DATA ITEM DESCRIPTION

1. DID NUMBER: -
2. TITLE: Combined Services Summary Report
3. DESCRIPTION and intended use

The Combined Services Summary Report (CSSR) provides a formal mechanism by which the Contractor can report on the activities associated with the provision of Services for the reporting period. The CSSR reports on Services (‘applicable Services’) that may be provided by any combination of Support System Constituent Capabilities (SSCCs). The applicable Services to be reported upon through the CSSR are identified in the SOW.

The Contractor uses the CSSR to:

report on the applicable Services and achievements of the Contractor and Subcontractors for the reporting period; and

identify events or changes that will, or are likely to, impact on the future provision of applicable Services.

The Commonwealth uses the CSSR to:

review the provision of the applicable Services for the reporting period; and

maintain insight into the Contractor’s support program.

As scheduled by the CDRL, this report may be used as a basis for a Periodic Performance Review for an individual SSCC (eg, a Maintenance Support Performance Review), or a Combined Services Performance Review (CSPR) addressing more than on SSCC, although it may also be scheduled for delivery independently of a review activity.

1. INTER-RELATIONSHIPS

The CSSR is subordinate to the following data items, where these data items are required under the Contract:

Support Services Management Plan (SSMP);

Operating Support Plan (OSP);

Contractor Engineering Management Plan (CEMP);

Maintenance Management Plan (MMP);

Supply Support Plan (SSP);

Training Support Plan (TSP); and

Surge Management Plan (SMP).

The CSSR inter-relates with the following data items, where these data items are required under the Contract:

Contract Status Report (CSR);

Support Services Verification Matrix (SSVM); and

Support Services Master Schedule (SSMS).

1. Applicable Documents

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

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

1. Preparation Instructions
   1. Generic Format and Content

The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled ‘General Requirements for Data Items’.

When the Contract has specified delivery of another data item (eg, schedule or register) that contains aspects of the required information (including for the same reporting period), the CSSR shall summarise these aspects and refer to the other data item.

The data item shall include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item.

* 1. Specific Content
     1. General

The CSSR shall identify the date at which the CSSR is statused and the time period since the status date of the previous CSSR (the ‘reporting period’).

The CSSR shall describe the scope of the applicable Services provided during the reporting period, in terms relevant to each of those Services.

Where the CDRL requires delivery of a portion of the CSSR in relation to an individual SSCC Service area, the CSSR shall include, for the applicable Services:

general information (from this clause 6.2.1);

details for the ‘Service Delivery Activities’ (from clauses 6.2.2 to 6.2.6, as applicable);

the related S&Q Services (from clause 6.2.7); and

schedule details (from clause 6.2.8).

* + 1. Service Delivery Activities – Operating Support Services

If Operating Support Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

the level of effort related to the various activities within the scope of the Operating Support Services provided; and

any significant events or milestones that occurred.

* + 1. Service Delivery Activities – Engineering Services

If Engineering Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

the engineering investigations and Technical Data review activities undertaken including any significant outcomes or recommendations resulting from them;

Configuration Management activities, including details of any audits conducted and findings;

Technical Instructions (TIs) and Modification Orders (MOs) that were under development during the reporting period, separate from an ECP program, and an account of those that were completed;

safety, security, and other engineering analyses undertaken (eg, for supportability), including any significant outcomes or recommendations resulting from them;

in relation to system security for the relevant Products:

any new security vulnerabilities identified;

any security incidents;

any requirement to enact the Business Continuity and Disaster Recovery Plan (BDCRP); and

the actions taken or planned to be undertaken in respect of the above;

Software-support activities, including the number of Software Change Requests (SWCRs) raised, completed, the status of SWCRs underway, and the total number of programming days used; and

progress and significant issues for hardware and/or Software modifications being developed under ECPs and Software Change Proposals (SWCPs) (with the CSSR only required to summarise this information, referring to the applicable ECP/SWCP for additional details).

