



Virtual Connecting Technology Fall 2002, December 3-17, was engineered to arm the warfighter with 21st century Information Technology (IT). The CT staff provided loyal attendees and newcomers alike with an integrated avenue to keep abreast of emerging IT supporting the Navy's role in homeland security.

Visitors to Virtual CT at www.ct.navy.mil were informed and challenged with the latest in wireless technology, NMCI updates, the C4ISR vision, Knowledge Management, eBusiness, eCommerce, eLearning, Data Warehousing, professional development opportunities and much more. Our goal was to provide the warfighter, and those who support and direct the warfighter, with the most current IT resources needed to remain on the cutting edge of homeland defense.

The Virtual Connecting Technology Fall 2002 event was FREE to all attendees and exhibitors! Those who participated had the opportunity to:

- ◆ Explore emerging products, Government and Industry visions, policies, and services that increase the effectiveness of the warfighter.
- ◆ Gain perspectives on topics affecting the future of IT and Information Management (IM) throughout the Department of the Navy, Department of Defense, Federal Government, Academia, and Industry.
- ◆ Explore the Virtual Exhibition and Presentation Halls using a variety of search functions.
- ◆ Forge new partnerships with IT/IM Leaders by creating an eBusiness Card to deposit with exhibitors and presenters.
- ◆ Send a Virtual eCard from the event to friends and colleagues.
- ◆ Leave the event with an understanding of who can be contacted to provide their organization with the services and products they need.

Mark your calendar now for CT Spring 2003, May 20-22, planned for the Pavilion Convention Center Virginia Beach, Va., and CT Fall 2003, Nov. 18-20, planned for the Town and Country Resort Hotel and Convention Center, San Diego, Calif.

Please visit our Web site at www.ct.navy.mil for more information. You may also contact the Connecting Technology staff via e-mail at conntech@spawar.navy.mil or call (757) 444-9967.

Please join us as we support the 21st century warfighter through an exchange of IT ideas and innovations.

Connecting Technology is sponsored by the DON Information Technology Umbrella Program
Visit us at www.it-umbrella.navy.mil

NAVAIR Response Center

By Vicky Falcon, NAVAIR Public Affairs

Onboard the deployed USS Boxer (LHD-4), AT1 Roger Rever was upgrading a computer processor on a CH-53D "Sea Stallion" helicopter as part of his job as a Quality Assurance Representative in the Aircraft Intermediate Maintenance Department onboard. The upgrade was part of an Avionics Change (AVC) ordered through a Navy Technical Directive for the AN/AAR-47 Missile Warning Set installed onboard. The AN/AAR-47 is a passive missile detection system that detects attacking missiles and provides an audio and visual approach sector warning to the crew.

"While upgrading from a -3 model to a -4 model we discovered that one of the processors onboard had never been upgraded from the -2 version," said Rever. "We suspected that we could update the -2 to a -4 through the incorporation of the current AVC, but we needed to be sure — after all, lives could be at stake!" Usually, Rever would find the Fleet Support Team (FST) for the item in question and contact them for direction. However, in this case he was unable to locate a contact for the AAR-47 system. Rever decided to take advantage of the Navy Distance Support infrastructure by submitting his request via an online form found at www.anchordesk.navy.mil/index.htm. The request was processed, given a tracking number, and forwarded to the NAVAIR Response Center (NRC) for action. Rever could also have reached the NRC by calling 877-41-TOUCH (press option 2), or by e-mailing fleetresponse@navair.navy.mil.

The NRC coordinates and facilitates the resolution of Naval aviation-related questions and issues, assisting customers who have been unable to find answers via their appropriate chains of command. According to Phillip Behrman, program manager for the NRC, the center links customers with experts across the Naval Aviation community, ensuring the most current, comprehensive and accurate responses possible in a timely manner. Delays can often be reduced or avoided by utilizing the resources of the NRC. "Our warfighters have the right to expect timely, accurate answers to their questions — and that's what we provide," said Behrman.

Rever was impressed with the efficient and timely response to his question. "I cannot speak highly enough about the outstanding job that these (people) do," said Rever. "I have employed the NRC on several occasions and their performance has been nothing less than outstanding — even amazing."

As part of the Navy's Distance Support program the NRC can support remotely located fleet, Federal Government agencies and contract customers. The NRC works around-the-clock across traditional organizational boundaries providing coordinated solutions to Naval aviation-related questions. For more information about the NAVAIR Response Center, authorized users can go to <http://nrc.navair.navy.mil>.

NAVAIR provides seamless, integrated, advanced warfare technology through the efforts of a worldwide network of aviation technology experts. Services include: professional training; carrier launch and recovery; sensor data and precision targeting; real-time communications; aircraft and weapons development; and successful deployment and sustainment. NAVAIR provides matchless combat capabilities to the warfighter. For more information about NAVAIR, go to www.navair.navy.mil.