DATA ITEM DESCRIPTION

1. DID NUMBER: -
2. TITLE: Integrated Support PLAN
3. DESCRIPTION and intended use

The Integrated Support Plan (ISP) describes the Contractor's strategy, plans, methodologies and processes for meeting the ILS program requirements of the Contract.

The Contractor uses the ISP to:

define, manage and monitor the ILS program;

ensure that those parties who are undertaking ILS activities understand their responsibilities, the processes to be used, and the time-frames involved; and

ensure that those parties who are providing data to enable ILS activities to be undertaken understand their responsibilities, the data required and the time-frames for providing that data.

The Commonwealth uses the ISP to:

understand the Contractor’s approach to meeting the ILS program requirements;

form the basis for monitoring the Contractor’s progress under the ILS program; and

understand the Contractor’s expectations for Commonwealth’s involvement in the ILS program.

1. INTER-RELATIONSHIPS

The ISP is subordinate to, the Project Management Plan (PMP).

The ISP shall be the single planning and controlling document for all ILS program activities and related efforts, and shall have authority over, and give direction to, any subordinate ILS plans.

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

Systems Engineering Management Plan (SEMP);

Configuration Management Plan (CMP);

Verification and Validation Plan (V&VP);

the support-related data items derived from the Master Technical Data Index (MTDI), particularly the Support System Technical Data List (SSTDL);

Training Recommendations Report (TNGRECR);

Learning Management Packages (LMPs);

all data items associated with the design, development, delivery, Verification and Validation (V&V) and, where applicable, Acceptance of Support Resources, including (for example) the Logistic Support Analysis Record (LSAR) and the Recommended Provisioning List (RPL);

Quality Plan (QP); and

Contract Master Schedule (CMS).

1. Applicable Documents

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

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| --- | --- |
| 1. DEF(AUST)1000C | 1. *ADF Packaging* |
| 1. DEF(AUST)5629C | 1. *Production of Military Technical Manuals* |
| 1. DEF(AUST)IPS-5630 | 1. *Developing S1000D Interactive Electronic Technical Publications (IETPs)* |
| 1. DEF(AUST)5691 | 1. *Logistic Support Analysis* |
| 1. S1000D™ | 1. *International specification for technical publications using a common source database*, Issue 5.0 |
| 1. SADL Guide | 1. *Systems Approach to Defence Learning (SADL) Practitioner Guide* |
|  | 1. ADF Service Training Manual(s), as specified in the Statement of Work |
|  | 1. ADF Service Publication standard(s) for Technical Data, as specified in the Statement of Work |

1. Preparation Instructions
   1. Generic Format and Content

The ISP 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 that contains aspects of the required information, the ISP 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. ILS Program Organisation

The ISP shall describe the organisational arrangements for the ILS program, including the identification of the individual within the Contractor’s organisation who will have managerial responsibility and accountability for meeting the ILS requirements of the Contract.

Risks associated with the ILS program shall be documented in the Risk Register; however, the ISP shall describe the risk-management strategies associated with any risks where the mitigation strategy underpins the overall ILS program.

* + 1. ILS Program Activities

The ISP shall describe the Contractor’s program for meeting the ILS requirements of the Contract, including:

the major activities to be undertaken, when, and by whom, showing the linkages between these activities and the ILS outcomes required;

the integration of Subcontractors into the Contractor’s ILS program;

the hierarchy of ILS program plans, showing the relationships between plans;

the processes and procedures to be used to undertake the ILS activities;

for any new or modified procedures, an overview of their scope and the responsibilities and timeframes for developing and approving those procedures;

the strategy for the use of any extant data when undertaking logistics-related analyses and Support System development;

the personnel (including categories, numbers and associated skills/competencies) required by the Contractor and Subcontractors to meet the ILS requirements of the Contract, including the proposed sources for obtaining those personnel;

the interfaces between the ILS program and the Systems Engineering (SE), the Configuration Management (CM), and Verification and Validation (V&V) programs, including the mechanisms for ensuring that ILS-related activities are integrated with these other programs, to ensure that the objectives of the ILS program and other programs are achieved;

the proposed interfaces between the Commonwealth and the Contractor, including the role of ILS personnel within the Resident Personnel (RP) team, if applicable;

the expectations for Commonwealth input into the Contractor’s ILS program; and

the provision of any training required by Commonwealth Personnel to enable them to undertake the review of Contractor analyses and any other expected roles identified by the Contractor, including details of proposed courses.

