



Presentation to US Army PSM Conference: Life Cycle Logistics & Product Support

Learn.

Perform.

Succeed.

*“Never lose sight of who the
ultimate customer is”*

– GEN David Petraeus



'02 '06



'05 '06 '07



'04 '06 '07 '09



'03 '04





DoD Logistics Human Capital Strategy

- Document signed by DUSD (L&MR) on May 12, 2008
- Available at <http://www.acq.osd.mil/log/sci/hcs.html>

A Message from the Deputy Under Secretary of Defense for Logistics & Materiel Readiness



The Department of Defense (DoD) logistics workforce exists to deliver agile, timely, precise, and cost-effective support to the warfighter, ensuring readiness and sustainability for the Active and Reserve Soldiers, Sailors, Marines, and Airmen, and the government civilians and industry partners who support the armed forces across the spectrum of military operations. While its mission and purpose are constant, the logistics workforce faces a perpetually evolving strategic environment. As the world changes rapidly, profoundly, and in every dimension—social, economic, and political—the logistics workforce needs to continuously evolve and operate in a way that optimizes the human capital of the entire enterprise rather than individual parts.

It is imperative that the logistics workforce align its human capital with transforming warfighting, modernized weapons systems, business rules, emerging enterprise management systems, and executive-level strategic goals. The community should also be grounded in teamwork and collaboration; ultimately, all logisticians across the enterprise would view one another as partners and contributors willing to support each other to achieve mission accomplishment.

The DoD Logistics Human Capital Strategy (HCS) supports these goals and fulfills the requirements and objectives of the President's Management Agenda, the Quadrennial Defense Review (QDR), the DoD Civilian Human Capital Strategic Plan, and the AT&L Human Capital Strategic Plan. It has been developed to serve as a valuable resource for the Service and Agencies' logistics human capital efforts. I encourage leaders within OSD, the Service Agencies, and combatant commands (COCOMs) to continue to support and move forward with these comprehensive and forward-leaning workforce strategies.

Jack Bell
JACK BELL
Deputy Under Secretary of Defense
for Logistics & Materiel Readiness

Developing an Integrated, Agile, and High-Performing Workforce

DoD Logistics Human Capital Strategy



Developing an Integrated, Agile, and High-Performing Future Workforce of Multi-Faceted, Interchangeable Logisticians That Succeed in a Joint Operating Environment.



Office of the Secretary of Defense
Logistics & Materiel Readiness

May 12, 2008

A Message from the Executive Steering Group

undersigned, members of the DoD Logistics Human Capital Strategy (HCS) Executive Steering Group (ESG), are pleased to present the following HCS summarizing the vision, challenges and path forward for transformation of the DoD logistics workforce.

James O. Hall
JAMES O. HALL
Chairman, Executive Steering Group
Assistant Deputy Under Secretary of Defense (Logistics Plans & Studies)

John P. Prendergast
JOHN P. PRENDERGAST
Vice Director for Logistics, JS

Michael A. Almon
MICHAEL A. ALMON, P.E.
DCS/Logistics, Installations & Missions Support
US Air Force

P. M. Tamburino
P. M. TAMBURINO
Assistant Deputy Chief of Naval Operations
Fleet Readiness and Logistics
US Navy

Mark D. Cutler
MARK D. CUTLER
Executive Director
Policy, Process and Assessment Directorate (J-8Y)
Defense Logistics Agency

Frank J. Anderson, Jr.
FRANK J. ANDERSON, JR.
President
Defense Acquisition University

Earl S. Johnson, Jr.
EARL S. JOHNSON, JR.
Assistant Deputy Under Secretary of Defense (Transportation Policy)

James P. Espevez
JAMES P. ESPEVEZ
Principal Assistant Deputy Under Secretary of Defense (Logistics & Materiel Readiness)

Thomas J. Edwards
THOMAS J. EDWARDS
Assistant Deputy Chief of Staff, G-4
US Army

Carla Lucchino
CARLA LUCCHINO
Assistant Deputy Commandant,
Installations and Logistics
Headquarters, US Marine Corps

Mark C. Harritcher
MARK C. HARRITCHER
SADM, USN
Director, Strategy, Policy, Programs, and Logistics
LESTRANSCOM

Gary J. Motsek
GARY J. MOTSEK
Assistant Deputy Under Secretary of Defense (Program Support)

DoD Logistics Human Capital Strategy



Four Logistics Workforce Categories & Fifteen Technical Competencies

SUPPLY MANAGEMENT



Includes procurement to disposal of defense system material, and integration of multiple material sources and processes to meet war fighter requirements.

Forecasting and Demand Planning

Supply Planning

Sourcing

Inventory Management

MAINTENANCE SUPPORT



Includes planning and executing maintenance, both scheduled and unscheduled, to defense system equipment.

Maintenance Operations
(includes depot maintenance)

Production & Support

DEPLOYMENT/ DISTRIBUTION/ TRANSPORTATION



Includes transportation, packaging, cargo scheduling and dispatching of materials support services, and personnel in response to customer requirements to move and sustain the force.

Physical Distribution/
Transportation Operations

Deployment Planning

LIFE CYCLE LOGISTICS



Includes planning, development, implementation, and management of a comprehensive, affordable, and effective systems support strategy.

Logistics Design Influence

Integrated Logistics Support Planning

Product Support & Sustainment

Configuration Management

Reliability & Maintainability Analysis

Technical/Product Data Management

Supportability Analysis

Bottom line: Support the Warfighter!

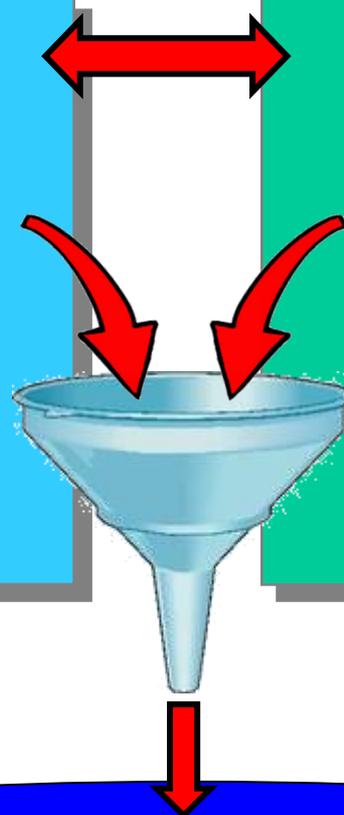
Workforce Transformation Phase I: From Acquisition Logistics to Life Cycle Logistics (2002-2007)

Acquisition Logistics Skills :

- Design for & Develop Support
- Design Influence product design for supportability
- Develop & refine Life Cycle Sustainment Plan
- Establish the support system
- Identify the support
- Advocate the best design alternative
- Influence detailed design
- Support Interdisciplinary Integrated Product Teams
- Foster Test & Evaluation (T&E) of support system
- Minimize Life Cycle Costs
- Acquire system support

Sustainment Skills :

- Support the Design
- Deploy system (includes support infrastructure)
- Implement & Update Life Cycle Sustainment Plan
- Maintain readiness
- Improve sustainability
- Provide the support to the user
- Improve the system and its support
- Modify and upgrade system capabilities
- Minimize Life Cycle Costs
- Performance Based Logistics sustainment strategies
- Revalidate and iteratively update BCAs
- Proactively mitigate obsolescence & DMSMS
- Plan for eventual system retirement & disposal



*The Life Cycle Logistician bridges acquisition & sustainment
by translating Warfighter performance requirements
into tailored product support **spanning the entire system life cycle***



Life Cycle Logistics Workforce Transformation Phase II: Expanding Product Support Capabilities (2008-2014)

- **Strategic Imperative**

- *“Product support considerations, germane to both acquisition and logistics, are necessary throughout the DoD life cycle framework, beginning with early requirements determination and continuing through system design, development, operational use, retirement, and disposal.”*