* + 1. Service Delivery Activities – Maintenance Services

If Maintenance Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

the number and type of scheduled servicings (eg, of the Mission System or other major Products Being Supported) undertaken and any significant delays or issues encountered;

any significant Corrective Maintenance activities undertaken;

incorporation of TIs and MOs, including the number completed, the number in progress, and the number remaining;

observations made by the Contractor regarding the suitability of maintenance publications, including instructions for the TIs and MOs, and any significant problems encountered;

each (if any) Defect report submitted, including:

the nature of the Defect or unexpected failure mode;

the number of occurrences;

the likely physical cause of the Defect or unexpected failure mode, and possible root cause (eg, Latent Defect or linked to processes or staff training);

cross-reference to any related engineering analyses; and

recommendations or the measures already undertaken to avoid future Defects or failure modes of a similar nature; and

each RI, by type and numbers of, which have been identified as Beyond Physical Repair (BPR) or Beyond Economic Repair (BER).

* + 1. Service Delivery Activities – Supply Services

If Supply Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

any significant changes in Stock Item levels;

total number of shipments made;

the numbers of Stock movements under:

FMS;

Warranty;

GFS; and

disposal through Commonwealth channels;

any significant problems encountered during Stock Item movements;

the numbers and value of procurements made on behalf of the Commonwealth for delivery to Commonwealth units; and

the number of reports by Commonwealth units to the Contractor pertaining to the receipt of non-conforming Deliverables, if any.

* + 1. Service Delivery Activities – Training Services

If Training Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

the name and quantity of each course or unit of a Training program (ie, instructor-led course, on-line tuition, or other form of training program) conducted;

analyses of each course or unit of a Training program provided, including:

the number of trainees participating in each course or unit;

the number of trainees deemed ‘competent’ and ‘not yet competent’;

the number of trainees withdrawing during a Training program, if any; and

the number of qualifications or ‘statement of attainments’ issued;

train-the-trainer activities;

progress on activities to review and upgrade Training materials, if applicable; and

the condition and serviceability of all Training Equipment.

* + 1. Service Delivery Activities – S&Q Services

The CSSR shall include a status report in relation to S&Q Services for the reporting period, including:

details of S&Q Services completed or in progress, including the commencement date for any S&Q Services commenced;

details of quotations for S&Q Services requested by the Commonwealth;

details of quotations for S&Q Services submitted by the Contractor; and

details of quotations for S&Q Services Approved by the Commonwealth.

* + 1. Support Services Schedule

The CSSR shall include a schedule of the:

projected events and activities associated with the provision of the applicable Services for the next reporting period; and

known events and activities associated with the provision of the applicable Services beyond the next reporting period.

If an SSMS is required under the Contract, the CSSR shall include a copy of the relevant portion of the SSMS, rather than create an independent schedule.

* + 1. Commonwealth Assets Stocktaking Report

Note: The CDRL may specify a delivery schedule for this element of the CSSR that is different from the remainder of the CSSR.

The CSSR shall include a Commonwealth Assets Stocktaking Report (CASR), which provides:

the current version of the Assets Register(s) for the Contractor Managed Commonwealth Assets (noting that some Asset Registers or components may be delivered separately due to security requirements);

a summary of all stocktakes completed in the last reporting period, detailing:

the stocktake number;

the storage location of all goods included in the stocktake;

all stocktake codes;

stocktake start and end dates;

if applicable, the results of assurance samples, referring to the method described in the Commonwealth Assets Stocktaking Plan (CASP); and

statistical data, including the quantity and value of all discrepancies, shelf Stock Items held, shelf Stock Items stocktaked, surpluses and deficiencies;

a summary of all stocktakes programmed for the coming reporting period;

the percentage of completed stocktakes as a percentage of the total number of stocktakes programmed to meet the requirements of the SSMP; and

if the CASP requirements in the SSMP are not being achieved, a description of actions taken to ensure the CASP requirements are achieved in future.