



***Product Support Manager's Roles and  
Responsibilities  
Directive-Type Memorandum (DTM) 10-015***

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# Overview

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- FY10 National Defense Authorization Act (NDAA)**
- Public Law 111-84 Section 805 PSM Responsibilities**
- Directive-Type Memorandum 10-015**
- Service Level DTM 10-015 Implementation Status**
- PSM Conference**
- PSM Resources**
- Summary**



# FY10 NDAA Section 805 Product Support Manager (PSM)



- ❑ Congress passed and President Obama signed FY10 National Defense Authorization Act (NDAA) into law (Section 805 of Public Law 111-84, Life Cycle Management and Product Support) in October 2009
- ❑ Legislation provisions 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 Military Service member or full-time employee of the Department of Defense



**Maximize value** to the Department of Defense by providing the **best possible product support outcomes** at the **lowest operating and support costs**.



# PL 111-84 Sec 805 PSM Responsibilities



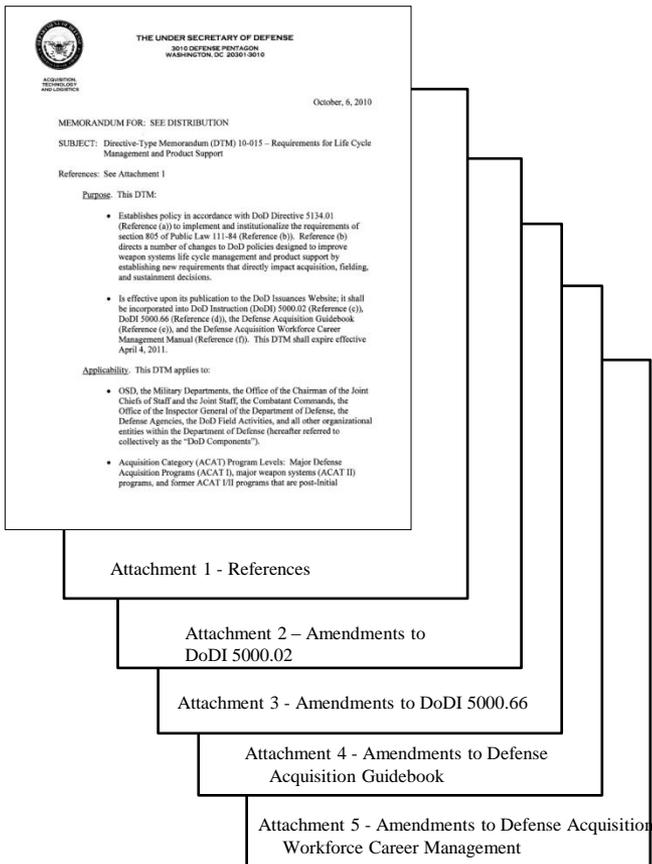
PSM References & Resources: <https://acc.dau.mil/psm>

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- ❑ **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.



# Directive-Type Memorandum 10-015 – Requirements for Life Cycle Management & Product Support



- DTM 10-015 issued by USD(AT&L) on October 6, 2010 (Change 1 issued April 29, 2011)
- Establishes Policy to implement & institutionalize requirements of Section 805 of Public Law 111-84
- Applies to ACAT I & II programs, and fielded post-IOC former ACAT I & II programs
- Outcome-based (readiness-based) strategies at best-value costs
- Balanced use of DoD and industry resources via stable and robust partnerships
- Maximize competition, or the option of competition for long-term product support effectiveness
- Assist PMs in LCM responsibilities via establishment of mandatory product support manager (PSM) positions
- Assign properly qualified military or DoD employee to PSM positions
- Specifies PSM duties

*"It is DoD policy that a mandatory Product Support Manager (PSM) position shall be identified and assigned for each ACAT I and ACAT II System and filled by a properly qualified Military Service Member or full-time employee of the Department of Defense."*