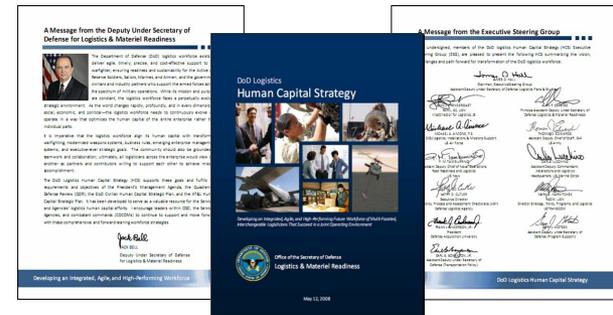
– *DoD Product Support Assessment (Nov 2009)*

- **Drivers**

- Life Cycle Sustainment Outcome Metrics (Availability KPP, Reliability/Cost KSAs, Mean Down Time) (Mar 2007)
- DoD Logistics Human Capital Strategy (June 2008) & Subsequent Competency Reviews and Refinement
- FY2010 NDAA (Public Law 111-84), Section 805 Establishing Product Support Manager, (Oct 2009)
- DoD Weapon System Acquisition Reform: Product Support Assessment (Nov 2009)
- USD AT&L Better Buying Power Memos (June, Sept & Nov 2010)
- USD AT&L DTM 11-003 – Reliability Analysis, Planning, Tracking, & Reporting (March 2011)
- USD AT&L DTM 10-015 - Requirements for Life Cycle Management & Product Support (Change 1, April 2011)
- Product Support Manager (PSM) Guidebook and New 12 Integrated Product Support (IPS) Elements (April 2011)

- **Integrated Life Cycle Logistics/Product Support Competencies**

- Logistics Design Influence
- Integrated Logistics Support Planning
- Product Support & Sustainment
- Configuration Management
- Reliability, Availability & Maintainability Analysis
- Technical/Product Data Management
- Supportability Analysis

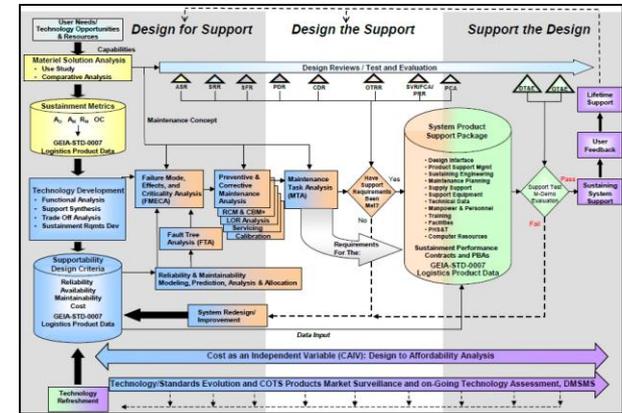


“As DoD moves forward with weapon system acquisition reform, attention to product support must be increased, and life cycle management must be better focused to achieve affordable operational Warfighter outcomes”-- Dr Ashton Carter, USD(AT&L) November 2009



“Back-to-Basics” Emphasis on Foundational Shared Interdisciplinary Technical Competencies

- Supportability Analysis
- Failure Modes, Effects & Criticality Analysis (FMECA)
- Level of Repair Analysis (LORA)
- Maintenance Task Analysis (MTA)
- Reliability, Availability & Maintainability (RAM)
- Reliability Centered Maintenance (RCM)
- Maintenance Planning & Management
- Technical Data & Product Data Management
- Configuration Management
- Sustaining Engineering
- Product Support Management
- Supply Chain Management (SCM)
- Life Cycle Sustainment Planning
- Product Support Business Case Analysis
- O&S Cost Estimating, Budgeting & Execution

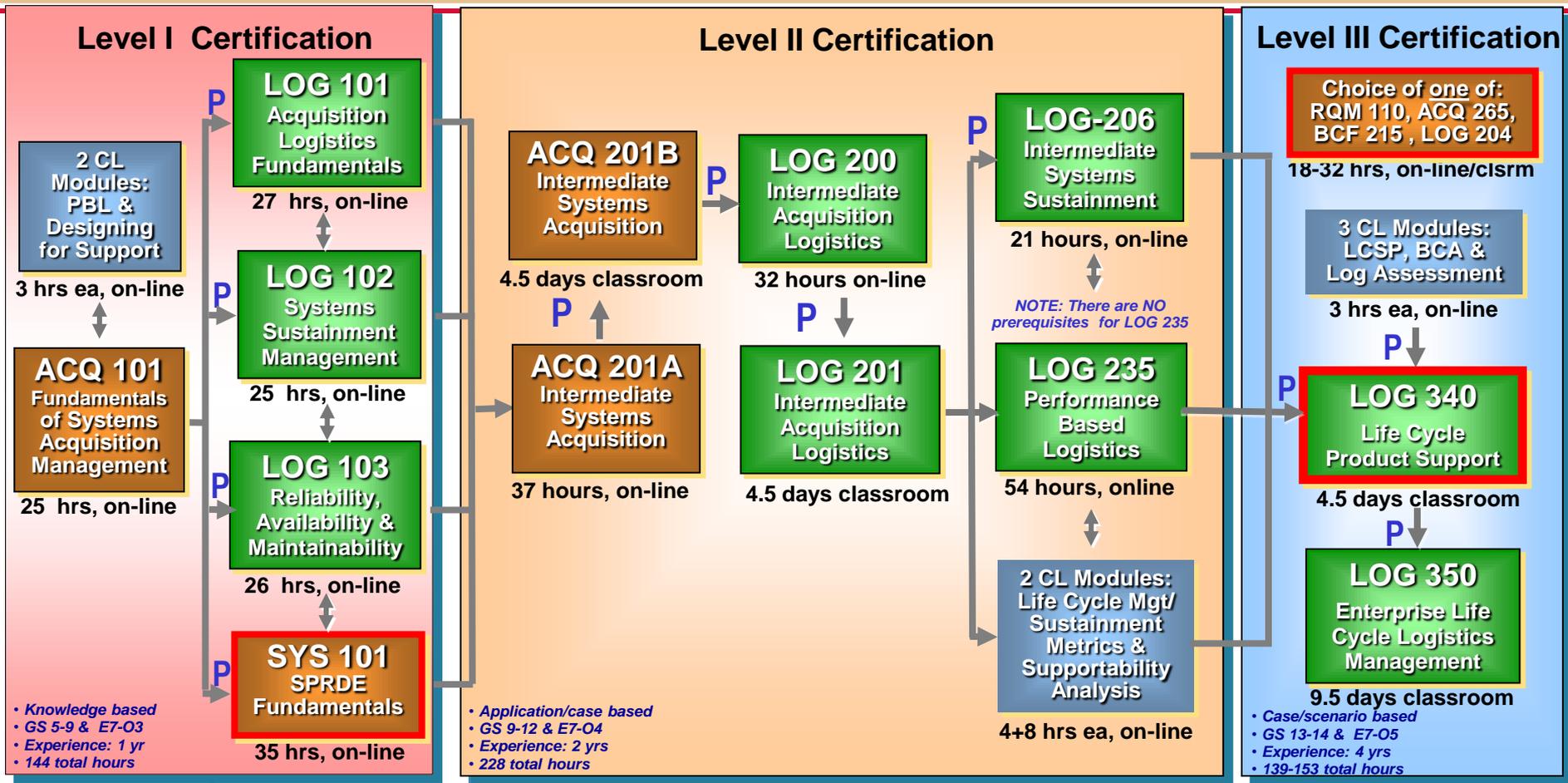


Increased focus on affordability...

