



Where is DoD Going with Life Cycle Product Support?

David S. Floyd, CPL

Performance Learning Director
Performance Based Logistics (PBL)

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DoD Acquisition Policy

- DoD Directive 5000.01 (May 2003)

Total Systems Approach. *The PM shall be the single point of accountability for accomplishment of program objectives for total life cycle systems management, including sustainment.*

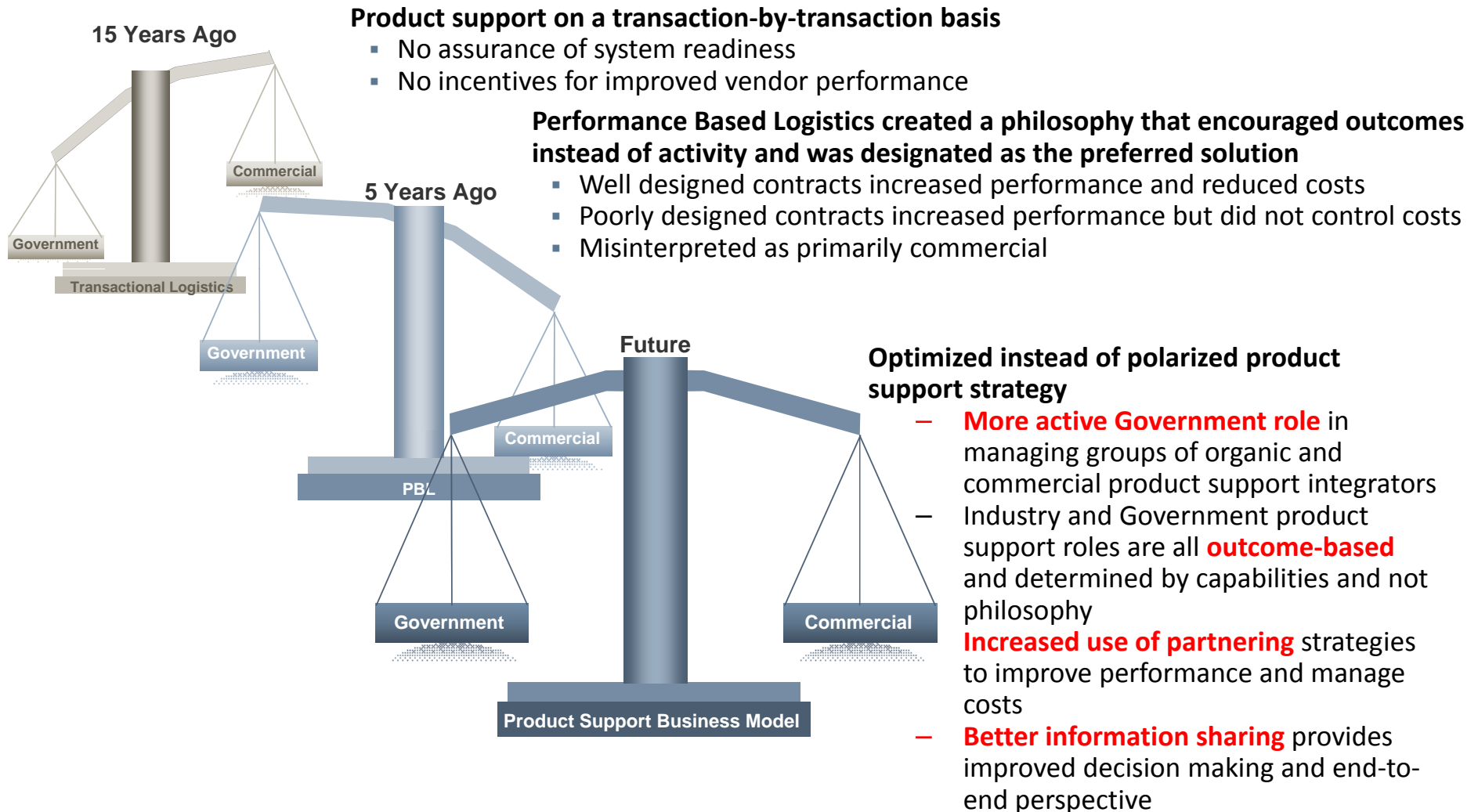
Performance-Based Logistics. *PMs shall develop & implement performance-based logistics strategies that optimize total system availability while minimizing cost and logistics footprint.*

