. Following, wants to know problem and how it was fixed. Wants history — problem more than once.
F670S:  Ok.
F651S:  Would concentrate on problem being stated first or have a field that states the problem.
AA36:  For the most part.
DC:  Wants to see whole report on one screen.
EG4:  It’s not bad.
EC6:  Move Description to top, up by the Lesson Learned. Put all in center (Applies To, etc.) to the top of page.
ES3:  Move up Submitted By.
ES4:  Put Program, System, Subsystem, and Element under Problem/Lesson Learned.
PT4:  Would change Description to top. Want Problem up front.
871HB:  Can use other alternate format for double purpose.
316HB:  Problem or Event at top (chronological logic), executive.
KR:  Simply publish information (Subject/Lesson Learned/Action Required usually enough).
DRRO/HB:  Form not readable — looks like data entry form.
NE14:  Put source info (Description of Source Problem/Event only) after Subject.
AA36:  Add Cause or Root Cause for Event.
AA36:  Use blocked areas (solid lines) not open now; intimidated by open format.
AA36:  Move Description or Event upward, group with the Subject/Lesson Learned/Action Required.
DE32:  Move Source Description up to top after Lesson Learned. Group problem information, administration, etc. areas together and set off from each other.
EA:  Move Description of Source... up higher in the form, maybe after Subject.

PAGE F-12
IE3: All caps not easy to read. MAC with better fonts is better.
DG66: Move Description of Source and Source Title up.
SN5: If I had need — the true data is when you start using.
EK7: Kind of — depends.
DI27: It's good and to the point, but would have to go back to the submitter. Need to expand text fields.
ER511: Menu-driven, mouse-driven environment (MS windows or MAC equipment).
DJ35: Move Facility down to after Submitted By, before Organization.
DM: Would like option (window) to get related LL. Go through pop-up "note pad" for thought process.
EP5: Go from Program to Element to System to Subsystem.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

11. CAN YOU SUGGEST ANY COMPUTER SCREEN FEATURES THAT YOU PARTICULARLY LIKE AND WOULD HELP YOU IN SCANNING INFORMATION?

LESC/WSTT: Colors, mouse, Windows.
NH: Mouse-driven, shading.
RD: Mouse, Windows.
PT: Likes information because it's brief. Have name and number to make contact.
DH6: Would like capability to sort several topics side by side or in a list with some other key identifier as a second level sorting process. Harris County Library.
DP21: Set off major headings (bold, etc.)
DG11: Set off major elements (bold, etc.)
DF43: Set off titles.
F651S: Under titles the information should be spaced two spaces. Likes all titles in left column. Phase is in the middle of the page.
DH4: Bold face, underline, colors to break data away from headings.
EP4: Don't like page down and then can't page up. Want screen print capability.
BC: Windows, macros.
DF44: Side-by-side instead of over-and-under for convenience.
EP6: Macro options.
IA131: Would like to see all headings in bold. Don't like all caps. It's too hard to read and gets boring.
ND2: Key word, other LL.
F631H: Deviation, non compliance, corrective action, anomaly.
F651S: Change headings to bold print; change actual statement to regular type.
F651S: Would use Description of Source Problem, Action Required, and Lesson Learned.
F670S: Key word search.
DC: Full screen format. Would want to jump around and see different fields.
EG4: Depends on commands to use and lack of uniformity w/ other systems.
EC6: Like to "find," do key words to search. Would like to have previous.
DT22: Hypertext - This is a quick access - goes directly to next LL.
F651S: Ability to do a search. Like Folio program. It gives number of times the word is in the database.
ES3: De-emphasize headings, emphasize data.
ES2: Key in on "element," receive related LL.
ES4: Key bullets all caps, and highlight what the question is. It would make a difference if inputting or querying.
PT4: Color for key words.
871HB: Pull-down menus (menu-driven).
316HB: Pull-down menus and help screen.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

KR: Speed, least number of key strokes, versatility.

DRRO/HB: Windows w/ mouse.

NE144: Windows w/ mouse (no mysterious key word combination); has taken LL training at JPL.

NE14: Help screen, quick exit (no multiple-step back-out — 1 step only back to main menu).

AA36: Nothing special.

VR: Windows, mouse.

NE211: Nothing special.

AA36: Subject titles, key words - type in own query rather than be prompted. (Is very computer literate; agrees, he is not typical user.)

AA36: Point and shoot with mouse.

D/289: Neither were familiar with querying systems; skipped this question. Later indicated need for hands-on, user friendly system.

D/289: Query systems on key words. Pull-down menus, cursor movement, etc.

D/289: Comments same as above. Two were interviewed at same time.

AE81: Directory of information system on line?

SP44: Pull-down menus and mouse, scroll bar (all-in-one) features; highlighting key words or in text.

C51: Subject should be highlighted somehow and LL statement.

JJ4: Sort by most important LL.

DE32: Set off by boxes.

HT50: Make subject distinctive.

JD32: Titles one color, action in different color, would like as much information as possible on the screen.

IE3: Hypercard system (MAC software) better. More depth of fields, user friendly.

DG66: Windows environment ability to key word search.

SN5: Out of context — need the screen — looking at a piece of paper — need to download — may want large amount of information.

ND55: Be able to tab from field to field, headings bold, highlighted, reverse video, etc. "Safety" highlighted if area of concern (color, etc.).

DI27: Would want user friendly; search by categories.

DJ35: On-line helps; need to get into and use almost immediately with little training.

ID2: Key words, responsible organization should stand out.

SP33: Highlighting.

EG31: Pull-down menus, mouse-driven, Windows.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

13. WHICH OF THE FOLLOWING KEY WORDS WOULD YOU USE TO SEARCH THIS DATABASE.

<table>
<thead>
<tr>
<th>ORGANIZATION?</th>
<th>LOCATION?</th>
<th>OTHER?</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE?</td>
<td>DISCIPLINE?</td>
<td>SYSTEM?</td>
</tr>
<tr>
<td>SYSTEM?</td>
<td>SUBSYSTEM?</td>
<td></td>
</tr>
</tbody>
</table>

DF43: Suggestion — Make people want to use the system by adding some other "historical" types of things for general knowledge.