Driving Greater Interdisciplinary Integration of Learning Assets, Particularly with SPRDE & BCEFM Communities



FY12-13 Life Cycle Logistics Certification Training



Level I "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)

New Certification Rqmts

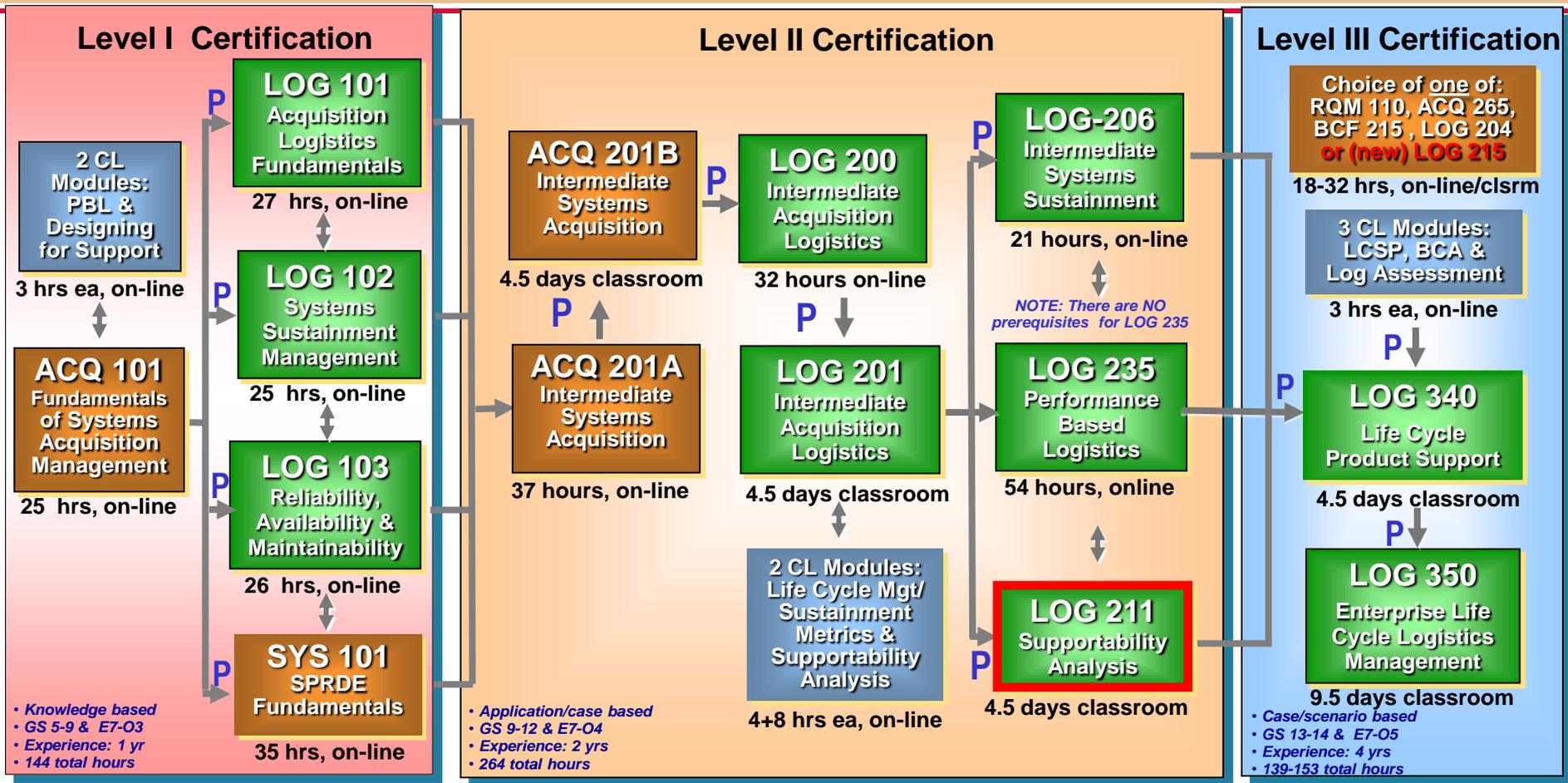
P = Prerequisite

Level II "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)

Level III "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)
(Plus new LOG 365 Product Support Mgr (PSM) Course in FY13)



FY14 Life Cycle Logistics Certification Training



Level I "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)

New Certification Rqmts

P = Prerequisite

Level II "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)

Level III "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)
(Including LOG 365 Product Support Mgr (PSM) Course)



36 Life Cycle Logistics

Continuous Learning Modules Currently Available

| Module | Title |
|---------|---|
| CLL001 | Life Cycle Management & Sustainment Metrics |
| CLL002 | DLA Support To The PM |
| CLL003 | Supportability Test & Evaluation |
| CLL004 | Life Cycle Logistics for the Rest of Us |
| CLL006 | Depot Maintenance Partnering |
| CLL007 | Lead-Free Electronics |
| CLL008 | Designing for Supportability in DoD Systems |
| CLL011 | Performance Based Logistics (PBL) |
| CLL013 | Defense Packaging |
| CLL014 | Joint Systems Integrated Support Strategies |
| CLL015 | Business Case Analysis (BCA) |
| CLL 016 | Joint Logistics |
| CLL017 | Defense Distribution & Transportation |
| CLL018 | Joint Deployment Distribution Ops Center |
| CLL019 | Technology Refreshment Planning |
| CLL020 | Independent Logistics Assessments (ILA) |
| CLL022 | Title 10 Depot Maintenance Statute Overview |
| CLL023 | 10 USC 2464 Core Statute Implementation |
| CLL024 | 10 USC 2466 "50-50" Statute Implementation |

| Module | Title |
|---------|--|
| CLL025 | Depot Maintenance Interservice Support Agreements (DMISA) |
| CLL026 | Depot Maintenance Capacity |
| CLL029 | Condition Based Maintenance (CBM+) |
| CLL030 | Reliability Centered Maintenance (RCM) |
| CLL032 | Preventing Counterfeit Parts from Entering the DoD Supply System |
| CLL034 | US Army SSN-LIN Automated Management & Integrating System (SLAMIS) |
| CLL054 | Joint Task Force Port Opening (JTF-PO) |
| CLL055 | Joint Deployment & Distribution Metrics |
| CLL057 | Level of Repair Analysis (LORA) Fundamentals |
| CLL058 | Level of Repair Analysis Theory & Principles |
| CLL119 | Technology Refreshment Implementation |
| CLL201 | DMSMS Fundamentals |
| CLL202 | DMSMS Executive Course |
| CLL203 | DMSMS Essentials for DLA |
| CLL204 | DMSMS Case Studies |
| CLL 205 | DMSMS for the Technical Professional |
| CLL206 | Parts Management Executive Overview |



New Life Cycle Logistics Development Priority List (FY11)

| Status | Priority | Module | Title |
|------------------------|----------|---------|---|
| In Programming | 1 | CLL005 | Developing a Life Cycle Sustainment Plan (LCSP) |
| In Programming | 2 | CLL012 | Supportability Analysis |
| In Programming | 3 | CLL036 | Product Support Manager (PSM) |
| In Programming | 4 | CLL043 | Green Logistics: Planning for Sustainability |
| In Programming | 5 | CLL 033 | Logistician's Responsibilities during Major Tech Reviews |
| Resolving Tech Issues | 6 | CLL 120 | Shelf Life |
| Awaiting Programming | 7 | CLL 056 | Sustainment of Software Intensive Systems |
| Content in Development | 8 | CLL038 | Product Support for the Acquisition Community |
| Content in Development | 9 | CLL039 | Product Support & Sustainment Requirements Identification |
| Content in Development | 10 | CLL052 | Technical Data Rights Strategies |
| Content in Development | 11 | CLL042 | Supportability Analysis Tools |
| Content in Development | 12 | CLL041 | Life Cycle Cost Analysis Tools |
| Planning Underway | 13 | CLL040 | Business Case Analysis (BCA) Tools |

