DATA ITEM DESCRIPTION

1. DID NUMBER: DID-ILS-MGT-ISP-V5.3
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:

Support System Specification (SSSPEC);

Support System Description (SSDESC);

Systems Engineering Management Plan (SEMP);

System Review Plan (SRP);

Configuration Management Plan (CMP);

Verification and Validation (V&V) Plan (V&VP);

the governing plans for the specialty engineering domains identified in the SOW (eg, Growth Plan (GP) and Integrated Reliability, Maintainability and Testability Plan (IRMTP);

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

all data items associated with the design, development, delivery, V&V and, where applicable, Acceptance of Support Resources and Training, including (for example) the Logistic Support Analysis Record (LSAR), the provisioning lists required under the Contract (eg, the Recommended Spares Provisioning List (RSPL), and the Training data items (eg, Learning Management Packages (LMPs));

Contractor Transition Plan (CTXP);

Quality Plan (QP); and

Contract Master Schedule (CMS).

1. Applicable Documents

The following document forms 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 should 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 ISP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor’s ILS program.

Risks associated with the Contractor’s ILS program, including risks associated with the development and implementation of the Support System shall be documented in the Risk Register; however, the ISP shall describe the risk-management strategies associated with any global risks related to the ILS program.

* + 1. ILS Program Organisation

The ISP shall describe the organisational arrangements for the ILS program, including:

the Contractor’s and Approved Subcontractors’ organisations and management structures, showing how these arrangements integrate into the higher-level management structures and organisations for the Contract;

the interrelationships and lines of authority between all parties involved in the Contractor’s ILS program, including the identification of those parties responsible for the provision of ILS-related data; and

the responsibilities of all parties involved in the Contractor’s ILS program, including the identification of the individual who will have managerial responsibility for meeting the ILS requirements of the Contract.

* + 1. ILS Program Activities
       1. General

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 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), 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 results, and any other expected roles identified by the Contractor, including details of the proposed courses.

* + - 1. Subcontractor Management

Note: Relevant information may be included in other sections; however, this section should identify how Subcontractor work is integrated into the ILS program.

The ISP shall:

identify the ILS work to be conducted by Subcontractors;

outline how Subcontractor activities and products will be integrated into the overall ILS program effort in terms of work activities and end products; and

describe how ILS program requirements will be flowed down to Subcontractors and how outputs from the Subcontractors will be validated against those requirements.

* + - 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, the tailoring of the identified standards to meet the ILS program’s requirements, for both hardware and software, including:

the activities or processes from each standard to be undertaken, including the rationale for including and tailoring or excluding an activity or process;

the data required, including from related programs (eg, SE program), to perform the identified analysis activities / processes;

the expected outcomes associated with undertaking each of activity or process;

how the outcomes relate to the requirements of the Contract and the Contractor’s proposed solutions for the Mission System and Support System;

how the outcomes will be documented;

the tools to be utilised to undertake the each activity or process; and

the expected role of the Commonwealth in reviewing the outcomes.

* + - 1. Candidate Items

The ISP shall identify the method for identifying candidate items for analysis, including the hardware and software products for which different analyses apply (eg, those for which Logistic Support Analysis (LSA) and Level of Repair Analysis (LORA)) will be performed.

Note: The candidate items list is expected to be provided through the LSAR and/or Configuration Status Accounting data and should be consistent with related lists, including the Software List.

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

* + - 1. Requirements Analysis

The ISP shall describe the methodology, processes and tools to be used to analyse and validate the Support System requirements, including consideration or determination of:

missions and the operational and support environments;

functional and performance requirements for development, manufacturing, verification, deployment, operation, support, training and disposal; and

constraints, including any imposed by the existing support infrastructure.

The ISP shall describe the Contractor’s approach to documenting Support System requirements, including in the SSSPEC, when applicable.

* + - 1. Support System Logical Solution Representations

Note: ‘Logical Solution Representations’ include process flow diagrams, organisational charts, decision logic and other functional diagrams.

When Support System Logical Solution Representations are required to be developed under the Contract, the ISP shall describe:

the types of Logical Solution Representations that will be produced to characterise Support System behaviour;

the approach, methods, procedures, tools, and facilities to be used to develop, document, use, manage and validate the Logical Solution Representations;

the proposed maturity of the Logical Solution Representations during each phase of development of the Support System; and

the proposed involvement of the Commonwealth in validating the Logical Solution Representations of the Support System.