F651S: Doesn't see anything related to Topic.

JH2: Other: Phase or Project.

EP6: Other: Components.

F651S: Definitely these.

F670S: Eliminate early information.

EG4: #1-28, Subject needs to be up above w/other choices. Source and Source Number — fire fighting, emergency, hazardous materials.

EC6: Would key word search by subject. Example: "Swage."

DF22: Other: Element, Subject, and LL.

F651S: Don't understand Discipline! Other? Folio Style.

ES3: Program: Air Force, NASA.

ES4: Other: Subject.

PT4: Other: Element and Program partial match with Discipline of Problem.

EE231: Other: Subject.

871HB: Other: Key word with string searches; "contain."

316HB: Other: Key word.

AA36: Key words can be a problem.

VR: Program Phase.

AA36: Prefers contains verses matched query.

D/289: Other: Key word on text.

D/289: Other: Key word.

D/289: Comments same as above. Two were interviewed at same time.

AE81: Subsystem, less so.

ET: Program, Project.

SP44: Other: LL itself, Application, Action Requirement.

SP52: Subject activities — fabrication activities, etc. "Action" verbs.

C51: Subject, i.e., "brazing" type of operation, "cleaning" key word.

JJ4: Other: ORI documents, Subject, Testing Requirements, Product Selection, Product Availability, Design.

DE32: Program, data management, functional areas.

EA: Materials, processes — i.e., brazing, joining, fluxes, for example LL. query by "word strings."

HF50: Accident classifications.

IE3: Criticality, hazard, design, conceptual, requirements.

SN5: Without log-on, I don't know. Key word search for any LL.

NS5: Other: Subject, Action Required.

F651S: Location within a spacecraft. Other: hazard category; type of hazard.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

ND5536: Subject, word strings, ID #s (m numbers) for calibrated equipment at JSC.
SA: Other: Text search, separate key word of applicability.
DJ35: Confusion — center who reported LL vs reporting organization for Description of Source Event. Confusion — too many dates — report date, lesson date vs source date.
AH12: Specific types of work done, injuries and time of occurrence.
ID2: Payload key words under individual payloads, manufacturing, test and checkout, integration, operations, training, simulation, and analysis.
14. A. IS THE LESSON LEARNED SECTION SELF-EXPLANATORY?
B. If no, ask, WHAT WOULD YOU ADD?

NH: #1-31, don't know; #2-02, add how to verify.
PT: #1-27, ok; #31-28, could be something else; #1-31 ok.
DH6: #1-13, #1-28, and #1-44, not LL — scenario of what happened.
DP21: None of real interest to area. #1-13, ok; #1-27, lacking; #1-28, ok.
DG11: #1-28, #1-31, and #2-02, "guess so."
DF43: #1-13 vague — What is screw adjusting? #1-28, good; #1-27, probably the best.
EP4: #2-02, more qualifiers.
BC: #1-28, insufficient information; #1-31, what does visibility mean?
DF44: #1-56, no, more about use of words or during manufacturing.
EP6: #1-56, second sentence unrelated.
IA131: #1-16, no, statement is true but what's the problem? #1-31, yes, would re-word.
ND2: #2-08 and #1-13, not a complete Lesson Learned.
F631H: #2-02, not specific enough.
F651S: #1-13, doesn't clarify which switch; #2-08, doesn't say what type of particles.
F651S: #1-04, too general — how did it fail, what is etched? #1-13, understandable; #1-27, too general.
F670S: #1-13, #1-56, and #2-08, all need more detail.
NS4: #1-13, #1-16, and #1-28, yes, more detail in other areas.
EG4: #1-04, LL isn't a LL; #1-56, looks pretty good; #2-02, need to look further into LL.
ES4: #2-02, #1-13, and #2-08, too brief.
871HB: #1-27, what's fail-safe capability? #1-56, not a positive or negative.
316HB: #1-28 and #2-08, subject's too broad.
DPRO/HB: #1-44, lacked substance; #2-02, need AR to make sense.
NE144: #1-44, vague LL.
NE14: #1-66 and #2-08, subject needs to be more specific (less vague), LL sounds like ground information — what was the LL?
AA36: #2-02, vague.
VR: #1-66, needs to know what swivel pin is.
NE211: #2-02, poorly written!
AA36: #1-04, didn't know of problem; #1-66, a little fuzzy — but alert or advisory.
D/289: #1-13, cause to inspection may restrict insight of readers; #1-27, use of “fail-safe” questionable; #2-02, couldn't understand content.
D/289: #1-56, vague LL.
D/289: Comment same as above. Two were interviewed at same time.
SP44: #2-08, more detail.
SP52: #1-66, where? circumstances too general.
EA: #1-27, more information; #2-08, not quite — where did energy come from?
HF50: #1-04, but need to expand "normal" environment.
IE3: #2-02, vague.
SN5: #2-02, describes solution. Need to describe what happened in all LL.
F651S: #1-27, inference needed; #1-56, inference needed.
ER511: #1-27, need more information; #1-28, vague — need more detail; #2-02, vague — need more detail.
SA: #1-04, pretty good; #31-44 and #1-56, vague.
DJ35: #2-02, fuzzy, poorly written.
DM: #1-31, visibility problem; two Lessons Learned in this LL.
EP5: #1-56, Subject should be expanded, maybe add word "restrained" — more information needed.
15. **WERE THE LESSONS YOU HAVE READ RELATED TO THE SUBJECTS YOU SELECTED?**

**LESC/WSTF:** #1-16, the Subject should include particle impact.

**PT:** #1-27, yes; #1-28, needs to be more specific; #1-31, yes, ok.

**DF21:** #1-28, too general.

**DF43:** #1-13, not looking for mechanism; #1-28, no; #1-27, the closest to what I expected.

**F651S:** #1-28 and #1-31, don't like the titles; Lesson Learned should address as a key word in subject.

**DF44:** #1-13, no, quite pertinent.

**IA131:** #1-13, yes, "Compression" should be "Impact."

**F651S:** #1-13, Action Required inappropriate to correct problem; #2-08, need to read on.

**F670S:** #1-13, #1-56, and #2-08, all need more description.

**F651S:** #1-27, marginal, not what I expected.

**ES2:** #1-04, thought I would see the seal failure instead of seal component; Subject should be shorter, words don't match up.