* + - 1. Standards

The ISP shall identify the standards (eg, DEF(AUST)5691, *Logistic Support Analysis)* to be used by the Contractor and Subcontractors to undertake the ILS program.

The ISP shall describe, in annexes to the ISP (with separate annexes for each standard), the Contractor’s tailoring of the identified standards to meet the ILS-related requirements of the Contract.

The ISP shall describe how the Contractor will integrate the identified standards with each other and with other ILS-related activities to achieve the ILS-related outcomes required under the Contract.

* + - 1. Candidate Items

The ISP shall describe the processes for identifying Candidate Items.

The ISP shall identify the hardware and Software items for which Support Resource determination will be performed and documented. The list shall include each item’s name, CWBS reference number for both the Mission System and the Support System Components (if a CWBS is required under the Contract), NATO Stock Number (if available), and reason(s) for selection.

The ISP shall identify the candidate items that have been the subject of previous analyses and for which the Contractor expects to only perform a Validation activity.

* + - 1. Verification and Validation Planning

The ISP shall describe the strategy for the Verification and, if required under the Contract, the Validation of the Support System and Support System Components.

* + 1. ILS Program Data Management
       1. Logistic Support Analysis Record

Where the Contract requires a Logistic Support Analysis Record (LSAR), the ISP shall:

describe the LSA control numbering structure to be used; and

identify the LSAR tables and data elements to be used to document, disseminate and control LSA data.

* + - 1. Data from External Sources

The ISP shall outline the information that the Contractor needs to obtain from organisations external to the Contractor’s organisation (eg, Subcontractors, the Commonwealth, overseas agencies, and other company divisions) to conduct the ILS program.

* + - 1. Configuration Management

The ISP shall describe the approach planned to establish and maintain Configuration Control of Support Resources.

* + 1. System Reviews

The ISP shall describe the approach planned for the conduct ILS-related System Reviews (ie, Mandated System Reviews (MSRs) and Internal System Reviews) and ILS involvement in other MSRs, necessary for effective conduct of the ILS program.

The ISP shall describe the objectives for each ILS-related System Review and the relationship between each System Review and other ILS program activities.

Note: The following clause only relates to the ILS-related System Reviews. The main governing plans for each of the Level 2 subject area clauses in the SOW address the other System Reviews (eg, the PMP addresses project management System Reviews, the SEMP addresses engineering-related System Reviews, and the CMP or SEMP addresses CM-related System Reviews).

The ISP shall detail the following information for each of the ILS-related System Reviews (cross-referring to the SEMP where appropriate), incorporating the associated SOW requirements (including entry criteria, exit criteria and checklist items) for these System Reviews and supplemented where required by the Contractor’s internal processes:

the organisations and individuals involved in the review and their specific review responsibilities;

the proposed review venue;

the pre-requisites for conducting the review (ie, entry criteria);

the checklist items to be addressed during the System Review, including the documentation to be reviewed;

the essential review completion criteria (ie, exit criteria); and

the applicable Milestone criteria specified in Attachment C, Delivery Schedule.

* + 1. ILS Sub-Programs
       1. General

The ISP shall describe the Contractor’s program of activities associated with, as applicable, the identification, design, development, acquisition, installation, set-to-work, commissioning, and Verification and, if required under the Contract, Validation of:

Spares and packaging;

Technical Data;

Training (including Training Equipment and Training Materials);

Support and Test Equipment (S&TE);

Facilities; and

Software support.

