Knowledge-Projection for Tele-Maintenance

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Joint work with NSWC Crane, Purdue, Indiana University, and EG&G

Harnessing the Power of Technology for the Warfighter
Dynamic Maintenance

The Unified Knowledge Base View
Technology that supports the end-to-end maintenance process with built-in analysis to better understand it

Example Application for Mission Critical Troubleshooting
“all the information the sailor needs, exactly when it’s needed”
suggestion is to change "sailor needs exactly when he needs it" to "sailor needs when it is needed" to avoids gender specific phrasing.

Rose Brenner, 6/10/2003
The Knowledge Base

Our underlying Dynamic Process
XML/XSL technology makes it possible

- **Maintenance-based processes**
  - planned maintenance, shipboard troubleshooting, intermediate and depot level maintenance, ...

- **Web-based and other graphical interfaces**
  - XML representations with XSL transformations: the master enabling technology

- **Process-based “actionable” data**
  - Process flow, process state, user action sequence, user input, system status, ...
What is XML?

• eXtensible Markup Language: a mechanism for describing the semantics of a document
  – <tag> describes the semantics of enclosed data </tag>

• Grand vision: “The Semantic Web”

• Problem: what are the semantics?
  – Without defined semantics, no value added
Electronic Manuals: Next Wave

• Electronic Manuals must do more than just save paper
  – Not enough to just put the paper in the computer
  – Need the computer to understand the manual

• Semantics: general view of what happens in maintenance
  – Enables automated capture of repair/maintenance history
Knowledge Base Components

• **Dynamic Process**
  – Step-by-step description of events, decision points, drill-down points, data requests, user input requests, system status requests, …
  – Data linkage across all relevant information
  – Bridging the “disconnect” between process actions and part issue

• **Linkage to Support Information**
  – Documents, Diagrams, smartTables, smartImages, Components, non-traditional data (emails, hotline), …
  – Representing content through metadata, linkage, data selection, dynamic information creation, tagging, keyword search …

• **Linkage to Data Mining**
  – Tightly coupled with dynamic process events
  – Real-time data capture & feedback with off-line analysis & mining
  – Multilevel view: from single fault resolution to end-to-end system fault diagnosis and repair
  – Opening up opportunities to streamline the maintenance process
Knowledge Base Infrastructure

Tier 1: XML Database

- Process: XML, XSL
- Documents: XML, XSL
- Diagrams: XML, XSL
- SmartTable: XML, XSL
- SmartImage: XML, XSL

Tier 2: Middleware

- Sailor’s View
- SME’s View
- Engineer’s View

Tier 3: Web-based Graphical User Interfaces

- Tech Manual Update
- Dynamic Query & Retrieval
- Data Capture & Feedback
- JDBC, Thin Driver, Java Server Pages, Java Servlets
- Off-line Data Mining for Knowledge Discovery
  - pattern tracking & matching, association, sequence, periodicity

Tech Manual Update

Sailor’s View

SME’s View

Engineer’s View

Engineer's View

SME's View

Sailor's View
Dynamic Process Data Flow

process scenario ID="SLQ-32 HVS Subtest 1 Fault 6"

Query Database for Fault-specific TDD Data

generic process XML + smartTables, documents, diagrams, … = fault-specific process XML

next

Return & Display TDD Data

XML Knowledge Base

Harnessing the Power of Technology for the Warfighter
The Knowledge Base Target

• A unified and standard look for all components of the Knowledge Base, encompassing all the information needed to access and retrieve the components.

• All Knowledge Base components linked and working together to support Dynamic Maintenance execution, Data Mining with session capture and feedback, Query Processing with knowledge search and retrieval, and Component Navigation for training.

• Guidelines, standards and quality measures for schema design to be followed by both Purdue and Indiana Universities, which are checked during schema integration and delivery of the unified Knowledge Base.
Define an XSD for a library of tags shared by all components, to guarantee consistency among them.

Define an XSD for each KB component, and validate all the XML instances against the XSD.

Restrict each component XSD to have a minimal set of shared tags. Examples: ID, KeyWords, ClassInformation, and SourceDocument.

Provide a standard way to define the linkage between the different KB components.

Define scripts that automatically perform strict validation of the XML instances against their XSD and load the instances in the database.

Define XSLT from XML to HTML to allow users to browse and view all KB components.

Provide guidelines for ownership and delivery of the KB, describing in detail the definition, quality measures, validation and verification process to be applied for all delivered KB components.
Knowledge Base Components

• **Maintenance Procedures**
  - Step-by-step description of standard maintenance procedures with user and database interactions and data linkage across all relevant information
  - Bridging the “disconnect” between process actions and part issue

• **Linkage to Support Information**
  - Relevant support information needed by all the functional components.
  - Representing content through metadata, linkage, data selection, tagging, keyword search …

• **Linkage to Data Mining**
  - With the dynamic maintenance execution there is a real-time data capture & feedback with off-line analysis & mining
  - Multilevel view: from single fault resolution to end-to-end system fault diagnosis and repair
  - Opening up opportunities to streamline the maintenance process

• **Linkage to Query and Training Components**
  - All KB components are accessible for query and training.
  - Complete system interaction and accessibility.
• Provide statistical analysis directly related to dynamic maintenance execution, where analyzed data is linked to the current fault, the current diagnostic procedure, the current step in the procedure. This action sequence and related data is captured as sessions and analyzed offline. SessionsViewers target specialized audiences, since sailors, engineers, technicians and other SME’s each have their own “window of interest” in the analysis.