# PSM Implementation Status: Air Force



- ❑ **Identified PSMs at AFMC and AFSPC**
  - A few PSMs assigned temporarily (AFMC) until permanent fill-action completed; action impeded by AF hiring freeze
- ❑ **Classified PSM Standard Core Personnel Document (SCPD)**
  - SCPDs created for GS 13/14 for 1<sup>st</sup> level supvrs and GS 14/15 for 2<sup>nd</sup> level
  - PSM SCPD templates are published in the AF SCPD Library
- ❑ **Updated Service level guidance issued 27 April 2011 – AFGM3, AF Guidance Memorandum to AFI 63-101, Acquisition and Sustainment Life Cycle Management**
  - Includes all programs identified on the Acquisition Master List (AML) and designated weapon systems cited in AFPD 10-9, *Lead Command Designation and Responsibilities for Weapons Systems*
  - Added Attachment 2, *Changes to AFI 63-101, Regarding Development Planning and Early System Engineering*
- ❑ **Challenges:**
  - Not enough LCL Level III certified personnel; submitted waivers in conjunction with establishing training plans to meet certification requirement
  - AF CAP reqts are GS-14s and above; AF has GS-13 PSMs
- ❑ **Next steps:**
  - Obtain CAP waiver for GS-13 PSMs
  - Reassign personnel to new PSM SCPDs



# PSM Implementation Status Army

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- PSM identification complete**
- ASA(ALT) memorandum, Subject: Product Support Manager (PSM) Implementation, November 5, 2010**
- PSM Workshop conducted 23-24 August 2011**
  - 108 participants from: PEOs (45 PSMs) , Army Materiel Command, and key Army Staff elements
  - Focus on PSM roles, responsibilities, functions, metrics reporting, tools and models
  - Gather feedback for future policy development
    - PSM Grade requirement is too high for some PM offices
    - Guidance required to clarify metrics reporting
- Next steps:**
  - Develop PSM Concept Plan
  - Clarify metric reporting



# PSM Implementation Status

## Navy

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### DON PSM Implementation Guidance (May 2011)

#### • DON Strategy

- Lead Logistician within the program office is the “PSM”
- Held accountable by/to the program manager as the single “belly button”
- Additional logisticians may work/support the PSM, position naming convention set by the PEO/SYSCOM
- MDAP PSM KLP identification through DACM, undergoes quarterly review
- PSM “roster” provided to ODASD(MR) in July 2011

### Next steps:

- Establish review cycle beyond KLP PSMs, bi-annual (Dec-Jan 2012)



# PSM CONFERENCE

- ❑ Purpose: To provide a baseline in policy, guidance, expectations for the PSM

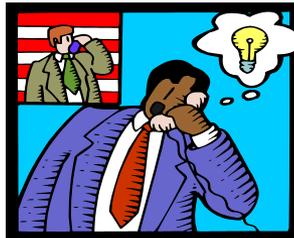


- ❑ ALL topics are important

- ❑ ASK questions and provide feedback



- ❑ SHARE knowledge



- ❑ BUILD network





# PSM's Responsibilities Linkage To Conference Agenda

PSM's Responsibilities	Conference Agenda Topic
<ul style="list-style-type: none"><li>develop and implement a <b>comprehensive product support strategy</b> for the weapon system</li></ul>	<b>ALL Topics</b>
<ul style="list-style-type: none"><li>conduct appropriate <b>cost analyses to validate the product support strategy</b>, including cost-benefit analyses as outlined in Office of Management and Budget Circular A-94</li></ul>	<b>Better Buying Power Should Cost/Will Cost Workshop 2 – BCA and O&amp;S</b>
<ul style="list-style-type: none"><li>assure <b>achievement of desired product support outcomes</b> through development and implementation of appropriate product support arrangements</li></ul>	<b>Product Support Arrangements Sustainment Metrics Life Cycle Sustainment Integration Workshop – LCSP Outline</b>



# PSM's Responsibilities Linkage To Conference Agenda

PSM's Responsibilities	Conference Agenda Topic
<ul style="list-style-type: none"><li>• adjust performance requirements and resource allocations across product support integrators and product support providers as necessary to <b>optimize implementation of the product support strategy</b>;</li></ul>	<p><b>Life Cycle Sustainment Integration Product Support Arrangements Workshop – LCSP Outline</b></p>
<ul style="list-style-type: none"><li>• periodically review <b>product support arrangements</b> between the product support integrators and product support providers to ensure the arrangements are consistent with the overall product support strategy; and</li></ul>	<p><b>Life Cycle Sustainment Integration Sustainment Metrics Product Support Arrangements Workshop – LCSP Outline</b></p>
<ul style="list-style-type: none"><li>• prior to each change in the product support strategy or every five years, whichever occurs first, <b>revalidate any business-case analysis</b> performed in support of the product support strategy.</li></ul>	<p><b>Better Buying Power Should Cost/Will Cost Workshop 1 – LCSP Outline Workshop 2 – BCA and O&amp;S</b></p>