* + - 1. General Support Resource Requirements

The ISP shall, for each category of Support Resources required under the Contract, detail the strategy, methodology, and activities for:

performing item / product range and quantity analyses and to identify the locations / echelons of support (including Commonwealth locations and support contractors) where Support Resources would be located;

undertaking standardisation and offsetting of identified Support Resources with corresponding Support Resources already in service with the Commonwealth;

confirming that the proposed Spares, Packaging, S&TE, and Training Equipment are able to be accommodated, in terms of space, installation and required services at Defence facilities or within the Mission System (eg, on-board as applicable);

categorising each type of Support Resource based on its intended purpose, origin / supplier, management approach or other applicable criteria;

provisioning of the Support Resources, including Long Lead Time Items (LLTIs) and Life-of-Type (LOT) procurements;

the compilation and management of Codification Data (to be provided in accordance with DID-ILS-TDATA-CDATA);

providing and tracking of certificates of conformance, where applicable;

the packaging, delivery, installation, commissioning and testing of Support Resources (as applicable);

identification and labelling of Support Resources (eg, ‘Unique ID’ (UID) and bar-coding), including referencing applicable standards;

identification and management of security requirements, releasability issues and transportation requirements associated with classified items (eg, COMSEC);

identification and management of safety requirements, including Problematic Substances within the Support Resources;

identification and management of special transportation, handling and storage requirements for the Support Resources;

preparing for and enabling the Acceptance of Support Resources;

Validation of the provisioning list for recommended Support Resources;

Verification of the Support Resources;

the provision of any training associated with the delivery and/or set-up of the Support Resources; and

the identification of configuration documentation for each item of the Support Resources.

* + - 1. Technical Data

Note: In accordance with clause 6.1.2, the ISP should only include a summary of the approach to Technical Data when a separate TDP is required under the Contract.

The ISP shall describe any issues or implications for the development and delivery of, or access to, Technical Data required for the Support System, which arise from restrictions on Technical Data and Software rights, export licences, Technical Assistance Agreements, security issues, or other.

The ISP shall describe how existing Technical Data, which is to be delivered as a whole or incorporated into other manuals and publications that are to be delivered, will be evaluated and updated, as required, for the configuration, role, environment and target users of the Materiel System.

In addition to clause 6.2.5.2, the ISP shall describe:

the Contractor’s strategy, methodology and processes for the identification, development and delivery of publications, including the procedures to identify required amendments to existing Commonwealth publications and other Technical Data;

the software tools to be applied to the generation and interpretation (authoring and viewing) of Technical Data;

the procedures, by category of Technical Data, for the receipt, review, Configuration Control, amendment, production and delivery of all Technical Data for the Mission System and Support System;

the procedures for the management and update of the MTDI, including the SSTDL;

the strategy, methodology and processes for validating the MTDI, including the SSTDL;

the standards, by Technical Data category, for the preparation of Technical Data;

the procedures to identify the amendments required to existing Commonwealth publications and the management of amendment incorporation;

the strategy, methodology and processes to meet any associated regulatory / assurance requirements as they relate to Technical Data;

Note: The terms ‘validate’ and ‘verify’ in the following sub-clauses are derived from DEF(AUST) 5629C and DEF(AUST)IPS-5630, are unique to the standards, and do not apply to other sections of the Contract.

the strategy, methodology and processes for the Contractor to validate Technical Data, including an indicative schedule and the standards to be used; and

the proposed strategy and methodology for the Contractor to assist the Commonwealth in verifying Technical Data.

Note: The term ‘Business Rules’ in the following clause has the meaning given in DEF(AUST)IPS-5630.

If S1000D Technical Data is applicable to the Contract, the ISP shall, for Technical Data that is produced as Common Source Database (CSDB) Objects in accordance with DEF(AUST)IPS-5630 and S1000D™:

include (as an annex) a Business Rules Index that:

includes the (common) Defence Business Rules specified in DEF(AUST)IPS-5630 and any additional or modified Business Rules specified at Annex A to the SOW or in the ADF Service Publication standard(s) identified in the SOW;

Note: Commonwealth agreement to the Contractor-proposed BRDP will be provided through Approval of the ISP.

specifies the Business Rules Decision Points (BRDP) proposed by the Contractor for those BRDP designated in Annex B to DEF(AUST)IPS-5630 as “Contractor to propose, Commonwealth to agree”; and

if applicable, identifies the Business Rules applicable to the update of legacy publications produced in previous versions of S1000D (ie, prior to issue 5);

describe the methodology and processes to validate that the structure and set of the eXtensible Markup Language (XML) accords with the required Business Rules; and

describe the method of data exchange and transfer, including data transfer points, in accordance with DEF(AUST)IPS-5630, or as otherwise agreed by the Commonwealth.