 Required in
FY12 for LCL
Certification



Logistics Management Community of Practice (Log CoP)

AT&L Performance Learning Model
constantly stretching to better enable
workforce performance

- Award-winning Knowledge Mgt capability
- LOG CoP is most robust, most visited site
- Largest of 17 acquisition communities,
with extensive sustainment resources

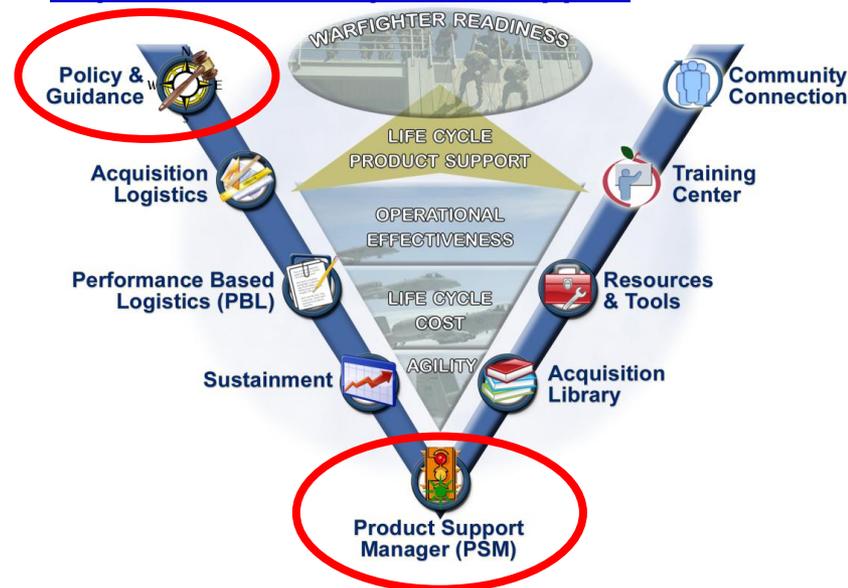
Tools & Templates

- Access Latest LCL Resources
- Supportability Best Practices
- Logistics Lessons Learned
- Sustainment Issues and Initiatives

Life Cycle Logistics Resource Center

- Logistics Training & Education
- Latest OSD Policy and Direction
- Logistics Conferences/Events
- Link to Top DoD Web sites

<https://acc.dau.mil/productsupport>



<https://acc.dau.mil/psm>

Accessible online at
<https://acc.dau.mil/log>



Defense Acquisition Portal Logistics Director's Blog

- **Defense Acquisition Portal (DAP)**

<https://dap.dau.mil>



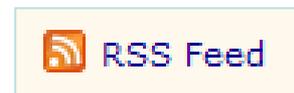
- **Logistics Career Field Gateway**

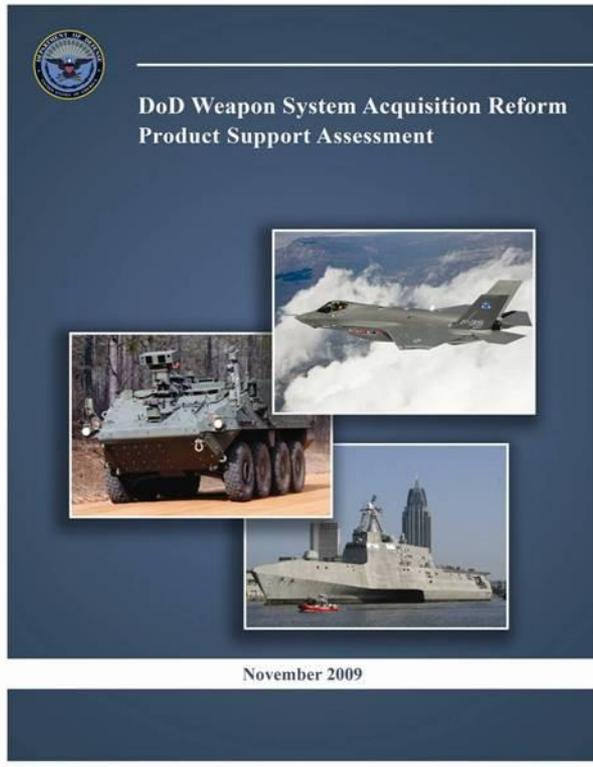
<https://dap.dau.mil/career/log>



- **DAU Logistics & Sustainment Center Director's Blog**

<https://dap.dau.mil/career/log/blogs>



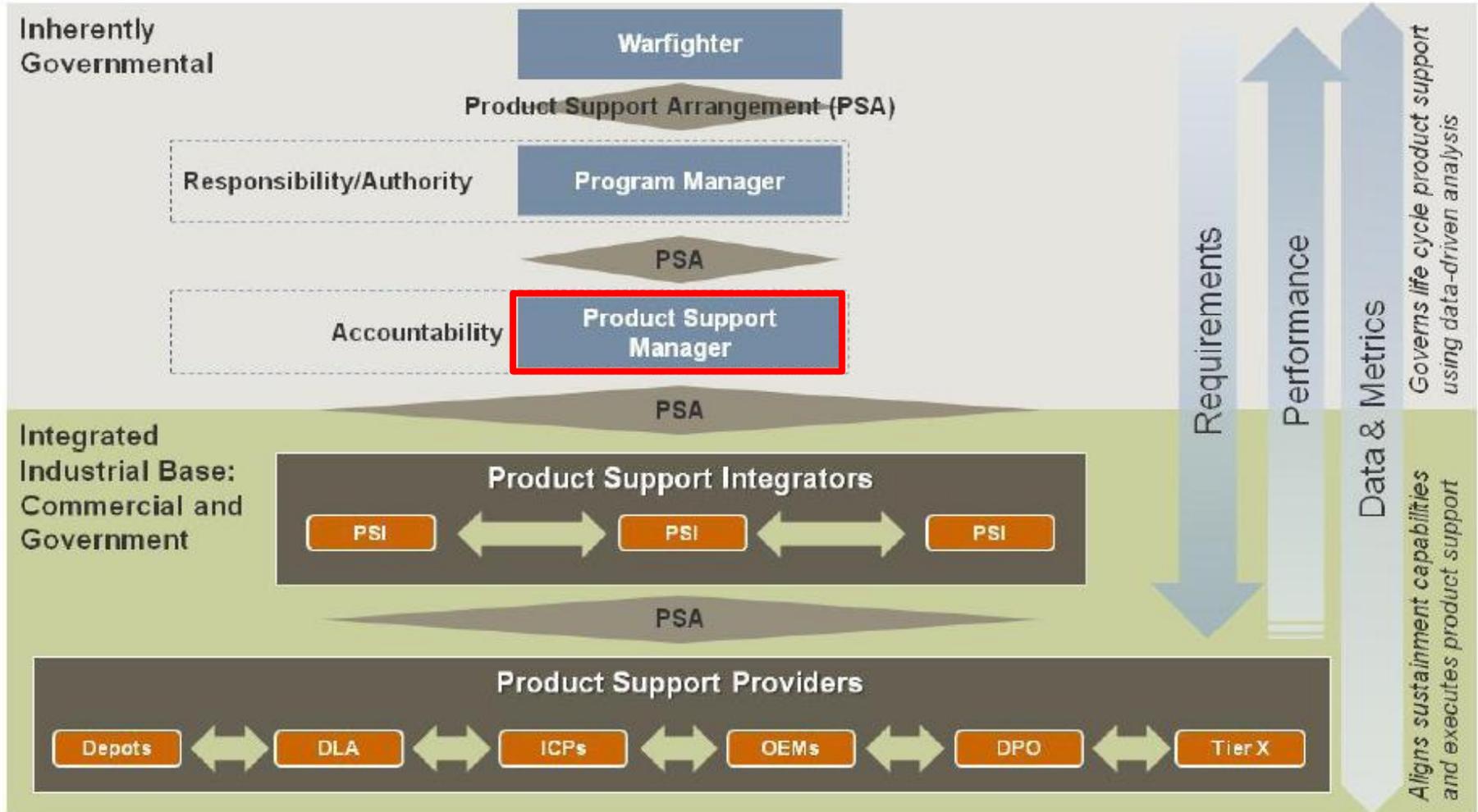


Purpose

- Recommends to senior leadership improvement of existing weapon system sustainment strategy
- Encompasses operational, acquisition, and sustainment communities
- Complements Weapon System Acquisition Reform Act with perspectives attentive to life cycle management and sustainment
- Provides recommendations to improve weapon system readiness and control life cycle cost