**ES4:** #1-13, not clear.

**EE231:** #1-56, should epoxy be in Subject?

**871HB:** #1-27, in warped sense, did relate; #1-31, do not relate to each other; #1-56, AR looks like it's considered to be the lesson.

**NE144:** #1-04, Subject vague; #1-56, wire incidental to Lesson Learned (could become "victim" of epoxy heat/cool).

**QDLOR:** #1-66, a little fuzzy, but readable, understandable.

**D/289:** #1-56, Lesson Learned vague.

**D/289:** Comment same as above. Two were interviewed at same time.

**SP44:** #1-16, delete Heat of Compression, add Particle Impact.

**SP52:** #1-56, "Electric wire" was misleading; #1-66, too general to tell.

**C51:** #1-44, 32-08, and #1-16, a little too general.

**JJ4:** #1-31, need identification to eliminate; #1-04, wrong subject — more detail needed.

**DE32:** #1-16, esoteric subject.

**EA:** #1-27, #1-31, and #2-08, need to be more generally related to topic.

**JD32:** #1-31, looking for facilities.

**IE3:** #1-31, "Visibility Access" requirements; #2-02, nothing to do with procedures.

**SN3:** #2-02, could have written better subject.

**SA:** #1-044 and #1-56, still vague.

**DJ35:** #2-02, unsure because was fuzzy.

**ID2:** Odd to be a database related to payloads only; don't want to sift through orbiter/system.

**EP5:** #2-02, "Action Required" is bad repair, not clear on Description, not intended to be potted.
16. **IS THE "ACTION" INFORMATION SUFFICIENT WITHOUT READING FURTHER THE DESCRIPTION OF SOURCE?**

**LESC/WSTF:** #1-16, incomplete.

**PT:** #1-27, good as a highlight, probably would want more; #1-28, want more, unless looking for a quick overview; #1-31, want more — good as a highlight.

**DF43:** #1-28, it is obvious what action to take from the AR; #1-27, would rather expand the *Lesson Learned* section with more background detail.

**DH4:** #1-31, too broad; #2-02, a little broad.

**DF44:** #1-04 and #1-56, not enough information.

**IA131:** #1-13, yes, don't like the words, but it's ok.

**F631H:** #1-44, not specific enough.

**F651S:** Should be narrative w/ enough information on what occurred. *Description* should follow *Lesson Learned* instead of at the end. Would want to see *Description* along w/ *Lesson Learned* and *Subject*.

**F651S:** #1-04, #1-13, and #2-27, understand why, but need more detail.

**NS4:** #1-13, #1-16, and #1-28, no, more.

**EG4:** #1-04, disagree w/ action, it draws a conclusion — I don't think it's valid; #1-56, motherhood kind of thing, doesn't really tell me much. Didn't know it was talking about repairs. *Action* needs to be more specific.

**ES4:** #2-02, #1-13, and #2-08, too brief.

**EE231:** #1-56, not enough information.

**871HB:** #1-27 and #1-31, this was the *Lesson Learned*; #1-56, AR looks like what he considered to be the lesson, also, could incorporate recommended specific solutions, not just intent.

**316HB:** #1-16, vague AR — need source; #1-28, AR switched from *Lesson Learned* — needed tech. review; #2-08, need source to clarify AR, etc.

**KR:** #1-16, need more information; #1-44, too elementary; #1-66, need more information.

**NE144:** #1-04, does not relate to *Subject, Lesson Learned*; #1-44, does not understand what happened; #1-56, does not relate with *Subject, Lesson Learned*.

**NE14:** #2-08, does not understand what's being said. Background! Sketch might help.

**VR:** #1-13, what does "check" mean? #1-66, What is "push test?" What kind of swaging?

**QDLOR:** #1-13, *AR* was inadequate; #1-66, *AR* was inadequate, needed more information on criteria, would also do the action even if he had doubts it was enough.

**D/289:** #2-02, *Subject* now disconnected from *Lesson Learned*; created confusion, choice of words in *Subject* seems to be the problem.

**D/289:** #1-56, disconnects between *Subject/Lesson Learned/AR*.

**D/289:** Comment same as above; two were interviewed at same time.

**SP52:** #1-56, weak.
JJ4: #1-04, need more detail. Would like to move *Description of Source* to just below *Subject*.

DE32: #1-16, how do I do this?

EA: #1-27, may not be only solution or right solution. Best LL should identify new, high-tech type solutions to problems rather than common sense industry standard.

IE3: #2-02, vague.

SN5: #1-28, understand but don't agree with it; #2-02, sounds like general procedures; *Lesson Learned* shouldn't be general; #2-09, out of context of my area — fairly well written.

ER511: #1-27, better, too high level of detail; #1-28, better, but still vague; #2-02, better, but needs more detail on context.

SA: #1-44 and #1-56, still vague.

DJ35: #1-28, was already established in Lesson Learned; #1-31, needed background for specific.

AH12: #1-28, #1-31, and #1-44, all need more information.

