DATA ITEM DESCRIPTION

1. DID NUMBER: -V5.2
2. TITLE: Support Services Master Schedule
3. DESCRIPTION and intended use

The SSMS describes the Contractor’s planned sequence of activities, milestones and decision points to enable the objectives of the Contract to be met. Additionally, the SSMS defines the status of scheduled in-service support activities, comparing the current schedule with the contracted schedule(s). The SSMS also compares the current schedule status with any applicable baseline schedule(s).

The Contractor uses the SSMS, including or supplemented by subordinate schedules, to:

plan the activities and sequencing of those activities to achieve the requirements of the Contract;

provide schedule direction and status to the management team responsible for conduct of the work;

provide a consolidated report to the Commonwealth to assist with demonstrating that the schedule-related requirements of the Contract can be met and whether or not they have been met; and

understand and determine impacts and causes of delays for the purpose of preparing any claim in relation to postponement or schedule recovery under COC clause 6.

The Commonwealth uses the SSMS to:

gain visibility into the Contractor’s planning;

understand and evaluate the Contractor’s approach to meeting the requirements of the Contract;

assist with monitoring the progress of the Contractor in meeting the requirements of the Contract;

as a source of input to planning performed by the Commonwealth; and

understand the Contractor’s assessment and determine the Commonwealth’s assessment of matters in relation to any claim associated with postponement or schedule recovery under COC clause 6.

1. INTER-RELATIONSHIPS

The SSMS is subordinate to the Support Services Management Plan (SSMP).

The SSMS inter-relates with all activities that involve a schedule in the SOW, DSDs and associated data items.

1. APPLICABLE DOCUMENTS

The following documents form a part of this DID to the extent specified herein:

|  |  |
| --- | --- |
| 1. Nil |  |

1. Preparation Instructions
   1. Generic Format and Content

The SSMS shall be prepared in a standard commercially available critical path method project planning Software (noting that the Contract may specify a particular Software package to use).

The project planning Software elements of the SSMS shall be delivered as a soft copy of the SSMS database. Any non-database elements of the SSMS shall be delivered in accordance with the CDRL provisions and comply with the general format, content and preparation instructions contained in the CDRL clause entitled ‘General Requirements for Data Items’.

* 1. Specific Content
     1. General

The SSMS shall be developed such that it would be regarded as sound and reliable by a prudent and competent contractor in the Contractor’s position.

* + 1. SSMS Content

The SSMS shall be the primary schedule for the Contract, and all other schedules shall be subordinate to the SSMS.

Separate schedules subordinate to the SSMS may be produced and delivered for all significant and stand-alone tasks and activities.

The SSMS and its subordinate schedules shall be capable of being displayed in a variety of formats, including:

a Gantt chart;

a listing of routine tasks (and Ad Hoc Services tasks once approved), together with their planned and actual start and completion dates; and

a listing of milestones (including Contract Milestones), together with their original, rescheduled, forecast and actual completion dates.

The SSMS and its subordinate schedules shall graphically depict the schedule of in-service support activities to the equivalent of work package level.

The SSMS and its subordinate schedules shall identify:

activities and their estimated durations;

milestones, including Contract Milestones;

the relationships and dependencies between activities and milestones to be accomplished by or for the Contractor in the performance of its obligations under the Contract;

earliest and latest start and finish dates for all activities and milestones;

critical and non-critical paths;

floats available on all activities and milestones;

allocated resources for each activity; and

notes on the use of the SSMS and its subordinate schedules, including a glossary of terms and symbols used.

The SSMS shall include:

all other schedules required under the Contract;

Contract Milestones and any other significant milestones associated with the provision of the Services;

Subcontractor schedules, to the extent consistent with the schedule detail for the Contractor’s own schedule;

other major events, as mutually agreed between the Contractor and the Commonwealth Representative;

Commonwealth Representative tasks, where such tasks interface with, and may affect, Contractor tasks; and

significant meetings and reviews associated with particular Services, such as System Reviews.

Subordinate schedules shall be linked to the SSMS so that the effects of changes to the subordinate schedules are recorded in the SSMS.

All milestones in the subordinate schedules shall be shown in the SSMS.

The SSMS submitted with an accompanying report (eg, Contract Status Report (CSR) or Combined Services Summary Report (CSSR)) shall include the original contracted baseline schedule (including all original Contract Milestone completion dates), all Approved rescheduled baselines, the current working schedule, and forecast completion dates.

Forecast milestone completion dates shall reflect anticipated actual performance that differs from the original milestone completion dates (or rescheduled dates if established).

Each submission of the SSMS shall provide the current status against the Approved schedule baseline, identifying:

progress against all activities;

the actual start and completion dates for all activities and milestones; and

the current forecast completion dates for all activities and milestones.

* + 1. Narrative Analysis

If not addressed in an accompanying report (eg, CSR or CSSR), each submission of the SSMS shall contain an explanation of the cause of each rescheduled or forecast date that is earlier or later than the milestone's or activity’s original scheduled date for the issue of the SSMS in which the rescheduled date or forecast date is first reported. Subsequent issues need only address changes from previously reported dates. The narrative analysis for the SSMS shall address possible impact on other milestones and activities, and shall describe work-around plans to minimise the impact.