Product Support: “...the application of the package of integrated (product support) elements and support functions necessary to sustain the readiness & operational capability of the system” -- (DAG Paragraphs 5.1.1.1. & 5.1.3.2)

DoD Product Support Business Model (PSBM)



***PSM is the Warfighter's Principle Product Support Agent
Responsible for Incentivizing PSI(s) to Achieve Warfighter Requirements***

Primary Product Support Metrics

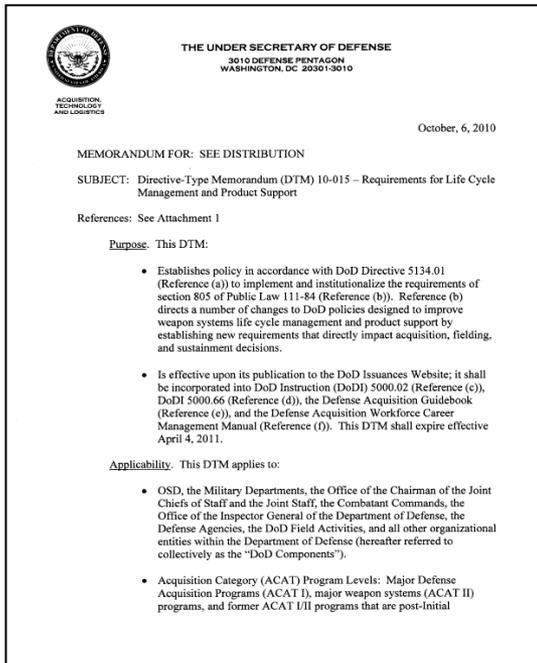
- **Availability KPP:** Mandatory for ACAT I; sponsor decision for ACAT II/III. **Two components:**
 - **Materiel Availability:** Percentage of the total inventory of a system operationally capable of performing an assigned mission at a given time
(Number of Operational End Items / Total Population)
 - **Operational Availability:** Percentage of time a system or group of systems within a unit are operationally capable of performing an assigned mission
(Uptime/(Uptime + Downtime))
- **Mandatory KSAs:**
 - **Materiel Reliability KSA:** Probability that system will perform without failure over a specified interval. *MTBF = (Total Operating Hours / Total # of Failures)*
 - **Ownership Cost KSA:** Based on Cost Analysis Improvement Group (CAIG) elements: unit operations, energy/POL, maintenance, sustaining support, continuing system improvements, regardless of funding source *(O&S Costs Associated w/ Materiel Readiness)*
- **Plus a fourth Sustainment Outcome Metric: Mean Down Time**
 - A measure of average Total Downtime required to restore an asset to its full operational capabilities. *MDT = (Total Down Time for All Failures/ Total Number of Failures)*

Ownership Cost Provides Balance; Sustainment Solutions Cannot be Availability and Reliability “at any Cost”



FY10 NDAA Section 805 Product Support Manager (PSM)

- **FY10 NDAA (Public Law 111-84) Sec 805 provision entitled “Life Cycle Management and Product Support” required:**
 - **the Secretary of Defense issue comprehensive guidance on life-cycle management and development/implementation of product support strategies for major weapon systems;**
 - **each major weapon system be supported by a product support manager (PSM); and**
 - **each PSM position be performed by a properly qualified member of the armed forces or full-time employee of the Department of Defense**
- **Implementing USD AT&L Directive-Type Memorandum (DTM) 10-015 “Requirements for Life Cycle Management & Product Support” Issued 6 Oct 10**



“The Secretary of Defense shall require that each major weapon system be supported by a product support manager...” to “maximize value to the Department of Defense by providing the best possible product support outcomes at the lowest operations and support cost.” -- FY10 NDAA, Section 805



Sec 805 PSM Responsibilities

PSM References & Resources: <https://acc.dau.mil/psm>

- **A product support manager for a major weapon system shall-**
 - develop and implement a **comprehensive product support strategy** for the weapon system;
 - conduct appropriate **cost analyses to validate the product support strategy**, including cost-benefit analyses as outlined in Office of Management and Budget Circular A-94;
 - assure **achievement of desired product support outcomes** through development and implementation of appropriate product support arrangements;
 - adjust performance requirements and resource allocations across product support integrators and product support providers as necessary to **optimize implementation of the product support strategy**;
 - periodically review **product support arrangements** between the product support integrators and product support providers to ensure the arrangements are consistent with the overall product support strategy; and
 - prior to each change in the product support strategy or every five years, whichever occurs first, **revalidate any business-case analysis** performed in support of the product support strategy.



DoD Instruction 5000.66 Changes Directed by DTM 10-015

- CAEs shall designate and assign a **PSM within every ACAT I and ACAT II program**, prior to but no later than program initiation and to **former ACAT I/II programs that are post-IOC** or no longer have PMs reporting to CAEs
- The position of PSM shall be performed by a properly qualified Military Service member or full-time employee of the Department of Defense
- PSM will be designated as a **key leadership position (KLP)** for all Major Defense Acquisition Programs and major weapon systems and designated a **critical acquisition position (CAP)** for all other major weapon systems
- The PSM will be an integral part of the program management team and **will report directly to the PM**
- Incumbents are required to meet the requirements of the position within the prescribed timeframe for CAPs