DM: #1-28, does not answer what I thought would come out of this Lesson Learned.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

18. **IF THE PROPOSED "ACTION REQUIRED" WAS NOT FEASIBLE FOR YOUR TASK AND IT WAS NECESSARY TO DESIGN YOUR OWN "ACTION," WOULD YOU WANT THE OPPORTUNITY TO SUBMIT IT FOR ADDITION TO THE DATABASE?**

DH6: Needs to be some incentive.
DP21: Suggestions should be made to originator for inclusion or not.
DG11: Yes, definitely.
DF43: Yes, very much, but making time to do so would probably be a problem.
F651S: All I'm looking for is his/her actual use.
DF44: Yes, allow others to do so.
IA131: If it's something that bothered me, yes; if it isn't any of my business, leave it alone.
F651S: Wouldn't do it all the time but if I thought it was wrong, would contact the originator and give my opinion about making changes.
F670S: #1-13, #1-56, and #2-08, all.
NS4: #1-13, #31-16, and #1-28, yes, would keep it current on all.
EG4: No, because I wouldn't feel responsible. If I was in NASA Safety, I would feel responsible to design my own.
ES4: How would you resolve different opinions?
871HB: But peer review must be used.
DRRO/HB: I am giving away a trade secret.
AA36: But only after peer review.
JJ4: Would look at new lesson learned or subject, subtopics, no description of source.
SN5: Absolutely!
ID2: Yes, because that's what is missing on #1-27.
DM: Just so it would identify area.
EG31: Needs peer review first.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

20A. IS THE DESCRIPTION OF SOURCE SECTION SUFFICIENT AND CLEAR?

EG4: #1-04, sufficient to understand, acronym isn't spelled out; #1-56, fairly clear — now I understand why "repairs" were mentioned in Action Required; #2-02, it's hard to follow and try to describe a complicated information, again acronym I don't know.

ES3: #1-16, alloy is missing; #1-02, type of wire is missing.

ES4: #2-002, #1-13, and #2-08, all too brief.

PT4: #1-28 very good; after reading description, subjects are much clearer on #2-02 and #1-31.

871HB: #1-27, #1-31, and #1-56, informative, good.

316HB: #1-16, clear; #1-28, sufficient for reference only; #2-08, restates Lesson Learned.

DPRO/HB: #1-04, except for long title to switch.

NE144: #1-44, filled in gaps left by Lesson Learned/AR.

NE14: #1-04, poor sentence structure, especially name of part, main landing gear weight on wheels proximity switch.

AA36: #1-16, nothing in description about particle impact.

AA36: #1-66, was very critical — would move up under Subject, Lesson Learned and AR.

QDLOR: #1-66, needs to look at drawings, spec., etc.

AA36: #1-28, not complete — other Action Required.

D289: #1-13, wanted to use alternative solution; #1-27, a rather "common" problem — delete?

AE81: #1-28, one action only; asked about other actions known to be in system.

C51: #2-08 and #1-16, a little more needed.

JJ4: #1-28, need to know more, specifically source, repeated Lesson Learned, too general.

SN5: #1-28, some is repeat of the Lesson Learned; #2-02, some terms difficult — but don't work in the area.

ER511: #1-27, #1-28, and #2-02, would put description at top.

DJ35: #2-02, with better Lesson Learned entry, many not needed.

EP5: #1-56, conflicts with Lesson Learned and Action Required.
20B. **IF THE ANSWER IS NO TO THE QUESTION ABOVE, WHAT SHOULD BE ADDED?**

**ES4:** #2-02, #1-13, and #2-08, more details on C/A. What is the problem? #1-16, need to explain why it happened — just tells how; #1-28 & #2-08, need to revisit format to something like an "executive summary."

**DPRO/HB:** #2-02, too long, but needed.

**KR:** #1-16, what should I look for? Good otherwise; #1-44, this helped but should have been captured above; also, the issue is pressure, not zero gravity; #1-66, would leave, called it "stating."

**NE144:** #1-04, needs more information — too brief; #1-56, AR, Lesson Learned need better wording/detail to capture what happened.

**NE14:** #1-04, did not describe end outcome of hermetic seal failure.

**AA36:** #1-16, nothing in description about particle impact.

**VR:** #1-66, need to look at source document, especially drawings.

**QDLOR:** #1-66, needs to look at drawings, specs, etc.

**AA36:** #1-28, needed other actions, Material Safety Data Sheets (MSDS), prefer planning, etc.

**C51:** #2-08 and #1-16, a little more needed.

**EA:** #1-27, not enough; #2-08, best.

**DG66:** #1-56, insufficient description, not self-explanatory.

**ND55:** #1-16, doesn't tell you how to fix; #1-56, not as clear as 13, needs expansion.

**DI27:** #1-27, don't see connection between heater and fluid level.

**ER511:** #1-27, #1-28, and #2-02, put Description of Source after Subject next needed here, but drawings and schematics may be needed on occasion.

**AH12:** #1-28, need more; #1-31, "maybe."

**DM:** #1-31, not clear on who is going to do this. Is it prior to flight or during flight? #2-02, glad the last sentence was there.

**EP5:** #1-56, add why potting was used.

**LESC/WSTF:** #1-16, more specific at where thin metallic section is.

**NH:** #1-28, need more technical data; #2-02, need information on verification.

**RD:** #1-16, more technical information; #1-31, drawings, inspection, technique; #2-02, if working on a specific system, more information.

**PT:** #1-27, #1-28 and #1-31, reference to locate more detail.

**DH6:** #1-13, #1-28, and #1-44, would like to see "identifiers" date, STS flight, other event, tied into Description.

**DF43:** #1-13 and #1-28, ok; #1-27, what was burning?

**F651S:** #1-13, nomenclature/PN — need manufacturer ID and S/N; #1-28, doesn't say what they looked for.

**DH4:** #2-02, too wordy, poorly written.

**EP4:** #2-08, material of burst disc, configuration.

**DF44:** #1-56, information on configuration on wiring.

**EP6:** #2-08, unclear as to particle source.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

IA131: #1-16, complete; #1-31, no, doesn't say how they arrived at solution and implementation.
F631H: #1-28, planning, non-conformance.
F651S: #2-08, someone who doesn't understand the system would be totally lost — particles from rupture — high rate.
F651S: #1-04, needs more information; #1-13, ok; #1-27, needed temperature — don't be so general — be more specific.
F670S: #1-13, #1-56, and #2-08, expand to be more specific what is necessary to avoid problems.
NS4: #1-13, #1-16, and #1-28, more details needed.
23A. **WOULD YOU USE THE INFORMATION IN THE LESSONS LEARNED?**

**LESC/WSTF:** Would use to search in areas where local sources (people or records) did not exist.

**NH:** Prepare for meetings, System Safety Analysis, Reporting Activities, Test Readiness Reviews.

**RD:** Go to database and look for LL prior to test.

**LESC/WSTF:** 1) Preparing estimates, look at Safety, LLIS; 2) In writing procedures; 3) In training on construction.

**PT:** To gain knowledge in areas I work. #1-27, not important in my area; #1-28, real useful data; #1-31, not important on my area.

