Product Support Publication
Requirements

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To discuss requirements set forth by Department of Defense, Department of the Army and Logistics Support Activity (LOGSA) on Publication Development for Instrumentation, Training Aids, Devices, Simulators and Simulations (ITADSS) for PEO STRI
Requirements for Operator User’s Manuals, System Maintenance Manuals are located in all Statements of Work (SOW), Performance Work Statements (PWS) and the Contract Delivery Requirement Lists (CDRLs).

Example Verbiage:

The Contractor shall describe each operation and maintenance task in detail and in logical, systematic steps for the work to be accomplished. The operations and maintenance instructions shall accurately provide the technician with all the information needed to keep the equipment operational. It shall provide system and subsystem oriented instructions for installation, operation, maintenance, and testing. All tools, test equipment and consumable items required to accomplish any maintenance or installation shall be identified just prior to and as part of the task. Government furnished material, government technical manuals or government-approved commercial operation and maintenance manuals shall be used as references for system and subsystem maintenance. All government technical manuals and COTS manuals shall be reviewed to ensure changes, updates, revisions, or supplementation is not required to reflect the components actually being installed. All publications shall reflect the configuration of fielded hardware as documented in the product baseline. The Contractor shall prepare Operator's Manuals that provide instructions suitable for use by the intended audience of the system. The Operator’s Manual shall also include operator maintenance tasks such as preventive maintenance checks and services, inspection, lubrication, adjustment, and operator level repair and replacement tasks as needed. The Contractor shall identify and document maintenance tasks for both levels of the maintenance concept. The Contractor shall identify all required spare parts, consumables, tools, and test/support equipment associated with each task and identify the level of maintenance at which each task shall be performed.

- (See Annex to Exhibit C) Requirement Matrix for Page Based Operator and Maintenance Manuals
- DI-TMSS-80527C Commercial Off The Shelf Manuals & Associated Supplemental Data
MIL STD 40051-1A/2A Preparation Of Digital Technical Information for Interactive Electronic Technical Manuals (IETMs); and Page Based Technical Manuals

- DoD standard that establishes the technical content requirements and mandatory style and format requirements for the preparation of technical manuals (TMs) and other types of equipment publications within the Department of the Army.

MIL-PRF 32216A Evaluation Of Commercial Off-The-Shelf (COTS) Manuals and Preparation Of Supplemental Data

- AR 25-30 encourages the use of COTS manuals, if the COTS Manual conforms to the criteria defined in MIL-PRF 32216A; Appendix A, B, and C. The tools are checklists of sections that must be included in a COTS manual to be considered adequate for use.

- Requiring the MIL STANDARD format or evaluating COTS Manuals to MIL-PRF 32216A ensures the contents and quality of the material provided meet the minimum standards. This is the return on investment for the effort required to either publish in MIL STANDARD or conform to the COTS standard. Either format gets the minimum level of content and quality required.
AR 25-30 The Army Publishing Program, Paragraph 1-27, I-o;

- The PM is responsible to validate and verify all publications to include changes against the related system or equipment proving to be suitable for use by the target audience(s).
- For contractor-developed technical and equipment publications the contract will define the roles of the contractor and the Army in validation and verification requirements.
- The technical publication element of the proponent command is responsible for providing guidance to the contractor and for review, verification, and acceptance of deliverable products.

Paragraph 3-23, b.(3)(a)-(d);

- Addresses major end items that are assemblages of commercially available assemblies, as are our Instrumentation Systems, DRTS, HITS, and many other of our products.
- Mandates that we go with MIL STANDARD format when the manufacturer's manual can't be changed or supplemented, a change to the manual and or supplemental data would not be practical or economical, or when the changes exceed 50% of the original COTS manual.
MIL STD Requirements

- MIL-STD 40051 requires certain details which is explained in the Requirement Matrix table for each type of publication developed.

- Requirement Matrix table should be attached as Annex to Exhibit C to each publication CDRL (DD1423).

- Manual development must be done in Extensible Markup Language (XML) and Document Type Definitions (DTD).

- MIL- STD 2361D; Department Of Defense Interface Standard: Digital Publications Development and latest DTD are on LOGSA website for download and use.
Fielding Requirements

- A validation of publications must be conducted by the contractor prior to Government verification.

- A verification is conducted on all final drafts of manuals prior to Government acceptance and fielding.

- A manual verification plan is provided to the contractor after the first draft of documents are provided to the Government for review.

- Verification events are coordinated with the Government and industry teams, the logisticians serve as the lead for this event.

- After successful verification event and a final draft has been submitted with redlines incorporated, an Authentication page with Publication Identification Number will be assigned (PIN) and provided back to contractor for insertion, then only will the publication be considered a final product.
ARMY TWO-LEVEL MAINTENANCE CONCEPT

- Field maintenance will repair and return to user.
- Sustainment maintenance – Life Cycle Contactor Support will repair and return to user.
- Combines the Unit and DS levels of maintenance (Field Maintenance). Typically referred as on-system maintenance.
- Combines the GS and Depot levels of maintenance (Sustainment Maintenance). Typically referred as off-system maintenance.
References

- MIL-STD 40051-1/2 A, Preparation Of Digital Technical Information for Page Based Technical Manuals
  MIL-STD-40051-1, Revision A 072010.pdf
  MIL-STD-40051-2, Revision A 072010.pdf

  MIL-HDBK 1222D 0710.pdf

- MIL-STD 2361D, Department Of Defense Interface Standard Digital Publications Development

- AR 25-30 The Army Publishing Guide
  AR 25_30.pdf

- MIL-PRF 32216A Evaluation Of Commercial Off-The-Shelf (COTS) Manuals and Preparation Of Supplemental Data
Useful Links

Army LOGSA Electronic Technical Manuals (ETM) Site:


Army Publishing Directorate:

http://www.apd.army.mil/

LT2 Portal:

https://lt2portal.org/
MIL-STD is a Requirement for developing publications.

Verification activity is conducted on all final drafts of manuals prior to Government acceptance and fielding.

Army Two-level Maintenance Concept will be used when developing publications.

Requirement Matrix Table should be attached as Annex to Exhibit C to each publication CDRL (DD1423).

If you have questions please contact me or the Government Logistician on the program.
Questions