

## SCOPE and PURPOSE

This handbook is written to assist program managers and others in addressing and establishing a sound support strategy for commercial items in military weapon systems. This handbook assumes that you have already decided to use commercial items in at least a portion of the overall system you are tasked to support. Most large weapons systems will remain likely to contain proprietary "military-only" portions that have no corresponding commercial counterpart, and make use of commercial products as suitable applications are identified. This mix of commercial products with military-only designs presents a formidable challenge to a support strategy. The support plan must adjust to provide interfaces for non-traditional support concepts to work along side of traditional ones. It is the intent of this handbook to help you identify possible approaches, describe various tools and concepts for commercial item support being developed among DoD activities, and achieve success.

It is important to realize that there are no hard and fast rules or pat answers to the many questions raised in using commercial items under military circumstances. But the overwhelming evidence from fairly recent military system experiences suggest that use of commercial technologies and products is almost inevitable at one stage of the game or another. Therefore this handbook attempts to help you make your own observations and draw your own conclusions as to the best approach for your system when faced with the need to support commercial items.

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## **ORGANIZATION of THIS HANDBOOK**

This handbook contains three parts. The first part addresses supportability issues with commercial items in a military system environment. Areas of concern include configuration management, contract considerations, sparring concepts, maintenance, and training. The second part covers reliability issues such as assessing reliability of commercial items and system availability models. The third part covers budgeting issues and presents ways to plan, manage and track commercial item support.