**DH6:** Flight Rules generation, Safety Reviews (reviewing hazard reports would be easier if you could check out history easier.

**DP21:** Planning for future P/L interfaces.

**DG11:** Sometimes, if putting together future programs.

**DF43:** Working a mission, have a problem, go back and ask, "Has this happened before? If so, what was the problem/how was it fixed?" System such as this already exists and is working.

**F651S:** Needed LL on velcro, what satellite has been used before? Need to know materials, need pip pin info.

**DH4:** Use information to fill in knowledge. Look for related problems, plan for contingencies.

**EP4:** Payload Safety Reviews.

**JH2:** If a similar operation is to be done, we would review the database.

**BC:** Defining contracts. Help assess what goes wrong, understand complete story.

**DF44:** Research anomalies, causes of malfunctions, malfunction procedures.

**EP6:** Use as a mentor at levels beyond current experience.

**IA131:** Would use to justify adding requirements to write requirements documents. Would actually put in rationale portion.

**ND2:** Stay current on new items in order to take action. Stay abreast at beginning of major projects.

**F631H:** Look for trends, negative or positive frequency, severity.

**F651S:** To identify possible hazard.

**F651S:** Wouldn't use #1-04 or #1-13. If #1-27 had more information, I would use it as a guide for my payloads using these materials — would make sure the payloads wouldn't use these to avoid the problem again.

**F670S:** If you had a problem and we were trying to evaluate problem and cause, use LL to look for similar problems and corrective action.

**NS4:** Look for solution to present problems, look at similar activities.

**DC:** My position now is networks and software.

**EG4:** #1-56, I might use, involved in design.

**ES4:** Design/Development/Test/Phase to foresee a problem.

**EP5:** Review of specifications, SOWs, etc. In test reviews, test request reviews making sure materials are correct.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

23B. IF YOU WOULD, HOW?

DC: My position now is networks and software.

EC6: Good information during design and test. Can see others using them in their areas, just doesn’t apply in my area.

DF22: Would search for key words to verify if it’s been done before, to make sure.

F651S: #1-27, being Safety — identified another control.

ES3: Search as a consultant for potential areas.

ES2: #1-04, not directly, thought I was going to get H seal information; #1-13, would question anytime using set screws during launch vibration; #2-02, would use.

PT4: We deal w/ software.

EE231: Being careful when using Epoxy 56.

871HB: Design, requirements, new projects, products, improvements, guidelines, inspections, and training and awareness.

316HB: Assessments, awareness, training — review of procedures.

KR: Procedures, design requirements, inspection, test, etc.

DPRO/HB: Process evaluations, process improvement, inspection points, training of certified operations, specifications modifications.

NE144: Systems conformance, process flows, inspection material, actions review.

NE14: System design, manufacturing, process/procedures, inspection, concurrent engineering training (team training), verification of operators/technicians.

AA36: Planning and procedures.

VR: Production operations, especially procedures, testing, inspections, examples for training (certification of operators and engineers doing design work).

NE211: Possibly, inspection procedures, test procedures.

AA36: "Action Items" related to material and process (scopes, procedures, test date) records of inspections vs process, especially those that are constraints to flight.

QDLOR: Inspection procedures, training, awareness, case study, for training or shop talk.

AA36: Recommendation for action, procedures, awareness training.

D/289: Subsequent hazard reports, references to failure investigations (thought joggers); other areas: planning, procedures for all areas.

D/289: Comments same as above. Two were interviewed at same time.

AE81: Better planning, coordination.

SP44: Designing hardware, writing design specifications. Use for recurrence control.

SP52: Develop design, fabrication, operation procedures.

C51: Buildup test stands, design of test facilities, test procedure development.

JJ4: Emphasize point to improve situation, same situation would use LL data to improve design.

DE32: Knowing where to focus your time and energy based on what has gone wrong in the past.
<table>
<thead>
<tr>
<th>EA:</th>
<th>Shape process and design actions.</th>
</tr>
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<tbody>
<tr>
<td>HF50:</td>
<td>Use directly in implementing corrective actions.</td>
</tr>
<tr>
<td>IE3:</td>
<td>Developing requirements for a new system.</td>
</tr>
<tr>
<td>DG66:</td>
<td>Ability to perform tests more efficiently.</td>
</tr>
<tr>
<td>SN5:</td>
<td>Not unless there was an orbiter accident. Then we would work with SR&amp;QA. Photos/TV - we would use in contingency on Mishap Report.</td>
</tr>
<tr>
<td>NS5:</td>
<td>As background information for design reviews.</td>
</tr>
<tr>
<td>ND55:</td>
<td>#1-56, for repairs on flight hardware.</td>
</tr>
<tr>
<td>ER511:</td>
<td>For planning, real-time operations, responsiveness of LLIS, ability to locate relevant data.</td>
</tr>
<tr>
<td>SA:</td>
<td>Design procedures, planning.</td>
</tr>
<tr>
<td>DJ35:</td>
<td>Requirements/programs and contract.</td>
</tr>
<tr>
<td>AH12:</td>
<td>Insight into potential causes/solutions for recurring problems (injuries, etc.); training for back injuries, back supports.</td>
</tr>
<tr>
<td>ID2:</td>
<td>Deep yogurt if you didn't. Code S, Code SM Flight Project in Headquarters has a database for payloads. We maintain a LL database.</td>
</tr>
<tr>
<td>SP33:</td>
<td>Direct contractor to view and implement.</td>
</tr>
<tr>
<td>EG31:</td>
<td>Is in aerodynamics — none of the LL in system now cover this.</td>
</tr>
</tbody>
</table>
25A. **DO YOU SEE THE APPLICATION OF THESE LESSONS LEARNED AS BENEFICIAL?**

**LESC/WSTF:** More info is always better. Increase your own database.

**NH:** Increase knowledge base. Might change procedure and design. Benefit Safety organization by having technical information.