- DoD Instruction 5000.02 (Dec 2008)

Performance-Based Life-Cycle Product Support. *The PM shall employ effective Performance-Based Life-Cycle Product Support (PBL) planning, development, implementation & management. Performance-Based Life-Cycle Product Support represents the latest evolution of Performance Based Logistics. Both can be referred to as “PBL”.*

Performance-Based Life-Cycle Product Support. *PBL offers the best strategic approach for delivering required life cycle readiness, reliability, and ownership costs. Sources of support may be organic, commercial, or a combination...*

Product Support Evolution



Product Support Strategy

- The objective of the product support strategy is to achieve warfighter operational readiness outcomes at affordable cost.
- Three types of product support strategies
 1. Performance-Based Life Cycle Product Support (PBL)
 2. Traditional Transactional Product Support
 3. Hybrid - best value mix of both
- Determined by Business Case Analysis (BCA)
 - Competencies (e.g., infrastructure, knowledge of system)
 - Capacity
 - Cost
- Can evolve over time

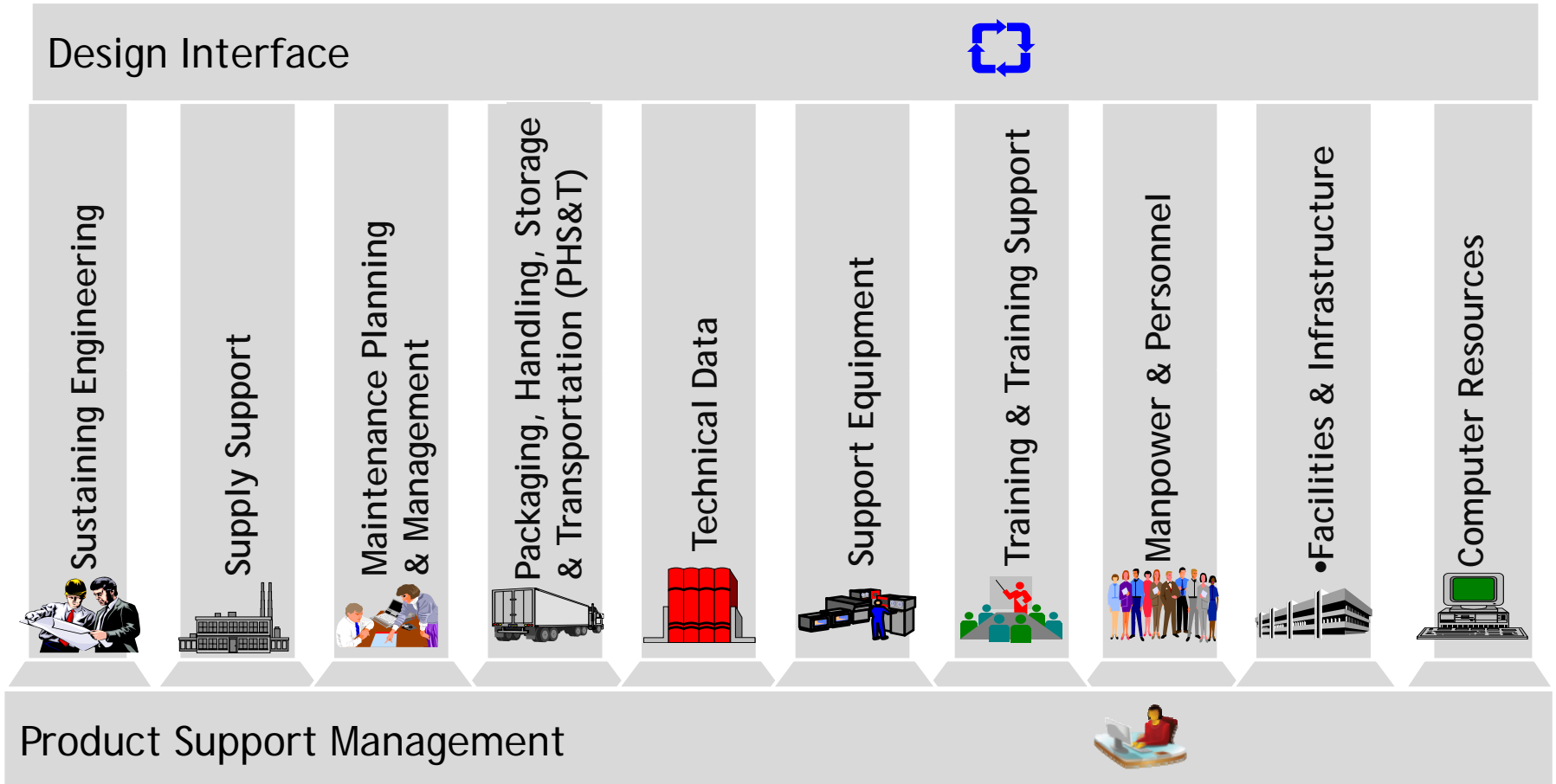
Product Support Strategy Spectrum



Product Support Strategy Implementation Matrix

Integrated Product Support Elements			
	Single	Multiple	All
System Level	Single element for an entire system	Multiple elements for an entire system	All elements for entire system "HIGH" Support Integration