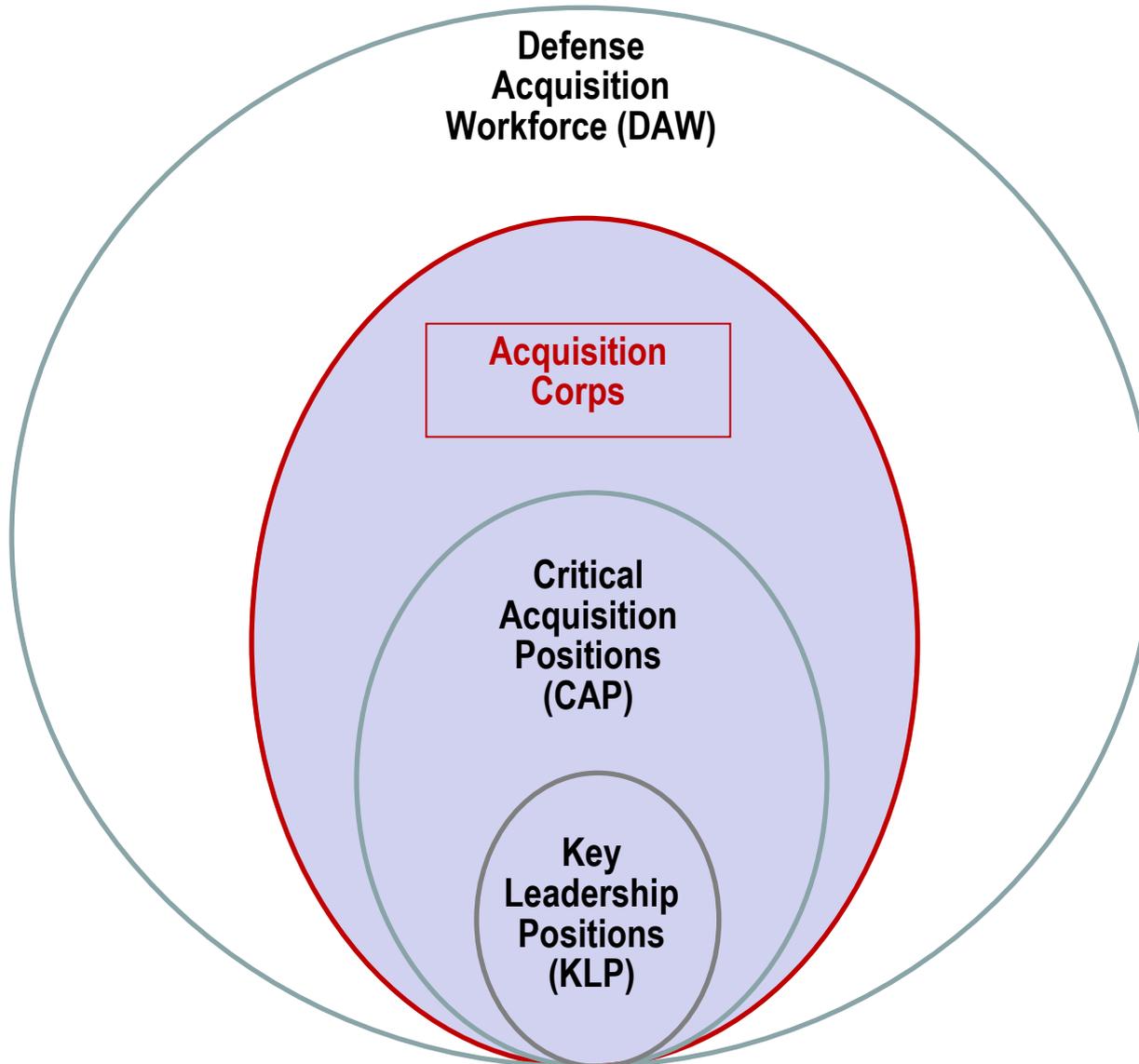


USD AT&L Memo: “Government Performance of Critical Acquisition Functions” (25 Aug 10)

- **Program Lead Logistician (PSM) position designated as a Key Leadership Position (KLP) for ACAT I program positions**
- **“...the following have been **identified as mandatory KLPs**...(for) MDAP/MAIS positions (ACAT 1 & IA when the function is required based on the phase or type of acquisition program...(including the **Program Lead Logistician (Product Support Manager)**.”**
- **“In general, the "program lead" positions are expected to be filled by military members at the lieutenant colonel/colonel...levels or by the civilian equivalent”**
- **“Program lead KLPs must be designated in the position category associated with the lead function. For example, "lead logistician" positions must be designated as positions in the "Life Cycle Logistics" position category.”**

PSM References & Resources: <https://acc.dau.mil/psm>

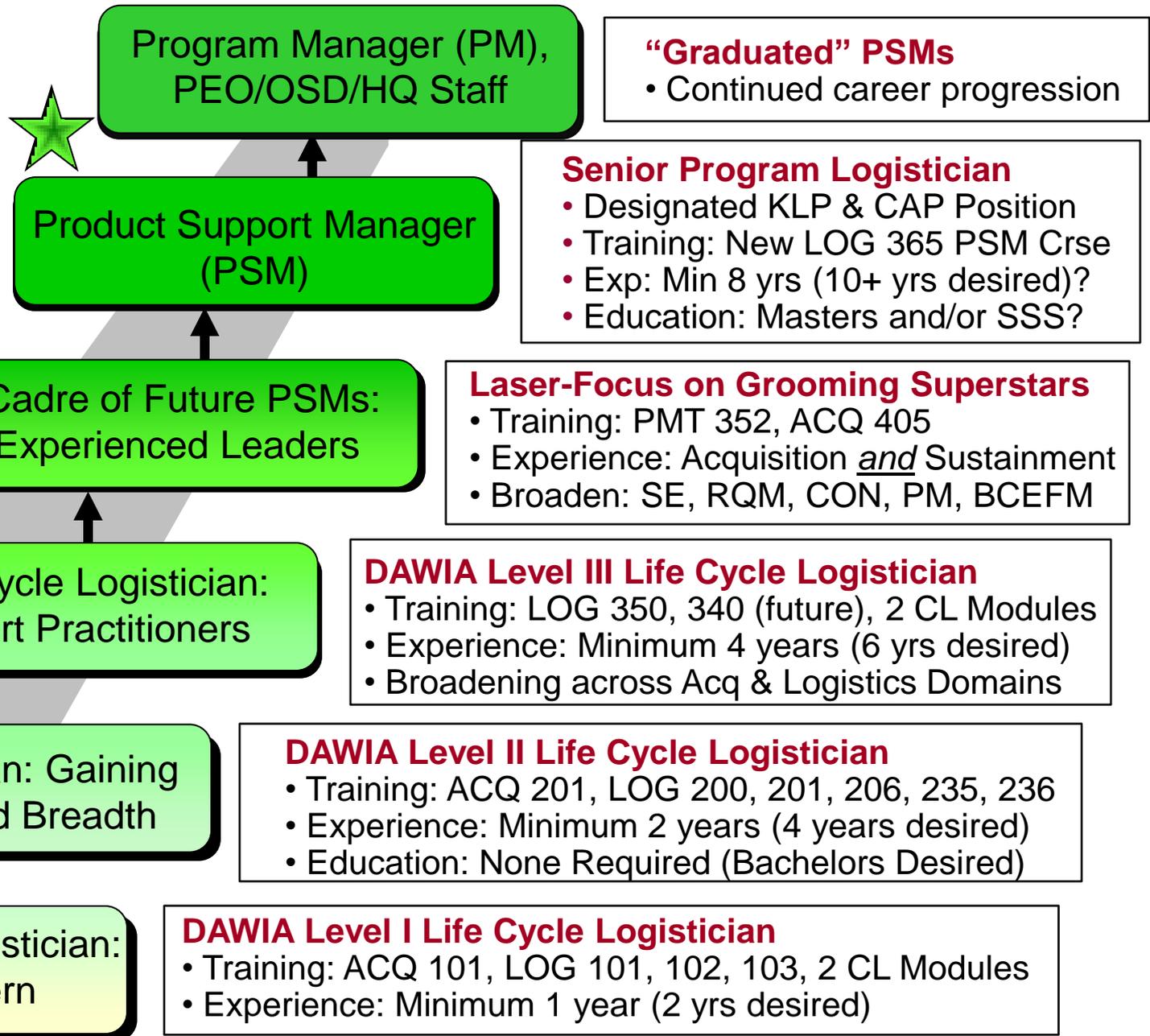
Key Leadership Positions (KLPs)



FY10 NDAA Section 805 Includes Provision Identifying Product Support Manager (PSM) as a Key Leadership Position (KLP) on ACAT I MDAP Programs

Key Leadership Positions (KLP) are a sub-set of Critical Acquisition Positions (CAP), the Acquisition Corps, & Defense Acquisition Workforce

A Possible PSM Professional Development Ladder & Career Path



Life Cycle Sustainment Plan (LCSP)

- **“LCSP is the plan for formulating, implementing and executing the sustainment strategy...” (DAG para 5.1.2.2.)**
- **“ DoD Instruction 5000.02 requires that a LCSP be developed... to document how the sustainment strategy is being implemented. ” (DAG para 5.1.2.2.)**
 - ...**an evolutionary document** begun during Materiel Solution Analysis Phase as a strategic framework for obtaining optimal sustainment at minimal LCC.
 - **It evolves into an execution plan for how sustainment is applied, measured, managed, assessed, and reported after system fielding.**
- **The plan for implementing these (product support) strategies **seamlessly spans the entire life cycle** and is spelled out in the Life-Cycle Sustainment Plan (LCSP).” (DAG para 11.7)**