# Policy, guidance, and oversight are the core of the ODASD(MR) engagement model

## DASD (MR) engagement model

**Policy**

DoDI 5000.02  
Life-Cycle  
Sustainment  
Enclosure

Life-Cycle  
Sustainment Plan  
(LCSP) Outline

**Guidance**

Defense  
Acquisition  
Guidebook  
(Chapter 5),  
update underway

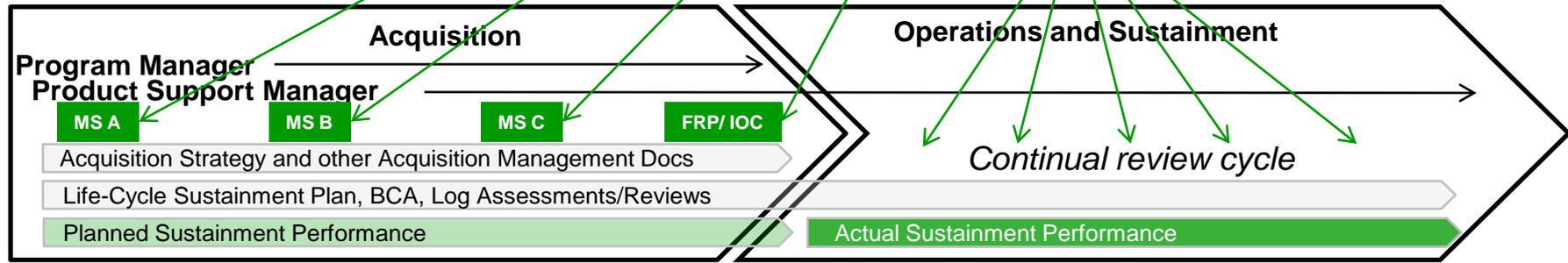
PSAT Guidebooks  
▪ PSM  
▪ BCA  
▪ Log Assessments

**Oversight**

- Action Officer/Program Collaboration
- IIPT, OIPT, DAB decision support
- DAES, DAMIR, SARs

Program tool that  
evolves throughout  
the Lifecycle

Post IOC





# PSM Roles and Responsibilities

## DASD (MR) engagement model

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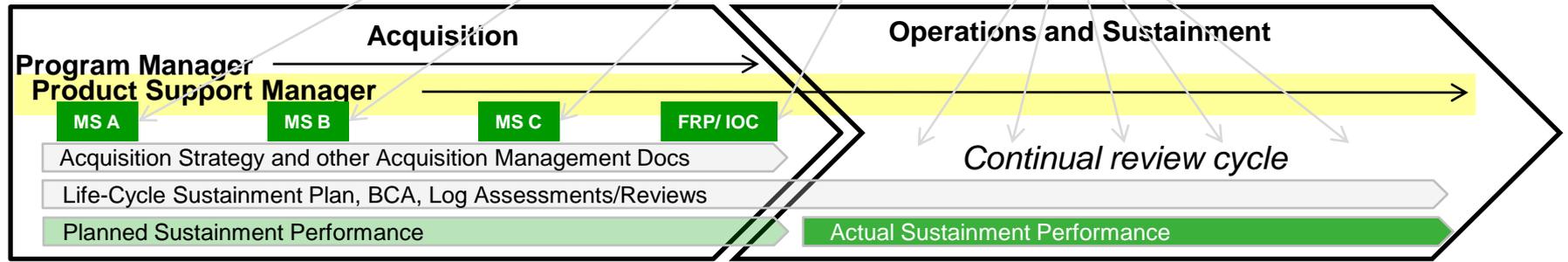
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# Life Cycle Sustainment Enclosure to DoDI 5000.02

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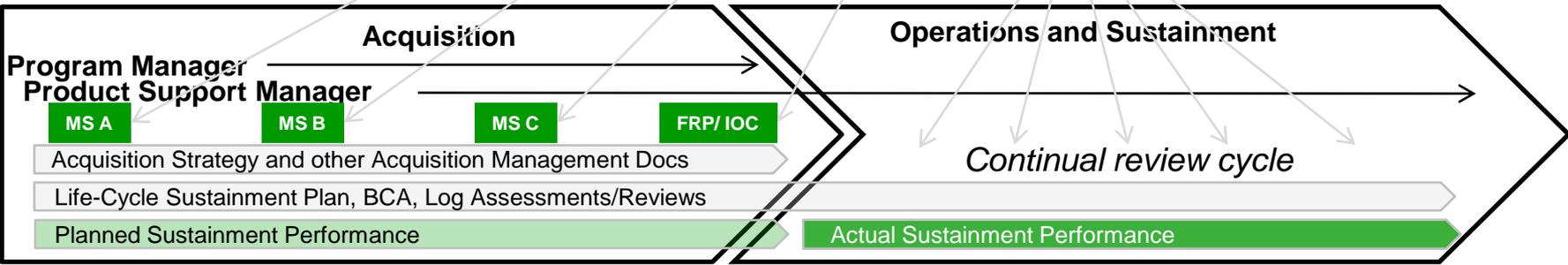
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# R & M Engineering Implementation Strategy (DTM 11-003)

