DATA ITEM DESCRIPTION

1. DID NUMBER: DID-OPS-OSP-V5.2
2. TITLE: OPERATING SUPPORT PLAN
3. DESCRIPTION and intended use

The Operating Support Plan (OSP) is the overarching plan for the management of Operating Support Services. The OSP describes the Contractor’s plans, methodologies and processes for meeting the Operating Support requirements of the Contract.

The Contractor uses the OSP to:

define, manage and monitor the Operating Support Services for the Contract;

ensure that those parties (including Subcontractors) who are providing Operating Support Services understand their respective responsibilities, the processes to be used, and the time-frames involved; and

define the Contractor’s expectations for Commonwealth involvement in the provision of Operating Support Services.

The Commonwealth uses the OSP to:

gain visibility into the Contractor’s planning for meeting the Operating Support requirements of the Contract;

gain assurance that the Contractor’s Operating Support Services will meet the requirements of the Contract;

provide a basis for monitoring and assessing the Contractor’s performance in relation to the Operating Support requirements of the Contract;

confirm and coordinate Commonwealth interfaces with the Contractor’s Operating Support organisation; and

provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

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

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

Quality Plan (QP);

Surge Management Plan (SMP);

Support Services Master Schedule (SSMS); and

Combined Services Summary Report (CSSR).

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 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 that contains aspects of the required information, the OSP 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. OSP Outline

The OSP outline shall provide a summary of:

the purpose and contents of the OSP, including its relationship with other plans; and

the role of the Contractor and Approved Subcontractors in relation to the required Operating Support Services.

* + 1. Operating Support Organisation

Unless included in the SSMP with an equivalent level of detail, the OSP shall describe the Contractor’s organisational arrangements for meeting the Operating Support requirements of the Contract, including:

the Contractor’s and Approved Subcontractors’ organisations and management structures, showing how the Operating Support organisational and managerial arrangements integrate into the higher-level management structures and organisations;

the interrelationships and lines of authority between all parties involved in the Contractor’s Operating Support activities;

the responsibilities of all parties involved in the Contractor’s Operating Support activities, including the identification of the individual within the Contractor’s organisation who has managerial responsibility and accountability for meeting the Operating Support requirements of the Contract; and

an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Operating Support responsibilities between the various organisations.

* + 1. Operating Support Management

If Operating Support Services are provided by more than one organisation, functional area, or location, the OSP shall describe the approach used to partition and manage work activities between the various organisations, functional areas, and locations.

The OSP shall describe:

how resources are allocated to each Operating Support activity to ensure that the Operating Support Services are provided to meet the requirements of the Contract;

how Operating Support activities and outcomes are recorded and reported; and

any Operating Support-related performance measures, other than the KPIs and OPMs specified in the Contract, and how the Contractor uses these to measure and assess the effectiveness and the efficiency of the Operating Support system and/or the provision of the required Operating Support Services.

The OSP shall detail the arrangements for conducting Operating Support Performance Reviews or for addressing Operating Support issues at the Combined Services Performance Review (as applicable to the Contract).

The OSP shall describe (where applicable):

the arrangements for liaison and interfacing with Defence operators or operational staff; and

how the Contractor’s Operating Support staff are integrated into the relevant Defence operational team or organisation.

* + 1. Operating Support Management System

The OSP shall describe the system for managing the conduct of Operating Support activities, including reference to major components of the system, and all associated plans, processes, procedures and instructions.

Except where provided to the Commonwealth Representative through other means, the OSP shall include, as annexes to the OSP, all associated plans, processes, procedures, and instructions that are required for the management and provision of Operating Support Services.

* + 1. Operating Support Activities

The OSP shall, for each Operating Support Service to be provided under the Contract, include:

the title of the Service;

an overview of the specific activities undertaken to provide the Service;

the organisation(s) responsible for conducting the specific activities; and

details of the interface(s) between the Commonwealth and the Contractor for the specific activities.

* + 1. Subcontractor Management

The OSP shall describe how Operating Support tasks performed by Subcontractors are integrated with the Operating Support activities performed by the Contractor.

The OSP shall describe how Operating Support work conducted by Subcontractors is monitored and managed to ensure that the required Operating Support Services are provided.

* + 1. Skills Acquisition and Retention

The OSP shall detail the arrangements for skills acquisition and retention for Operating Support staff, including how:

skills required for performance of the Operating Support Services will be acquired by new staff as staff change-over occurs; and

skills, particularly those used infrequently in the performance of the Operating Support Services, will be retained by Operating Support staff.

* + 1. Surge

If Surge is required under the Contract, the OSP shall describe how the Contractor intends to provide Operating Support Services during periods of Surge, including:

the Contractor’s expectations and/or assumptions with respect to the variations in Operating Support Services during periods of Surge;

the ability of the Contractor to meet Surge requirements for Operating Support Services within available resources;

the point or level in increased effort when additional resources will be required;

the details of the changes required to areas affected, such as organisation, training, resources and management systems; and

any constraints that affect the ability of the Contractor to meet the Surge requirements for Operating Support Services.