**RD:** Time savings; quality of design, safety.

**LESC/WSTF:** Reduction of losses: people, time, material.

**PT:** Everyday use and passing information to others.

**DH6:** Eliminates opinions; is reviewing hazard reports/generating flight rules.

**DP21:** Better planning of interactions with payloads. Improve processes, avoid recurring problems.

**DG11:** Not these — (training function) only setup, developing and establishing new training program.

**DF43:** Real time during missions. Interest in historical perspective.

**F651S:** Save a lot of time, checking to see what has presented real hazards.

**DH4:** #1-28, #1-31, and #2-02, knowledge.

**EP4:** Eliminate hearsay!

**JH2:** Would not need to always start a project at a zero knowledge base. Could take advantage of other experiences.

**BC:** More technical than contract proposals.

**DF44:** Chance to get historical data.

**EP6:** Confidence in safety of system. Less chance of incident or failure.

**IA131:** Justification/rationale for requirements document.

**ND2:** Use to create better products.

**F631H:** #1-44, #1-28 and #2-02, broadens scope of knowledge.

**F651S:** Would pass information on to others.

**F651S:** #1-04 and #1-13, no benefit; #1-27, check and make sure my payloads wouldn't be using this material.

**F670S:** Astronauts, crew ability to complete mission.

**NS4:** Whole program.

**ES2:** Given enough.

**EE231:** Keep from having same problem.

**SP33:** Safety considerations. Caution in modifications.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

25B  IF YES, HOW?
25C  IF NO, WHY NOT?

DC: If the subject was related to procurement and/or government regulations.
EC6: Use in design/testing.
EG4: On #1-56, because I'm in.
DF22: Prevent same situation from happening again.
ES3: Eliminate a problem without a failure.
ES4: Preclude making same type of mistakes.
PT4: #1-28, firefighting delayed.
NE144: General purpose.
AA36: Can cover wide range of uses. However, at what point in time will LLIS ever be authoritative? Takes time to put in data/build knowledge base.
QDLOOR: Inspections, etc.
D/289: University/academic, use in courses with latest information.
AE81: Thought joggers for parallel lines of inquiry.
ET: Problems to be prevented.
SP44: Share learned experiences. Help new engineers learn old problems.
SP52: Save rework/prevent mistakes.
JJ4: Orientation purposes for less experienced personnel. Contractors information.
HF50: Proactive, eliminates losses.
IE3: Opportunity to avoid hazards, lower system risk.
NS5: Yes, as basic knowledge.
ND55: Note — injuries/prevention.
EK7: If they read them.
DI27: Would be a good starting point. Something previous to check.
SA: Readability, logic of flow of LL presentation could be improved.
DJ35: Topics not generally applicable for simulations (my area of work).
AH12: Out of my technical competence; can't answer.
DM: #1-28, I'm a safety rep.; make sure my plan is ok. Do I need to look at anything? We write software.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

26. WAS THE INFORMATION PROVIDED IN THIS LESSON NEW INFORMATION TO YOU?

DH6: #1-13, #1-28, and #1-44, new.
DP21: #1-13, #1-27, and 1-28, all new.
DG11: Yes, don't really care, not applicable to me.
DF43: #1-13 and #1-28, one thing in these really excite me. #1-27, new but obvious.
F651H: It is obvious after reading — not used to inform me but to convince someone else of my opinion.
871HB: #1-27, #1-31, and #1-56, AR application was an occasional surprise.
DPRO/HB: Thought joggers, not requirements.
AA36: #1-04, was an expert on this area.
QDLOR: #2-08, #1-13, and #1-66, liked as thought joggers or reminders to be on lookout (may otherwise overlook).
D/289: #1-13, #1-27, #2-02, both engineers familiar with LL through PRACA.
EA: #1-27, #1-31, #2-08, specific situation was, but not general LL.
SN5: #2-28, but not important.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

27. **WOULD YOU LIKE TO HAVE AVAILABLE A PROBLEM HELP DESK TO AID IN THE MANIPULATION OF THE DATABASE TO RETRIEVE DATA?**

DH6: Yes, "Mandatory."
DG11: Probably not necessary if icon-driven system. Doesn't justify full-time person, maybe part time.
DF43: Yes, necessary.
DH4: No, depending on built-in help.
IA131: If I used, I would need more data on the form. With this information, it doesn't say. I would use the library; would not have a help desk for this.
F651S: Would like to use if user friendly.
NS4: Yes, if lost, only if problem encountered.
EG4: If I had a problem using the system.
EC6: Would be great, very useful to find what you are looking for.
DF22: For problems.
F651S: Would be a requirement.
ES3: Good tutorial.
ES4: Have a system which is user friendly, thus minimizing need for help.
PT4: Definitely.
316HB: But helpful availability an issue.
NE144: On-screen help also.
DE32: But, self help on database best. Make it user friendly.
SN5: If I thought I would need it. Need name of someone that knows the system.
DI27: I don't know if you need a help desk if you call the submitter.
DJ35: MOD has bad help desk function, not responsive (hours).
ID2: Always nice if you have a problem to turn to someone. Definitely worth the expense.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

28. IN ADDITION TO YOUR OWN RETRIEVAL CAPABILITY, WOULD YOU LIKE TO HAVE AVAILABLE A SERVICE GROUP (WHERE THE ACTUAL RETRIEVAL, SORTING, AND PRINTING WOULD BE PERFORMED BY OTHERS UPON REQUEST AND THEN FORWARDED TO YOU)?

