



MINISTRY OF DEFENCE

JSP 886 THE DEFENCE LOGISTICS SUPPORT CHAIN MANUAL

VOLUME 1 DEFENCE LOGISTICS SUPPORT CHAIN

PART 3 SUPPORT SOLUTIONS ENVELOPE

**THE MASTER VERSION OF JSP 886 IS PUBLISHED ON
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VERSION RECORD		
Version Number	Version Date	Description
1.0	11 Mar 08	Initial Issue.
2.0	01 Apr 09	Incorporation of SSE Version 5 changes.
2.1	01 Nov 09	Minor amendments.
2.2	13 Jan 10	Changes to Ownership and Points of Contact.
2.3	11 Mar 10	Insert reference to DJSC Support Assurance Policy.
2.4	01 Oct 10	Change from Compliance Tool to Development Matrix.
2.5	01 Dec 10	Removal of SSE assurance connotations.
3.0	03 Dec 11	Incorporation of SSE Version 6 changes.

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SUPPORT SOLUTIONS ENVELOPE

CONTEXT

1. Director Joint Support Chain (DJSC) is accountable to Chief of Defence Materiel (CDM), as the Support Solution Champion for Defence, for enabling the through life design and improvement of Support Solutions across Defence. In this role DJSC is responsible for delivering support policy, advice and guidance to assist project teams in the delivery of coherent Support Solutions.
2. Joint Support Chain (JSC) advice and guidance on the development of a support solution is provided by the Support Solution Improvement Team (SSIT).
3. The Support Solution Envelope (SSE)¹ is the underpinning guide that is required to be used by project teams when developing its support solution and will be utilised by the SSIT when providing advice and guidance.
4. The SSE is not an authoritative statement of policy but consists of:
 - a. Signposts to policy.
 - b. A tool providing advice and guidance on policy considerations when developing a support solution.
5. The SSE provides the means for a project team to develop a coherent support solution and is a useful and accessible guide, linked to pragmatic, evolving policy which provides DE&S with a means of spreading good support practice.
6. The use of the SSE by project teams helps to drive coherence in support solutions, and can expose the difference between the optimum support solution for a capability, when considered by the Project Team in isolation, and the optimum support solution for Defence.
7. The SSE represents best practice, is a common DE&S tool, and is the primary vehicle through which project teams may identify and articulate support risks for all categories of projects, and for UORs.
8. The SSE is broken down into 4 policy areas known as Key Support Areas (KSAs):
 - a. KSA 1 – Logistics Readiness and Sustainability.
 - (1) Owner – Support Chain Management Head.
 - (2) Owner's representative – Log Ops-PolPol Support SO1.
 - b. KSA 2 - Supportability Engineering.
 - (1) Owner – Support Chain Management Head.
 - (2) Owner's representative – DES JSC SCM-EngTLS-PC.
 - c. KSA 3 – Supply Chain Management.

¹ Support Solutions Envelope

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- (1) Owner – Support Chain Management Head.
- (2) Owner's representative – DES JSC SCM-SCPol-SupPolDev.

d. KSA 4 - Logistic Information.

- (1) Owner – Hd Log NEC Programme.
- (2) Owner's representative – DES LogNECProg-PMG-RM-SO1.

9. Each KSA consists of a number of SSE Governing Policies (GPs) which detail those policies that the KSA Owner's Representative has decided are critical to his area of operation.

10. The SSE does not contain all policies that a project team may need to consider in developing a support solution, but only those identified as critical by the KSA owner to support coherence in the context of Defence.

POLICY

11. Project Team Leads are required to ensure that support solutions are developed by using the SSE and engagement with the SSIT. The SSE signposts policies that are identified as critical to support coherence in the context of Defence and utilisation of the SSE should be part of the project team's normal development activities.

12. The SSE assists a project team (PT) to develop its support solution by signposting MOD policy, providing help on addressing policy requirements and a Support Solution Development Tool (SSDT) that the PT can use to record actions taken to mitigate support risks and detail where the support solution deviates from policy.

13. The SSE does not identify all policies that a project team may need to consider in developing a support solution, but only those deemed critical by the KSA Owner's representatives to support coherence in the context of Defence.

PRECEDANCE AND AUTHORITY

14. JSP 899² - Logistics Process Roles and Responsibilities requires that a project's support solution is developed using the SSE.