PDUSD(AT&L) 20 Apr 11 Policy Memo “Document Streamlining – Program Strategies & System Engineering Plan” decoupled full LCSP from Acquisition Strategy



Product Support Manager (PSM) Guidebook

Introduction

- Background
- Purpose
- Major tasks of the PSM
- Relationship to Policy and Other Guidance

Product Support Business Model

- Product Support Business Model Overview
- PSM, PSI, PSP Roles and Responsibilities
- Product Support Arrangements
- Product Support Strategy and Implementation

Life-Cycle Management Tools

- Sustainment Maturity Levels
- Logistics Assessments
- Metrics
- Enterprise Synergies and IPS Elements
- Business and Variance Analysis
- Supply Chain Management
- LCSP
- Product Support Package Update
- Funding Alignment

Developing or Transitioning to a New Product Support Strategy

Sustainment in the Life-Cycle Phases

- Materiel Solution Analysis
- Technology Development
- Engineering and Manufacturing Development
- Production and Deployment
- Operations and Support

Appendices

Frames the product support discussion & puts the document in context

Delineates roles and responsibilities, product support relationships, and codification of those relationships

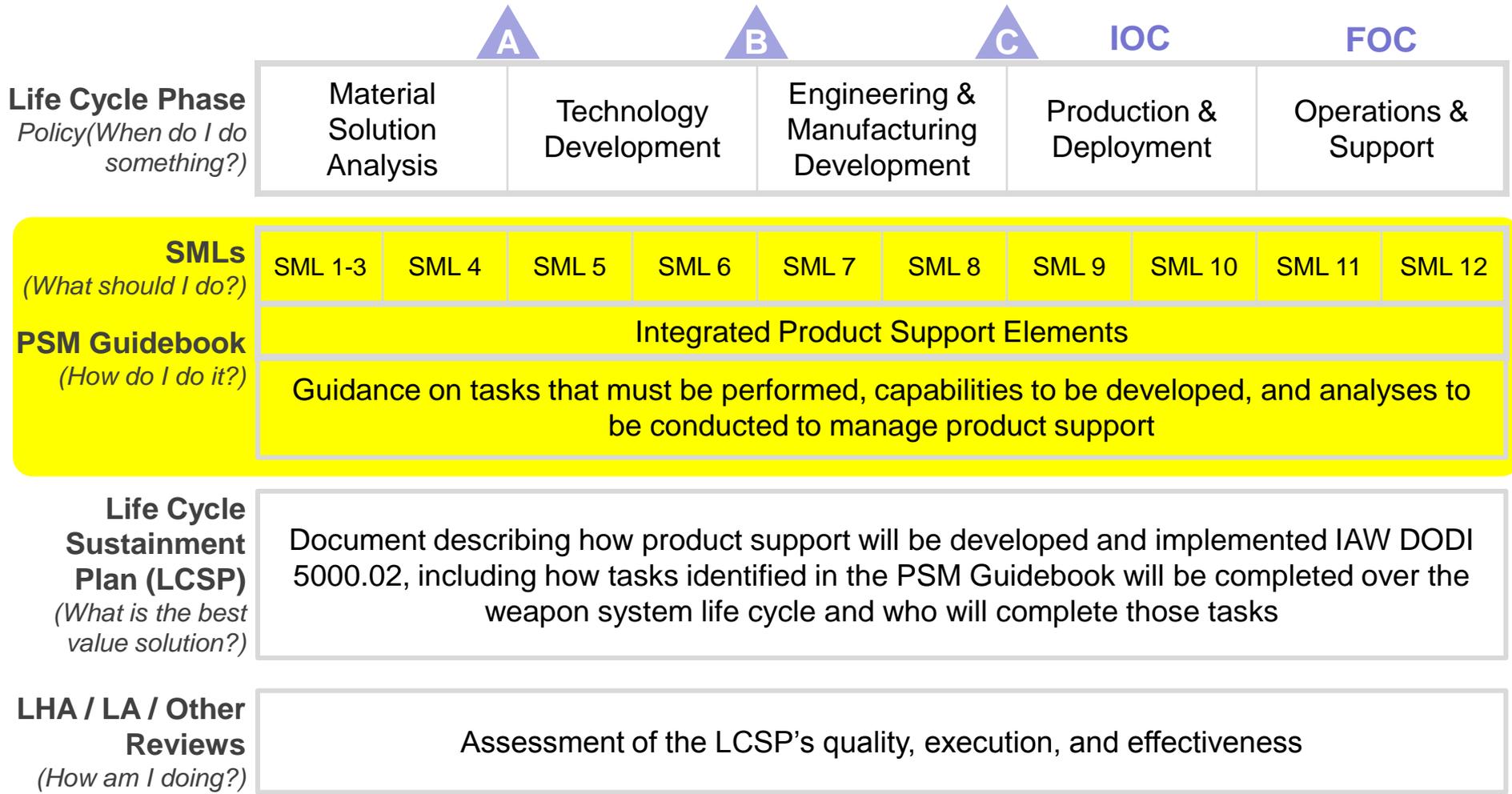
Describes major product support activities and tools that the PSM manages or uses to drive sustainment outcomes

Provides a 12-step process for developing and implementing a product support strategy

Provides phase specific guidance on using select life-cycle management tools and activities



PSM Guidebook Bridges Product Support Strategy Guidance and Execution



Note: LHA = Logistics Health Assessment; LA = Logistics Assessment



PSM Guidebook Describes the Product Support Business Model Characteristics

Introduction

- Background
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- Major tasks of the PSM
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- Product Support Agreements
- Product Support Strategy and Implementation

Life-Cycle Management Tools

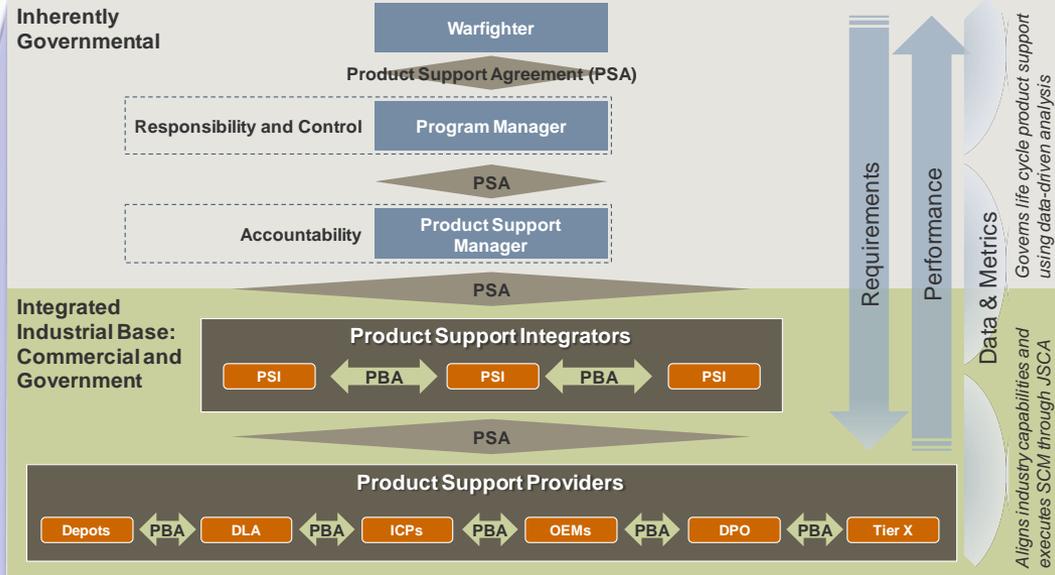
- Sustainment Maturity Levels
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Developing or Transitioning to a New Product Support Strategy

Sustainment in the Life-Cycle Phases

- Materiel Solution Analysis
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- Operations and Support