Subsystem Level	Single element for a single subsystem	Multiple elements for a subsystem	All elements for a subsystem
Component Level "LOW" Support Integration	Single element for a single component	Multiple elements for a single component	All elements for a single component

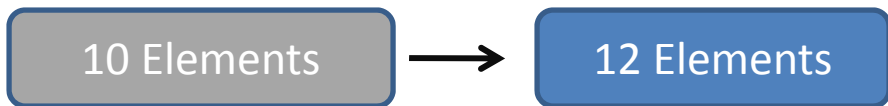
KEY PSM RESPONSIBILITY: INTEGRATED PRODUCT SUPPORT



Product support is enabled by a package of 12 Integrated Product Support (IPS) elements designed to deliver system readiness and availability while optimizing system life cycle cost.

Product Support Element Migration

Historical	Current	What Changed?
	•Product Support Management	•New per DTM 10-015
•Design Interface	•Design Influence	•No change
	•Sustaining Engineering	•New – extends design influence thru O&S
•Supply Support	•Supply Support	•No change
•Maintenance Planning	•Maintenance Planning & Management	•Includes O&S Execution responsibilities
•Packaging, Handling, Storage, and Transportation (PHS&T)	•PHS&T	•No change
•Technical Data	•Technical Data	•No change
•Support and Test Equipment	•Support Equipment	•No change; test equipment still included
•Training and Training Devices	•Training & Training Support	•Emphasis on life cycle training strategy and implementation
•Manpower and Personnel	•Manpower & Personnel	•No change
•Facilities	•Facilities & Infrastructure	•Infrastructure is greater than brick & mortar buildings
•Computer Resources Support	•Computer Resources	•Computer resources necessary for Product Support



Product Support Manager (PSM)