• Identify alternative paths to the codified procedures, based on procedure-related, fault-related, step-related and part-related data. Alternate paths open up opportunities to streamline the maintenance process.

• Track, analyze and mine fault patterns and part replacement patterns to uncover predictive patterns and determine possible preventative maintenance.

• Track and analyze environmental factors, narratives, observations, experiences (including emails, text chat, etc) through text mining to produce recommendations during diagnostic troubleshooting.

• Incorporate relevant external data (e.g., 3M database) to the mining process.
Dynamic Knowledge Data Flow

process scenario ID="SLQ-32 HVS Subtest 1 Fault 6"

Capture to Session
- Sequential order of actions
- Decision point evaluations
- Action “state data” (fault list, state & order of fault resolution, current SRUs, SRAs, signals, …)
- Action time stamp and time duration
- Linked document & diagram requests, queries to the KB
- Email, hotline support requests, collaborations
- Visual observations, experiences, expertise
- Environment factors
- Measurement value, SF status tables
- Sensor and other system generated system state data
Design of the XML Knowledge Based Components for Data Mining
Module design, interfaces and interactions

XML Knowledge Base

Session Capture Facility

Process Parser Facility

Session Feedback Facility

FaultSession XML

Diagnostic Action Data

Parts Data

Action Analysis Results

Parts Analysis Results

XSL transformations

Java analysis Procedures

Session Processor

Session Analyzer

Session Handler

Session Parser Facility

Web-based Session Viewer

Web-based Mined Data Viewer

Offline Mining Interface

XSL transformation session + analysis
Data Mining and Knowledge Acquisition

Automatic capture of action, fault session and session stream-based data from thousands of actual executions of the diagnostic and planned maintenance procedures

- plus linkage and access to existing technical, maintenance and parts data repositories
- plus data filtering and transformation

### Automatic capture of all “fault session” data: resolution of a single fault

- sequential order of actions
- decision point evaluations
- action time stamps and duration
- current action SRAs & signals
- normal signal parameters and actual measured values
- resource requests with usefulness metric
- emails, text chats, requests for help, SME interaction
- visual observations, narratives, experiences, environmental factors
- special function status table, bit monitor values
- sensor and other system generated state data

### Capture of all “fault stream” data: resolution of all faults generated by the SDT

- SDT fault list for through final resolution
- order of fault resolution
- tagging of intermittent faults, shadow faults, cascading faults
- inter-session visual observations, narratives, experiences
- inter-session environmental factors
- session and diagnostic procedure relationships
<table>
<thead>
<tr>
<th>Data Mining and Knowledge Discovery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Diagnostic Action Histories</strong></td>
</tr>
<tr>
<td>action duration analysis: average, min, max with narrative linkage</td>
</tr>
<tr>
<td>tracking of resource accessed (documents, diagrams, emails, help)</td>
</tr>
<tr>
<td>tracking of parts accessed</td>
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<tr>
<td>measurement values and system status</td>
</tr>
<tr>
<td>action bypass</td>
</tr>
<tr>
<td><strong>Diagnostic Session Histories</strong></td>
</tr>
<tr>
<td>session trigger stats -- weekly SDTS, operational failure</td>
</tr>
<tr>
<td>action sequence analysis -- track action flow to isolate faulty part</td>
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<tr>
<td>time-series analysis of action flow over all possible procedure paths</td>
</tr>
<tr>
<td><strong>Parts Histories</strong></td>
</tr>
<tr>
<td>last access date, last replacement date</td>
</tr>
<tr>
<td>age, average lifetime</td>
</tr>
<tr>
<td>failure frequency -- fault specific and overall</td>
</tr>
<tr>
<td><strong>Text Mining</strong></td>
</tr>
<tr>
<td>visual observations, narratives, experiences</td>
</tr>
<tr>
<td>emails, text chats, requests for help, SME interaction</td>
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<tr>
<td><strong>Fault Stream Histories</strong></td>
</tr>
<tr>
<td>pattern analysis for fault resolution (before/after groupings)</td>
</tr>
<tr>
<td>inter-session relationships (association, sequence)</td>
</tr>
<tr>
<td>discovery of predictive patterns for preventative maintenance</td>
</tr>
<tr>
<td><strong>Fleetwide, ship type, ship class, own ship</strong></td>
</tr>
</tbody>
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Knowledge Base for Dynamic Maintenance

• Outcome: Knowledge of Product Throughout its Lifecycle
  – Flexible Delivery of Repair and Maintenance Procedures
  – Automatic Collection of Repair and Maintenance History
  – Better Understanding of Product Use and Failure
Pursuing Dual-Use

• Contributing to Research on Product Lifecycle Management
  – Corporate-Funded Center
• Companies See the Value
  – Feedback to Engineers
  – Reduced end-of-lifecycle costs
• Looking for Corporate Collaboration
  – Presented to Arvin Meritor
  – Included in proposal to Caterpillar