* + - 1. Training

Notes:

1. In accordance with clause 6.1.2, the ISP should only include a summary of the approach to Training when a separate TSP is required under the Contract.
2. While the SADL Guide recognises different methods of learning, the Contract seeks formal Training methods that can be delivered by a Defence unit or support contractor.

The ISP shall summarise the objectives, scope, constraints, global risks and assumptions for the Contractor’s learning development and Training systems implementation activities.

The ISP shall list the positions and personnel, or groups of personnel, involved in the learning development program, the delivery of the Training system solution, and the implementation of any Training courses delivered under the Contract. This list shall contain the following information:

position title or role;

names of personnel (if available) in management / team leader roles;

formal qualifications; and

as applicable, teaching experience and related technical / subject matter experience.

In addition to clause 6.2.5.2, the ISP shall describe the Contractor’s strategy, methodology, standards and processes (highlighting any differences from the SADL and any ADF Service Training Manuals identified in the SOW) for undertaking and managing, as applicable:

the analysis of performance needs and identification of recommended Training solutions (intervention solutions) including:

Note: Refer to the Analyse Phase in the SADL for a description of a full-scale analysis process.

the identification of job / task requirements and the specification of new / modified performance needs for operators and support Personnel;

analysis of the gap between baseline competencies (including skills, knowledge, attitudes and behaviours) and the identified performance needs;

the identification of learning / Training methods to satisfy the performance needs, and the risk and feasibility analyses for their implementation; and

the identification and evaluation of existing LMPs, and the need for new or modified LMPs, leading to the recommendation of Training requirements (as required to be delivered in the TNGRECR);

the reuse, update, or design and development of the LMPs, including:

Note: If an existing LMP requires substantial update, or a new LMP is to be developed, refer to the SADL for detailed guidance for the sections of an LMP.

learning management information;

the course curricula, including the derivation / review of required learning outcomes and course design;

the identification and evaluation of major resource requirements, including personnel and Training Equipment requirements; and

the development and/or update of Training Materials (including learning and assessment materials);

when applicable, accreditation against nationally recognised Units of Competency.

The ISP shall describe any additional standards, methodologies and processes to be used for the development of deliverables under the Contract, including:

the Training Requirements Report (TNGRECR);

draft Learning Management Packages (LMPs);

complete (final) LMPs, including Training Materials;

the Training Materials List (TML);

the Training Equipment list as part of the Recommended Provisioning List (RPL); and

Training course evaluation reporting requirements.

The ISP shall describe the strategy, methodology and processes to be used for the implementation and evaluation of the Training and Training Support solution, including (as applicable):

the development and implementation of Training Equipment;

Training courses to be delivered under the Contract, including the conduct of any trial courses; and

Training course evaluation requirements, including in relation to the V&V program and the Acceptance of Training and Training Support solutions under the Contract.

* + - 1. Facilities

In addition to clause 6.2.5.2, the ISP shall detail the Contractor’s strategy, methodology, and processes for:

confirming the suitability of the existing Commonwealth facilities for the Contractor’s proposed Mission System and associated Support System Components; and

if required under the Contract, undertaking a facilities requirements analysis (and documenting outcomes in the Facilities Requirements Analysis Report (FRAR)).

The ISP shall detail the applicable requirements for any Facilities to be built or modified, by the Contractor or the Commonwealth, including specific requirements for:

security (including physical security, emanations security and cyber security);

Work Health and Safety; and

Environmental Outcomes.

* + 1. ILS Program Traceability Matrix

The ISP shall include a traceability matrix, showing how the ILS requirements of the Contract will be accomplished by the Contractor’s ILS program.