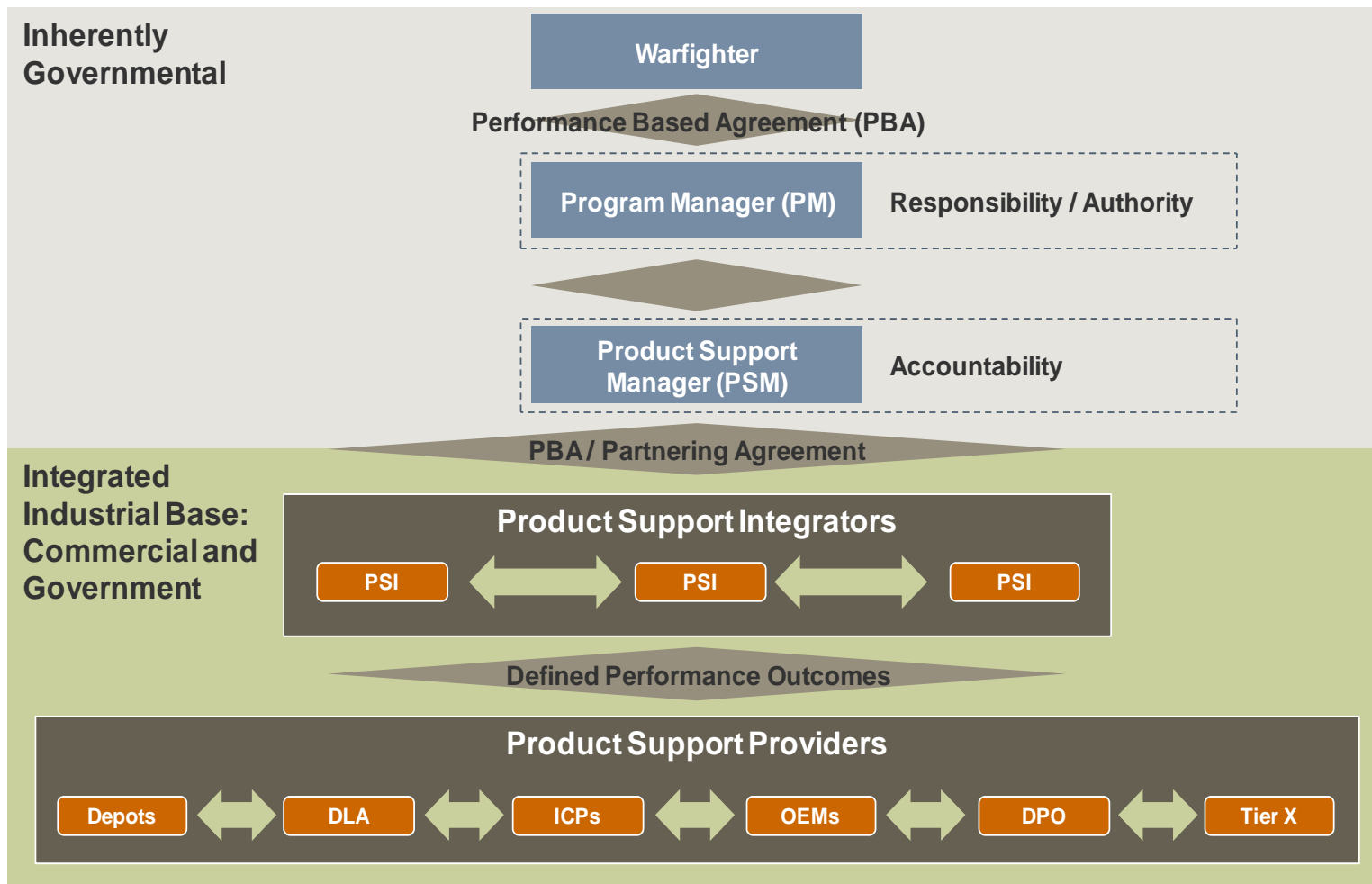
Key Responsibilities

The PSM, a key leadership position, shall:

- Develop/implement the product support strategy
- Conduct appropriate cost analyses to validate the product support strategy (i.e., BCA)
- Achieve product support outcomes through appropriate product support arrangements
- Revalidate the BCA every 5 yrs or when there is a change in the product support strategy
- Document the product support strategy in the Life Cycle Sustainment Plan (LCSP)