15. At key decision points in the CADMID³ cycle the PT Leader should examine the extent to which the project's support solution satisfies the policies articulated within the SSE, and assess the risks associated with areas of non-conformance. This is the means by which the DE&S is able to demonstrate that the project's Support Solution will be effective (meet user requirements), coherent (with other support solutions), comprehensive (addressing all lines of development) and optimised (exploiting opportunities and best practice).

ASSURANCE AND PROCESS

16. The Delivery Functional Directors are responsible for setting the Investment Assurance policy for their area.

² JSP 899 Version 2 Paragraph 040108 - Logistics Process Roles and Responsibilities.

³ Concept Assessment Design Manufacture In-Service Disposal

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17. The SSE does not contribute directly to the Assurance process, however SMART Approvals Guidance⁴ includes a statement that the requirement to judge a support strategy against the SSE and engage its stakeholders is a mandated process. As part of the assurance process required by the DE&S, the project must demonstrate the maturity of the proposed support solution and its coherency and consistency with the policies signposted in the SSE.

Applicability

18. The SSE is applicable to equipment projects and provision of services including:

- a. **New capability.**
- b. **Upgrade** (one that seeks and results in a material improvement to a capability).
- c. **Update** (one which seeks and results in renewal, continuation or extension of an existing capability and, although it does not necessarily seek it, results in additional functionality or material improvement to a capability).
- d. **Upkeep** (one which seeks and results in renewal, continuation, or extension of an existing capability without resulting in additional functionality or material improvement to a capability).
- e. **Urgent Operational Requirement (UOR)** (used for the rapid purchase of new or additional equipment, or for an enhancement or essential modification to an existing equipment, in order to support a current or imminent military operation). The following applies:
 - (1) Refer to SMART Approvals Guidance for further information.
 - (2) The SSE should be used to record those policies actioned for UORs, with full implementation of signposted policies to be retrospectively incorporated into the support solution once the capability is in-service or brought into the core programme.
- f. **Information Systems (IS)** enabled business change programmes.

Support Solution Development Tool

19. The Support Solution Development Tool (SSDT) is provided as part of the SSE and is the recommended method for collating a record of support solution development activity in a format which is coherent and consistent across DE&S.

20. The SSDT is designed for use throughout the life of the Project and provides recommended activities for the signposted policy to assist a project team in their development of a support solution and the ability to record how policy requirements have been addressed.

21. The content of the SSDT provides a process to gain progressive confidence in a support solution as it develops and is ultimately delivered, and can be used to identify the risks, issues and mitigation action required so that it does not create unacceptable operational risk.

⁴ SMART Approvals Guidance Version 10.7

Information Layers

22. The SSE website⁵ includes information layers whose aim is to provide a project with useful guidance when using the SSE.

23. These information layers are:

- a. **Introduction.** Contains all the necessary background information, including contact details, to help a project understand and use the SSE.
- b. **Resources.** Contains additional SSE information.
- c. **Key Support Areas and Governing Policies.** Contains all the GPs that need to be considered during the development of a support solution.

ASSOCIATED STANDARDS AND GUIDANCE

24. The DE&S Corporate Governance Portal⁶ provides a single point of reference for DE&S guidance / direction on a range of topics, including those previously addressed in the suite of DE&S Standing Instructions (SIs).

OWNERSHIP AND POINTS OF CONTACT

25. D JSC has been appointed the Support Solution Champion by CDM and has ownership of the SSE and all 4 of its KSAs.

26. The SSE is developed and maintained by the Support Solutions Improvement Working Group (SSI WG) consisting of

- a. KSA owner's Representatives.
- b. SSIT Leads.
- c. SSE Team.

The SSI WG reports to the Logistic Policy Working Group (LPWG), which in turn reports to the Logistic Capability Steering Group (LCSG).

27. Enquiries concerning the construct, design and content of the SSE should be addressed to a member of the SSE Team⁷.

28. Enquiries concerning the use of the SSE on a project should be addressed to the appropriate SSIT Lead⁸.

⁵ SSE Website.

⁶ DE&S Corporate Governance Portal.

⁷ SSE Contacts.

⁸ SSIT Leads.

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29. Enquiries concerning this JSP 886 document should be addressed to:

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Review

30. This document will be reviewed and updated at intervals to reflect changes in the SSE.