RD: Yes, use myself if friendly and efficient.
DH6: Possibly useful if system cannot do things directly.
DP21: Nice to have.
DG11: Not used that often.
DF43: Not very useful if you are browsing and don't know exactly what you want. May lose some synergism if individual does not look through himself.
F651S: Yes, if database is large enough. Code fields would be really good, would simplify work.
DF44: If you need a service desk, LLIS is not as good as it should be.
IA131: No, I use the library, I would not ask another group, incorporate in library.
F651S: A big help on key words.
F651S: Would want to look up and print — right now!
F670S: No need to select information at desk.
EC6: Wouldn't use, too difficult to describe, would be too much paperwork.
F651S: I wouldn't use it; however, it could be beneficial to others.
ES3: If a good job is done.
PT4: But probably wouldn't be used very much. Like to have things right away.
EE231: Rather do it myself.
871HB: Prefers on-line for himself, but sees it as complementary.
316HB: Had bad experience, prefer do it myself in interactive mode.
DPRO/HB: Too expensive!
NE144: What about cost? Other resources to implement service center?
NE14: N/C or electronic summaries.
AA36: Backup or alternate system; time constraint may require personal use.
VR: Backup system only, prefer own capability.
NE211: In addition to own capability — time, ease will drive.
AA36: Sure, I want the world.
QDLOR: If no time constraint, could use service group. If time constraint, would want to do myself.
D/289: See service center as complement to in-house resources.
JJ4: More thorough on review.
EA: Not worth the dollars unless a general help desk for several database systems.
DJ35: Stay away from help resources, make user self-sufficient.
ID2: Not that lazy, but do need help sometimes. Someone needs the database background.
29. **WOULD YOU CONSIDER ADDING LESSONS LEARNED TO THE LLIS?**

DH6: Probably not — too busy, should be made mandatory — important!

DP21: Yes, some which go across organizational/center lines (was protective of "internal" errors).

DF43: Yes! But would I have time? Also, less likely if I was forced into rigid format for input.

BC: Encourage technical persons to do it.

EP6: No, too much time. Might consider if LLIS was well used.

F651S: By all means.

F651S: Firm NO!

F670S: Some things.

NS4: No, maybe later.

316HB: Under certain conditions would use data entry service to preserve integrity.

DPRO/HB: Need some sort of review/screen process at working level.

NE14: Peer review desirable.

AA36: Peer review.

VR: Peer review process needed.

QDLOR: Before submitting to next higher level.
30. ASSUME THE LLIS IS AVAILABLE ON YOUR OWN PC OR THE CLOSEST ONE TO YOU AND WITH A MINIMUM AMOUNT OF TRAINING YOU ARE ABLE TO ACCESS IT DIRECTLY. COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPT TO QUERY THE LLIS FOR LESSONS LEARNED PERTAINING TO YOUR TASK.

WILL

PROBABLY

POSSIBLY

UNLIKELY

WILL NOT

DH6: Mandatory — have someone else do it (he may be pencil whip).
F651S: Who makes it mandatory?
EP6: Mandatory: Will, but shouldn't.
IA131: Nothing is mandatory.
F651S: If it is, I would have to.
F651S: Mandatory? Dumb question, if told to do it, you do it.
EG4: Will, if easy to use and find out about.
EC6: Once for sure to see how useful it is.
ES3: No long wait times.
ES2: Would expect the ones in the Branch instead of myself.
SN5: Will not; on day-by-day basis.
SA: Will not; informal self-education at most. Wrong level of organization — users closer to working level.
DM: Probably; for now, will as the database grows.
EP5: Probably; if easy to use, well-designed and if meaningful data.
NOW ASSUME THAT YOU CAN ACCESS THE LLIS BY GOING TO ANOTHER BUILDING AND TO A COMPUTER WORK STATION WHERE YOU AGAIN CAN ACCESS DIRECTLY. KEEP IN MIND, YOU MAY HAVE TO WAIT OR SCHEDULE TIME AT THE WORK STATION DEPENDING ON USAGE RATES. NOW, COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPT TO USE THE LLIS INFORMATION.

WILL: ______
PROBABLY: ______
POSSIBLY: ______
UNLIKELY: ______
WILL NOT: ______

DH6: Mandatory? Pencil whip.
DF43: Must be: 1) useful, 2) easy.
F651S: Who would make it mandatory?
DF44: If good data is in it.
IA131: Nothing is mandatory.
F651S: If I would have to. Depends on frequency — once in a while, sometimes, once a month.
F651S: Mandatory? Dumb question, if told to do it, you do it.
EC6: Only after saving things to look at, all at same time. Won't use the technical library for that reason. It's too much trouble.
DF22: Unless told to.
ES3: Depending on frequency of use.
C51: Goes up to "probably" if there were something like an index or table of contents to show a specific subject; no browsing.
DE32: Will not, unless specific problem.
SA: Unlikely, accessibility, interconnectivity needs to be emphasized.
32. WITHOUT HAVING DIRECT ACCESS TO THE LLIS, TO OBTAIN INFORMATION, YOU MUST CALL OR VISIT A DATA RETRIEVAL SERVICE CENTER AND PROVIDE KEY WORDS AND OTHER QUERY INPUTS TO A SERVICE CENTER EMPLOYEE TO PERFORM THE ACTUAL ACCESS. COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPT TO USE LLIS INFORMATION.