Appendices



Relationships, requirements, and management tools are combined to integrate product support stakeholders and activities



The 12-Step Product Support Strategy Process Enables Sustainment Execution

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- Background
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Life-Cycle Management Tools

- Sustainment Maturity Levels
- Logistics Assessments
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- Enterprise Synergies and IPS Elements
- Business and Variance Analysis
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- Product Support Package Update
- Funding Alignment

Developing or Transitioning to a New Product Support Strategy

Sustainment in the Life-Cycle Phases

- Materiel Solution Analysis
- Technology Development
- Engineering and Manufacturing Development
- Production and Deployment
- Operations and Support

Appendices



This process used throughout the life-cycle of a weapon system



Sustainment In The Life-Cycle Phases

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Life-Cycle Management Tools

- Sustainment Maturity Levels
- Logistics Assessments
- Metrics
- Enterprise Synergies and IPS Elements
- Business and Variance Analysis
- Supply Chain Management
- LCSP and Product Support Package Update
- Product Support Package Update
- Funding Alignment

Developing or Transitioning to a New Product Support Strategy

Sustainment in the Life-Cycle Phases

- Materiel Solution Analysis
- Technology Development
- Engineering and Manufacturing Development
- Production and Deployment
- Operations and Support

Appendices

Sustainment in the Life-Cycle Phases Sections

- Overview
- Sustainment Maturity Levels in the XXX Phase
- Key Documents
- Major Activities
 - Enterprise Synergies, IPS Element Trades, and Key Relationships
 - Business and Variance Analysis
 - Supply Chain Management
 - LCSP and Product Support Package Update
 - Funding Alignment
- Life-Cycle Phase Checklist

Each phase has guidance tailored to the specific activities and relative program maturity of that phase



12 Integrated Product Support (IPS) Elements

Introduction

- Background
- Purpose
- Major tasks of the PSM
- Relationship to Policy and Other Guidance

Product Support Business Model

- Product Support Business Model Overview
- PSM, PSI, PSP Roles and Responsibilities
- Product Support Agreements
- Product Support Strategy and Implementation

Life-Cycle Management Tools

- Sustainment Readiness Levels
- Independent Logistics Assessments
- Metrics
- Enterprise Synergies and IPS Elements
- Business and Variance Analysis
- Supply Chain Management
- LCSP and Product Support Package Update
- Product Support Package Update
- Funding Alignment

Developing or Transitioning to a New Product Support Strategy

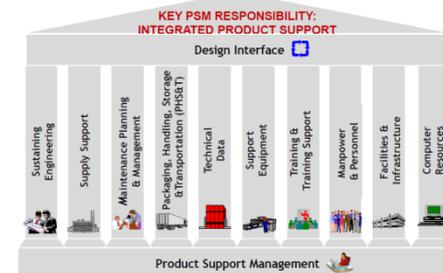
Sustainment in the Life-Cycle Phases

- Materiel Solution Analysis
- Technology Development
- Engineering and Manufacturing Development
- Production and Deployment
- Operations and Support

Appendices

Integrated Product Support Elements

- Product Support Management
- Design Interface
- Sustaining Engineering
- Supply Support
- Maintenance Planning and Management
- Packaging, Handling, Storage, and Transportation (PHS&T)
- Technical Data
- Support Equipment
- Training & Training Support
- Manpower and Personnel
- Facilities & Infrastructure
- Computer Resources



These add Product Support Management & Sustaining Engineering to the traditional 10 Integrated Logistics Support elements



Appendices Provide Additional Details On Subjects Discussed Throughout The Guide

Introduction

- Background
- Purpose
- Major tasks of the PSM
- Relationship to Policy and Other Guidance

Product Support Business Model

- Product Support Business Model Overview
- PSM, PSI, PSP Roles and Responsibilities
- Product Support Agreements
- Product Support Strategy and Implementation

Life-Cycle Management Tools

- Sustainment Maturity Levels
- Logistics Assessments
- Metrics
- Enterprise Synergies and IPS Elements
- Business and Variance Analysis
- Supply Chain Management
- LCSP and Product Support Package Update
- Product Support Package Update
- Funding Alignment

Developing or Transitioning to a New Product Support Strategy

Sustainment in the Life-Cycle Phases

- Materiel Solution Analysis
- Technology Development
- Engineering and Manufacturing Development
- Production and Deployment
- Operations and Support

Appendices

- **Integrated Product Support (IPS) Elements**
- **Typical Supporting Performance Metrics**
- **Product Support Agreement Types**
- **Funding Alignment Example**
- **Using Logistics Assessment (LA) as a Product Support Management Tool**
- **LA Handbook**
- **Sustainment Maturity Levels**
- **Sustainment Chart Usage Instructions**
- **Product Support Strategy Process “Fold-out”**
- **JSCA Supply Chain Management Metrics**
- **Key Product Support Considerations**
- **Key PSM References and Resources**
- **List of Acronyms and Glossary**



Targeted New Product Support and Product Support Manager (PSM) Resources

- **Available Now**

- Enhanced LOG 350 “Enterprise Life Cycle Logistics Management” Course
- PSM Rapid Deployment Training (RDT) (<http://www.dau.mil/images/Pages/RDT.aspx>)
- PSM Reference Repository on DAU Logistics Community of Practice (<https://acc.dau.mil/psm>)
- Product Support Manager’s (PSM) Guidebook (<https://acc.dau.mil/psm-guidebook>)
- Business Case Analysis (BCA) Guidebook (<https://acc.dau.mil/bca-guidebook>)
- Logistics Assessment (LA) Guidebook (<https://acc.dau.mil/la-guidebook>)
- Product Support Policy, Guidance & Tools Repository (<https://acc.dau.mil/productsupport>)

- **Available Soon (end of CY11)**

- Life Cycle Sustainment Plan (LCSP) Outline/Template
- Updated DoDI 5000.02, Containing Sustainment-Focused Enclosure 13
- Defense Acquisition Guidebook (DAG) Update
- Integrated Product Support (IPS) Element Guidebook
- Web-based Product Support Manager (PSM) Toolkit
- LOG 340 “Life Cycle Product Support” Course
- CLL 036 “PSM Fundamentals” Continuous Learning Module
- Cost Assessment & Program Evaluation (CAPE) O&S Cost Estimating Guide
- DoD O&S Cost Management Guidebook

- **Available in the Future/Proposed (CY12-13)**

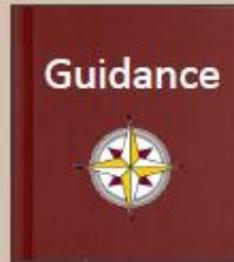
- Joint Service Product Support Wall Chart
- Post-Level III LOG 365 Product Support Manager’s Course



Key Product Support Policy, Guidance, and Tools



- Law
- DoD
- DoDD 5000.01
- DoDI 5000.02
- Army
- DoN
- Air Force



- Defense Acquisition Guidebook
- BCA Guidebook
- DMSMS Guidebook
- IPS Elements Guidebook
- LA Guidebook
- O&S Cost Mgt. Guidebook
- Partnering Guidebook
- PSM Guidebook
- RAM-C Manual



- AT&L Life Cycle Mgt. Chart
- DoD Life Cycle Product Support Chart
- LCSP Outline
- PSM Toolkit
- PSM References
- PM e-Tool Kit
- Product Support Analytical Tools
- Product Support Assessment
- Add'l Log Tools



A Few Parting Thoughts

- PSM Mandate is a Major Step Forward
- Product Support Assessment & PL 111-84, Sec 805 Implementation Driving New Guidance and Tools
- PSM Guidebook & LCSP Outline are Key References
- Back-to-Basics Focus on Foundational Shared Interdisciplinary Technical Competencies
- Transformation of Life Cycle Logistics Career Field & DAU Learning Assets Underway
- New Learning Assets to Support PSMs