* + - 1. Synthesis

The ISP shall describe the methodology, processes and tools to be used to synthesise the design of the Support System (and the associated Support Resources), including:

the Contractor’s approach for ensuring that the Support System minimises Life Cycle Cost while meeting the other requirements of the Contract;

the approach employed to select components and materials in order to meet system requirements, to benefit from standardisation, and to manage obsolescence; and

a description of the processes by which Long Lead-Time Items (LLTIs) and resources that affect the critical path of the program are defined and determined.

* + - 1. Implementation of the Support System

The ISP shall describe the methodology, processes and tools to be used to implement the Support System, cross-referring to ILS sub-program plans and the CTXP, where appropriate.

* + - 1. Verification and Validation Planning

The ISP shall describe the V&V strategy for the Support System and Support System Components.

* + - 1. Trade Studies

The ISP shall describe the Contractor’s methodology for conducting ILS-related trade studies, including trade studies relating to TechnologicalOpportunities and Standardisation Opportunities.

The ISP shall describe:

how and where the information resulting from ILS-related trade studies will be recorded and utilised; and

the expected role of the Commonwealth in providing inputs to and reviewing the outcomes of ILS-related trade studies.

* + - 1. ILS Modelling and Simulation Tools

The ISP shall describe the modelling and simulation tools to be used to meet the ILS requirements of the Contract, including:

the relationship between the ILS modelling and simulation tools and the corresponding ILS program activities being supported by the tool;

the interfaces and any data exchange between each of the ILS modelling and simulation tools and other tools to be used under the Contract (eg, for LCC);

the process for assuring interoperability between the ILS modelling and simulation tools used under the Contract and those used by the Commonwealth; and

for each ILS modelling and simulation tool:

the scope and level of application;

the assumptions underlying the algorithms used, and any constraints involved, in applying the tool;

the data and the sources of the data required;

the process for collecting and recording input data, including data provided by the Commonwealth;

the methodology for using the tool to analyse the collected data;

how the level of confidence in the data used will be taken into account; and

how the level of confidence in the output(s) from the tool will be determined.

* + 1. ILS Program Data Management
       1. Data Sharing

The ISP shall describe the data management system to be used by the Contractor to collect, document, disseminate, coordinate, control, and share data between activities conducted within the ILS program and between the ILS program and other programs.

* + - 1. Logistic Support Analysis Record

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

describe the LSA control numbering system to be used;

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

identify the positions in the ILS program organisation responsible for compiling and maintaining the LSAR and the procedures for compiling and maintaining the LSAR; and

describe the maturity of the LSAR (by LSAR Table and depth of information to be provided in each LSAR Table) that will exist at each of the applicable milestones (eg, Mandated System Reviews).

* + - 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. External organisations, for the purpose of this requirement, include organisations external to the Contractor’s organisation and organisations internal to the Contractor that are not directly involved with the Contract.

The ISP shall identify whether arrangements already exist for obtaining this information or arrangements need to be established to obtain the information. The ISP shall also identify any risks associated with these arrangements.

With respect to the use of existing Technical Data to be used in analysis (eg, to perform a Failure Mode Effects and Criticality Analysis), the ISP shall describe:

how that Technical Data will be evaluated and updated, as required, for the configuration, role, environment and target users of the Materiel System; and

how the Contractor will identify, for the purposes of Commonwealth review, the Technical Data content that is reused, modified and new.

* + - 1. Configuration Management

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

The ISP shall include a description of the approach planned to establish and maintain control of Support System interfaces, including through the conduct of Interface Control Working Groups (ICWGs).

* + 1. Progress and System Reviews

The ISP shall outline the procedures for conducting progress reviews for the purposes of considering the progress of the ILS program and related outputs, including sub-programs for the design, development and implementation of Support Resources.

The ISP shall describe how ILS program outputs are integrated into System Reviews, cross-referring to other plans when appropriate, including the SRP when required under the Contract.