WILL
PROBABLY
POSSIBLY
UNLIKELY
WILL NOT

DH6: Mandatory? Pencil whip, "At your PC or in immediate area is best, by far."
DG11: May be easier and better for me.
DF43: Slightly higher than question 31.
F651S: Who would make it mandatory?
IA131: Nothing is mandatory.
F651S: Same as question 31.
316HB: Bad experience with similar capability.
KR: More important, more thorough, but time may be more constraint.
    Time less important.
NE144: Within team environment.
NE14: Real response time may be critical.
AA36: Possible time constraint — local service better (less risk).
C51: Possibly, if you don't have a specific topic you know is covered.
EA: Possibly, if I had a specific requirement. Less likely to browse.
33. **NOW ASSUME THAT TRAINING TO DIRECTLY ACCESS THE LLIS IS SOMEWHAT EXTENSIVE (MORE THAN 25 HOURS), AND THAT ACCESS AND DATA RETRIEVAL REQUIRES NUMEROUS PASSWORDS, KEYSTROKES, AND IS TIME-CONSUMING. COMMENT ON THE LIKELIHOOD OF YOUR ATTEMPTS TO USE THE LLIS.**

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**WILL**
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**PROBABLY**
---

**POSSIBLY**
---

**UNLIKELY**
---

**WILL NOT**
---

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**DH6:** Mandatory? Expect him to pencil whip.

**DF43:** No! NO! NO!

**F651S:** Shouldn't take more than 15 minutes. Should work as a normal word processor.

**IA131:** Nothing is mandatory!

**F651S:** Same as question 31.

**F651S:** Will not never try something — will check it out.

**871HB:** Good training, transparent to user, can be on-line and use immediately.

**316HB:** Used to information systems where I can, "cold start, be up and running in 5-15 minutes w/o training."

**KR:** Five minutes max.

**DPRO/HB:** But should be one-half day, at most.

**NE144:** One day at most.

**NE14:** One-half day max.

**NE211:** Maximum one day, three days excessive.

**AA36:** Training, access via multiple passwords, etc.

**D/289:** Thirty minutes to one hour, use on-screen learning or walk through.

**D/289:** One-half day if better for training.

**D/289:** Comments same as above. Two were interviewed at same time.

**AE81:** Excessive — one day or less is better.

**SN5:** Will not: forget it!

**SA:** Two hours optimum.

**DJ35:** One hour max.

**LESC/WSTF:** Add a list of related sources.

**NH:** Voluntary on own PC, minimum training, pull-down menus.

**PT:** Glad to hear about LL.

**DH6:** Suggest system is designed to be flexible and easily reconfigurable when changes are identified — as they will be. Suggest phased implementation. Prove the system is useful and "fun/easy" to use before spending big bucks.

**DP21:** Has LLs, some of which would be willing to share, could be of interest to other organizations.

**DG11:** Should be done by senior, experienced (>10 yrs) people, especially those getting close to retirement.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

F651S: DOD data — you should check with Norton AFB and the Army and Navy in Virginia — System Safety database.

EP4: Don't make it a mandatory system. Contractor can use it to not perform in innovative ways.

BC: If not mandatory, probably not used.


IA131: Make it easy, give me the paper — self-guidance — no training. Would like to have LL in 8080.

ND2: Impressed with the interview to determine customer requirements.

F631H: Change font style.

F651S: Wants to make sure he receives the results of the survey.

F651S: Wants copy of survey results.

NS4: Folio, database program, look at as place to access LL.

EG4: The Description of Source problem needs to go under Action Required. Move all of the rest down. Need to have Description following LL and Action Required.

EC6: Would be nice if everybody would prepare and add LL to the database. I think it's a good idea from what I've learned from the interview.

F651S: I would enter if it's valuable enough. Should be a living database. Should be control over adding changes to the database information. Any changes requested should go before a "board" for approval.

PT4: Would add for own documentation. In case I forgot how I did fix something, W/O approval loop configuration would be difficult.

871HB: Do not want to use to surprise or beat on programs/contractor. Want ability to make judgement calls, lightly describe to have insight into implementation costs/resources to AR. Want maximum flexibility to alternative courses of action.

NE144: We could survive without peer review. Something like an Opportunity for Improvement (OFI) system (continuous improvement of LLIS).

D289: Quality control will be important.

CS1: Subject/topic listing available for people to see what is available.

JJ4: Would like LL for a legal position in construction, environmental spill; also, to what degree response is required.

EA: 1) Familiar with PRACA and does not like the way it works for two reasons: A) Summary is not the full, technical summary which would be the most useful, B) Access is difficult and data is too "protected." 2) LL should be "new" solutions to NASA-related, NASA-specific problems. Not common sense or industry standard. 3) Most important aspects to consider: A) "Automatic" data entry (maybe sources second in db). B) Quick from occurrence to appearance on db. C) Easy to access and manipulate (for users).

SN5: Consider something other then Oracle. IAMs developed in bldg. 8, has laser disk running under R:Base, everything is scanned into the database (including pictures). Mainframe from desk can be used from all over the world, Ethernet part of JIN.

DI27: If I had something to benefit others.
APPENDIX F - COMMENTS COLLECTED FOR EACH QUESTION

ER511: Would make more commitment to participate even if information is not available now.
SA: SR&QA is in best position to start doing LL. Must pass on knowledge to line organizations throughout training (awareness — cited Alerts system as good approval).
DJ35: Only with responsive peer review process (internal review) sensitive to innovative approaches — with this you could overcome that. Do not want to "have" to check for LL every time a project comes up. Make it voluntary/individual whenever a project comes up.
ID2: Believe in LL — we do our own.
DM: Feels very strongly that if not done correctly, this effort will die and we will not realize the benefit. It needs to be integrated at least within JSC, so all the JSC databases will talk to each other. Should be integrated across the agency. I appreciate the interview. Something like this needs to be done again to get requirements from each of the directorates. Networking will help make this a reality.
User Observations on Information Sharing (Corporate Knowledge and Lessons Learned)

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The sharing of "corporate knowledge" and lessons learned in the NASA aerospace community has been identified by Johnson Space Center survey participants as a desirable tool. The concept of the program is based on creating a user friendly information system that will allow engineers, scientists, and managers at all working levels to share their information and experiences with other users irrespective of location or organization. The survey addresses potential end uses for such a system and offers some guidance on the development of subsequent processes to ensure the integrity of the information shared. This system concept will promote sharing of information between NASA centers, between NASA and its contractors, between NASA and other government agencies, and perhaps between NASA and institutions of higher learning.

Lessons learned; information system; corporate knowledge; corrective action; recurrence control; information sharing

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