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(LCSP) Outline

Guidance

Defense  
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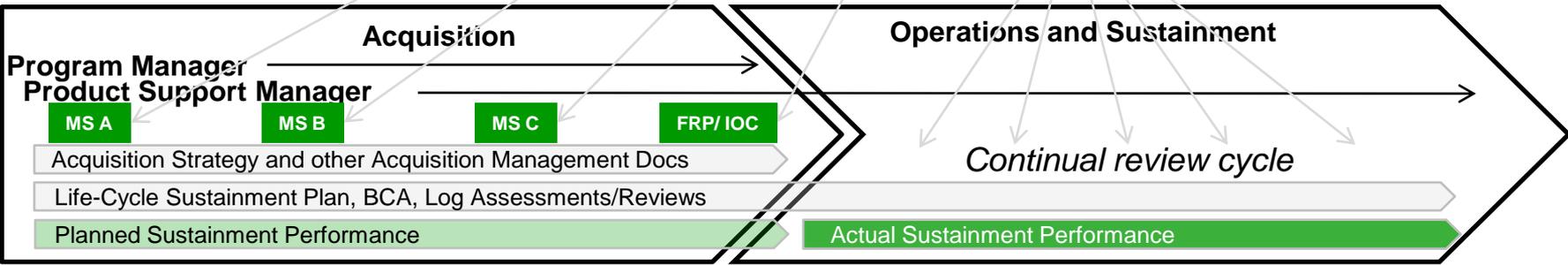
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Program tool that evolves throughout the Lifecycle

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# Sustainment Metrics and Life Cycle Sustainment Integration

## DASD (MR) engagement model

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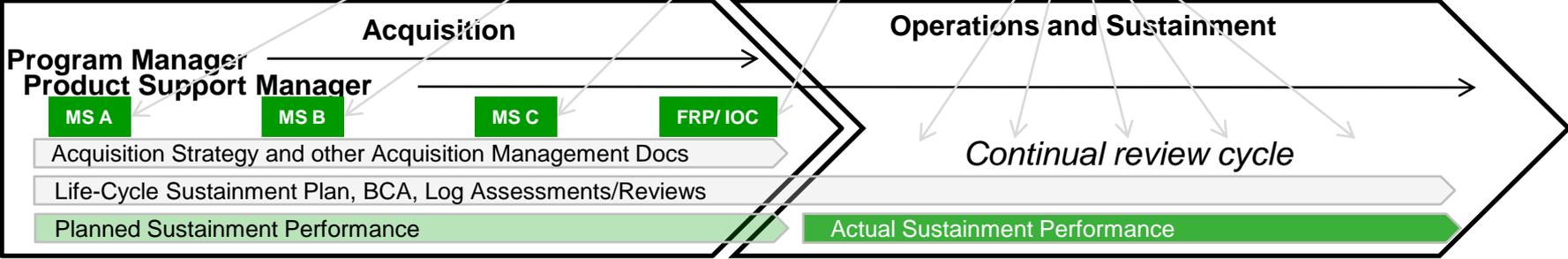
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Post IOC





# Workshop 1: LCSP Outline

## DASD (MR) engagement model

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Enclosure

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(LCSP) Outline

Guidance

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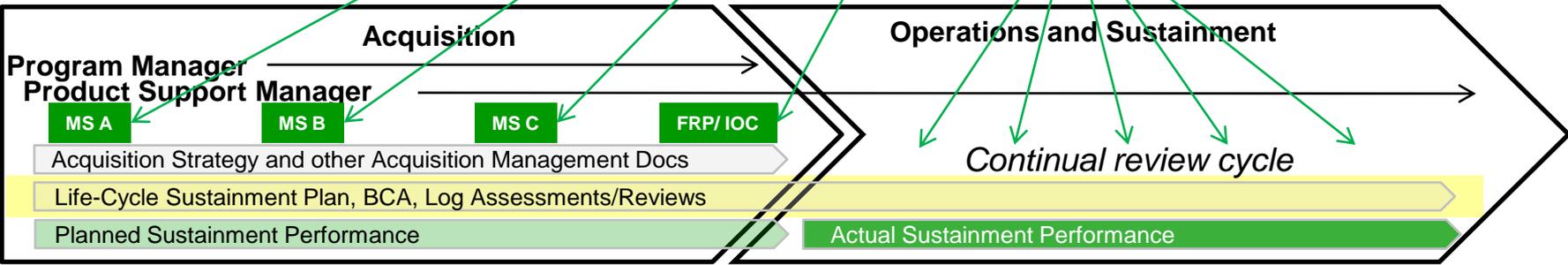
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# Workshop 2: O&S and BCA