If an SRP is not a requirement under the Contract, the ISP shall:

describe the Contractor’s methodology and processes to establish and conduct Mandated System Reviews and Internal System Reviews;

for each ILS System Review, identify the proposed venue, and list the organisations and individuals involved and their specific review responsibilities;

define entry, exit and checklist items for each ILS Mandated System Review, as defined by the Contract, incorporating standard checklists (ie, MSR-CHECKLIST-XXX) for these reviews, supplemented by the Contractor’s internal processes; and

detail, for each ILS Internal System Review:

review objectives,

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

items to be addressed at the review, and

essential review completion criteria (ie, exit criteria).

* + 1. ILS Program Schedule

The ISP shall include a summary of the ILS program schedule, as an annex to the ISP.

The full ILS program schedule shall be included in the CMS.

* + 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 V&V, as applicable, of:

Spares and Packaging (eg, special-to-type 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, processes, tools and activities for:

performing an 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 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 references to applicable standards;

identification and management of security requirements associated with the definition, procurement, delivery and, if applicable, installation and Certification of Support Resources, including in relation to physical security, Emanation Security (EMSEC), Information and Communications Technology (ICT) security, cyber security, and supply chain security;

identification and management of releasability issues (eg, export controls);

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 provisioning lists for recommended Support Resources;

V&V 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: When a separate TDP is required by the Contract, the ISP should only include a summary.

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.

With respect to the use of existing Technical Data, which is to be delivered as a whole or incorporated into other manuals and other publications that are to be delivered, the ISP shall describe:

how that Technical Data will be evaluated and updated, as required, for the configuration, role, environment and target users of the Materiel System; and

how the Contractor will identify, for the purposes of Commonwealth review, the Technical Data content that is reused, modified and new.

In addition to clause 6.2.7.2, the ISP shall describe:

the Contractor’s strategy, methodology and processes for the identification, development and delivery of Technical Data, 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 standards, by Technical Data category, for the preparation of Technical Data;

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

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: Terms ‘validate’ and ‘verify’ in the following subclause are as used in DEF(AUST)5629C and DEF(AUST)IPS-5630, and do not apply to other parts of the Contract.

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

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

Note: ‘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: Agreement to the Contractor-proposed BRDP is 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

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 solutions, and the implementation of any Training courses delivered under the Contract. This list shall contain the following information:

position title or role;

names of the 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 6.2.7.2, the ISP shall describe the Contractor’s strategy, methodology, standards and processes (highlighting any differences from the SADL and any ADF Service Training manuals specified 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 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 PNAR);

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

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); and

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 Specification (TRS);

the Performance Needs Analysis Report (PNAR);

draft Learning Management Packages (LMPs);

complete (final) LMPs, including Training Materials;

the Training Materials List (TML);

the Training Equipment List (TEL); 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 courses evaluation requirements, including in relation to the V&V program and the Acceptance of Training and Training Support solutions under the Contract.

* + - 1. S&TE and Training Equipment

In addition to clause 6.2.7.2, the ISP shall identify the significant (eg, technically complex) items of S&TE and Training Equipment, in a category matrix that identifies items as:

**NDI / COTS**: when the item will be provided as a Supply without modification;

**Developmental – minor**: when the item is subject to a modification action to make it suitable as a Supply but which does not change the item’s Functional Baseline (the Product Baseline may be changed by the modification); or

**Developmental – major**: when the item is developed specifically for the Contract or subject to modification action to make it suitable as a Supply, which involves a change to the item’s Functional Baseline.

For item categories other than NDI / COTS under clause 6.2.7.5.1, the ISP shall detail the Contractor’s methodology, processes and procedures for:

managing the engineering effort for the design, development and/or modification;

the preparation of product specifications;

identifying V&V requirements including test plans, procedures and Commonwealth involvement if applicable; and

identifying the Support Resources needed to support the items of S&TE and/or Training Equipment.

Where the development of an item of S&TE or Training Equipment has additional or specific requirements that differ from the processes and procedures described in response to clause 6.2.7.5.2 (eg, a specific subcontract is required), the ISP shall describe those unique requirements and how they will be managed.

* + - 1. Facilities

In addition to clause 6.2.7.2, the ISP shall detail the Contractor’s strategy, methodology, and processes for:

analysing the requirements for Facilities, including all Facilities required for:

the operation and support of the Mission System;

the management, operation and support of the Support System; and

the conduct and support of all required Training;

confirming the suitability of the existing Commonwealth Facilities for the new Materiel System; and

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

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

security (including physical security, EMSEC, ICT 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.