Created under Public Law 111-84, Section 805

Product Support Business Model



12-Step Product Support Strategy Process Model

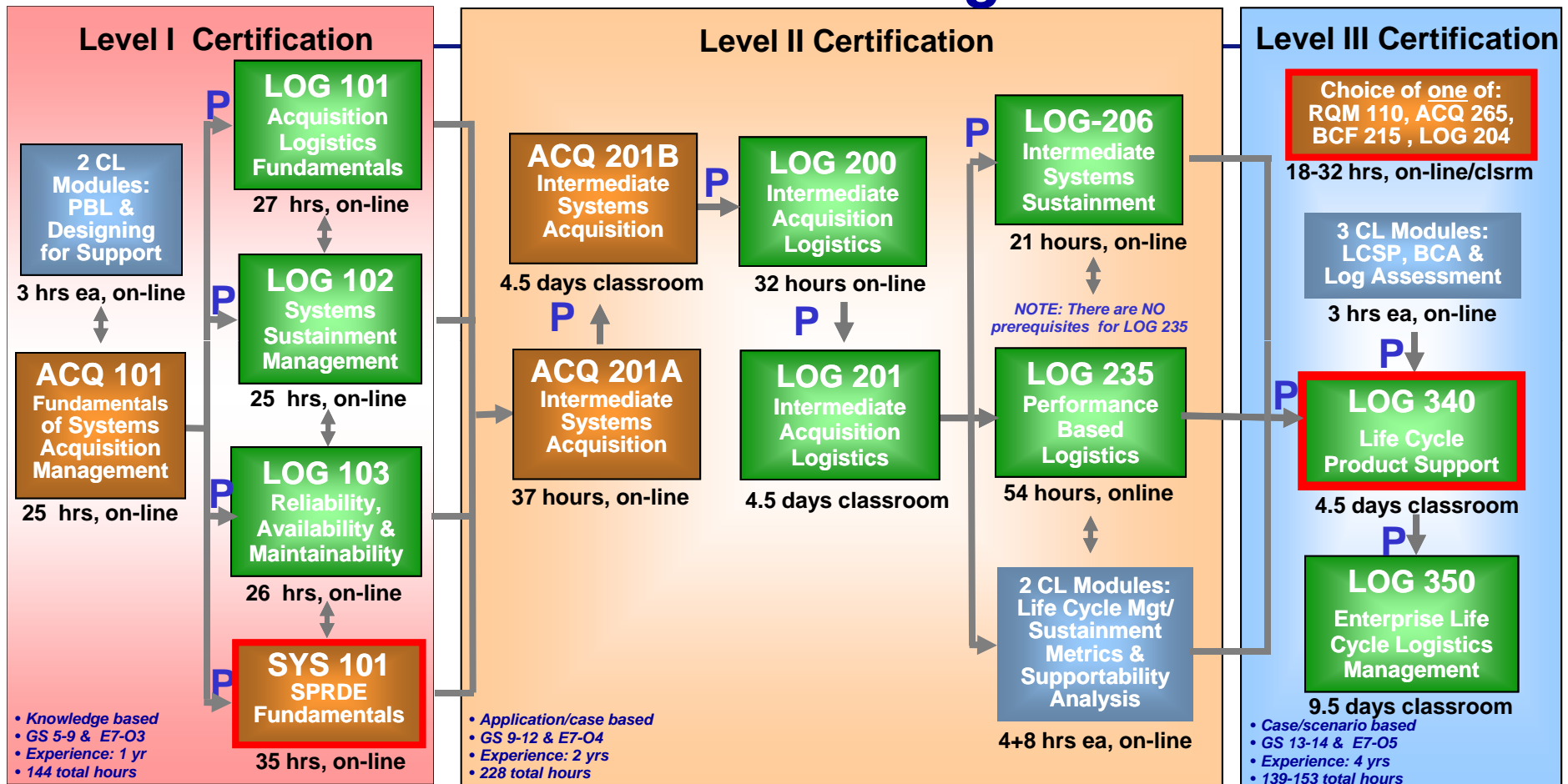
The 12-step model has been refreshed.



Product Support Decision Matrix



FY12-13 Life Cycle Logistics Certification Training



Level I "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)

New Certification Rqmts

Level II "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)

Level III "Core Plus" Courses & CL Modules
(See DAU iCatalog for details)
(Plus new LOG 365 Product Support Mgr (PSM) Course in FY13)

P = Prerequisite

Summary of What's New

- “Product support” is the new focus
 - It was always there – “Product Support for the 21st Century”
 - A more enterprise wide emphasis
 - “PBL” is still valid terminology - PBL product support is one of the strategies
- The ten ILS elements have been expanded to 12 IPS elements
- OSD Guidance has been promulgated or is in development/review
 - DoD Product Support Manager (PSM) Guidebook
 - DoD Business Case Analysis (BCA) Guidebook
 - Logistics Assessment (LA) Handbook
 - Integrated Product Support (IPS) Element Guidebook
- DAU’s Learning Assets have been developed/updated
 - LOG 340 Life Cycle Product Support course
 - Continuous Learning Modules (LCSP, PSM, BCA, Supportability)
 - Life Cycle Logistics Certification Training revised
 - PSM Toolkit created

Any Questions?

