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Ministry
of Defence

JSP 886
THE DEFENCE LOGISTICS SUPPORT CHAIN MANUAL

VOLUME 1
DEFENCE LOGISTICS SUPPORT CHAIN

PART 3
SUPPORT SOLUTIONS ENVELOPE

VERSION RECORD		
Version Number	Version Date	Description
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.
3.1	05 Feb 13	New MOD Logo – Front Page
3.2	30 Apr 13	Updates to text and POC.
3.3	27 Jun 13	Document Review and Minor Amendments.

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CHAPTER 1: 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 Delivery Teams (DT) 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 Solutions Improvement Teams (SSIT) within Through Life Support (TLS).
3. The Support Solutions Envelope (SSE)¹ is the underpinning guide that is required to be used by DTs when developing its support solution and will be utilised by the TLS [SSIT](#) when providing advice and guidance.
4. The SSE is not an authoritative statement of policy but consists of:
 - a. Signposts to support policy.
 - b. A tool providing advice and guidance on policy considerations when developing a support solution.
5. The SSE provides the means for a delivery 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 DTs helps to drive coherence in support solutions, and can expose the difference between the optimum support solution for a capability, when considered by the DT 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 DTs may identify and articulate support risks for all categories of projects, and for UORs.
8. The SSE consists of 4 policy sections known as Key Support Areas (KSAs):
 - a. KSA 1 – Logistics Readiness and Sustainability.
 - (1) Owner – Support Chain Management Head.
 - (2) Owner’s Representative – ACDS Log Ops-LogSptPolicySO1.
 - b. KSA 2 - Supportability Engineering.
 - (1) Owner – Support Chain Management Head.
 - (2) Owner’s Representative – DES JSC SCM-TLS-ILS.

¹ [Support Solutions Envelope](#)

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- c. KSA 3 – Supply Chain Management.
 - (1) Owner – Hd JSC Support Chain Management.
 - (2) Owner’s Representative – DES JSC SCM-SCO-Ops-Plans.
- d. KSA 4 - Logistic Information.
 - (1) Owner – Hd Log NEC Programmes.
 - (2) Owner’s Representative – DES LogNECProg-PMG-PfTL.

9. Each KSA consists of a number of SSE Governing Policies (GPs) which that the KSA Owner has decided are critical to his area of operation to enable the development of robust, optimised, through-life support solutions that deliver the required support to military capability.

POLICY

10. Delivery Team Leads are required to ensure that support solutions are developed using the SSE and are to engage formally 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 delivery team’s normal development activities. The TLS SSIT provides advice and guidance on support and associated risks. It also provides independent assessments of supportability to assist DTs’ self-assurance of projects, for example as an essential part of DTs’ submissions at decision points in the CADMID cycle.

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

12. The SSE does not identify all policies that a delivery team may need to consider in developing a support solution, but only those deemed critical by the KSA Owners for effective and coherent support in the context of Defence.

PRECEDANCE AND AUTHORITY

13. [JSP 899](#)² - Logistics Process Roles and Responsibilities - requires that a project’s support solution is developed using the SSE.

14. At key decision points in the CADMID³ cycle the DT Leader or Support Manager 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 DE&S is able to demonstrate that the project’s Support Solution will be effective (in meeting user requirements), coherent (with other support solutions), comprehensive (in addressing all lines of development) and optimised (exploiting opportunities and best practice).

² [JSP 899](#) Version 2 Paragraph 040108 - Logistics Process Roles and Responsibilities.

³ Concept Assessment Design Manufacture In-Service Disposal

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ASSURANCE AND PROCESS

15. The Delivery Functional Directors are responsible for setting the Investment Assurance policy for their areas.

16. 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 coherence and consistency with the policies signposted in the SSE.

Applicability

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

- a. **New capability.**
- b. **Upgrade.** An Upgrade is one that seeks out and results in a material improvement to a capability.
- c. **Update.** An Update is one which seeks out 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.** An Upkeep is one which seeks and results in renewal, continuation on, or extension of an existing capability without resulting in additional functionality or material improvement to a capability.
- e. **Urgent Operational Requirement (UOR).** A UOR is 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) Reference to SMART Approvals Guidance for further information.
 - (2) The SSE should be used to record those policies implemented 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).** IS enabled business change programmes.

The SSE can, to a limited extent, be applicable to other types of project, for example infrastructure and commodity provision, where there are implications for support to equipment or to Front Line Commands.

Support Solution Development Tool

18. 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.

⁴ [SMART Approvals Guidance](#) Version 10.7

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19. The SSDT is designed for use throughout the life of the Project and indicates recommended activities to assist a delivery team in meeting the signposted policy in their development of a support solution. It also enables the DT to record how policy requirements and any risks to support or Defence have been addressed.

20. The content of the SSDT provides a process to gain progressive confidence in a support solution as it develops through the CADMID cycle 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.

Information Layers

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

22. 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

23. 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

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

25. The SSE is developed and maintained by the Support Solutions Community (SSC) Forum consisting of the following.

- a. KSA Owners' Representatives.
- b. TLS SSIT Leads.
- c. Support Process Development (SPD) Team.

26. Enquiries concerning the construct, design and content of the SSE should be addressed to the SSE Manager.

27. Enquiries concerning the use of the SSE on a project should be addressed to the appropriate SSIT Lead⁷.

⁵ [SSE website](#).

⁶ [DE&S Corporate Governance Portal](#).

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Review

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

⁷ [SSIT Leads](#)