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Sustainment  
Enclosure

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Guidance

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(Chapter 5),  
update underway

PSAT Guidebooks

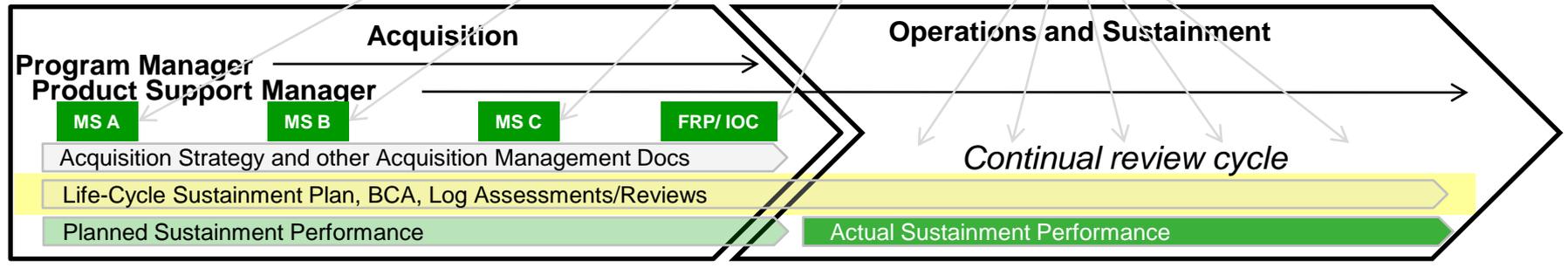
- PSM
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# PSM RESOURCES



## ❑ Available Now

- Extensive DAU Life Cycle Logistics Training and Knowledge Sharing Resources
- 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>)
- Life Cycle Sustainment Plan (LCSP) Outline/Template (<https://acc.dau.mil/lcsp-outline>)
- Product Support Policy, Guidance & Tools Repository (<https://acc.dau.mil/productsupport>)

## ❑ Available Soon (end of CY11)

- Defense Acquisition Guidebook (DAG) Update
- Integrated Product Support (IPS) Element Guidebook
- Web-based 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 Guidebook
- DoD O&S Cost Management Guidebook

## ❑ Available in the Future/Proposed (CY12-13)

- Joint Service Product Support Wall Chart
- Post-Level III LOG 3xx (or 4xx) Product Support Manager’s Course
- Collaboratively Developed ICAF Level Life Cycle Management (LCM) Elective



# Summary

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- ❑ Congress passed and President Obama signed FY10 NDAA into PL 111-84 established Product Support Manager
  
- ❑ DTM 10-015 established policy to implement and institutionalize requirements of Section 805 of PL 111-84
  
- ❑ DTM 10-015 extended to March 5, 2012
  
- ❑ PSMs identified and assigned by Services
  
- ❑ Service level implementation guidance distributed
  
- ❑ OSD continues to engage with Services and DAU for continued PSM implementation
  
- ❑ PSM Conference is for **YOU!!!**



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# Questions



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# BACK-UP



# Two Basic Objectives of a PSM



1. Weapons system should be designed, maintained, and modified to continuously **reduce demand for logistics**
2. Logistics support must be **effective and efficient**; resources required to provide life cycle product support must be minimized while meeting warfighter needs

*Bottom Line: Achieving Optimized, Affordable Readiness!*

# KEY PSM RESPONSIBILITY: INTEGRATED PRODUCT SUPPORT

Design Interface



Sustaining  
Engineering



Supply Support



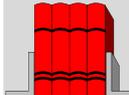
Maintenance Planning  
& Management



Packaging, Handling, Storage  
& Transportation (PHS&T)



Technical  
Data



Support  
Equipment



Training &  
Training Support



Manpower  
& Personnel



Facilities &  
Infrastructure



Computer  
Resources



Product Support Management



*Product Support is enabled by a package of 12 Integrated Product Support (IPS) Elements designed to deliver system readiness & availability while optimizing system life cycle costs*