

## Key Product Support Resources & Links

Product Support Policy, Guidance & Tools Repository (<https://acc.dau.mil/productsupport>)

Life Cycle Sustainment Plan Outline (<https://acc.dau.mil/lscsp-outline>)

Product Support Manager (PSM) Reference Repository (<https://acc.dau.mil/psm>)

Product Support Manager's (PSM) Guidebook (<https://acc.dau.mil/psm-guidebook>)

Business Case Analysis (BCA) Guidebook (<https://acc.dau.mil/bca-guidebook>)

Logistics Assessment (LA) Guidebook (<https://acc.dau.mil/la-guidebook>)

Integrated Product Support (IPS) Element Guidebook (<https://acc.dau.mil/productsupport>)

Life Cycle Sustainment Plan (LCSP) Outline (<https://acc.dau.mil/productsupport>)

Logistics & Sustainment Blog (<https://dap.dau.mil/career/log/blogs/default.aspx>)

Product Support Training (<http://icatalog.dau.mil/onlinecatalog/tabnavcl.aspx?tab=CLL>)

Regardless of where your program is in the acquisition cycle, these 10 things to know about product support will serve you well in achieving optimized, affordable readiness for our warfighters.

I consider myself extremely fortunate, having had the privilege to work for several great PMs earlier in my career. Each recognized the importance of getting foundational requirements right. Each chose to make long-term investments in product support in order to reduce life cycle costs. Each demanded nothing less than excellence from their logisticians. To a one, they refused to defer difficult product support decisions. Each regularly and candidly communicated with key product support stakeholders. And each knew their decisions would have ramifications for decades to come. So, when it comes to product support, I encourage you to emulate their example, reflect on the things discussed in this article, and in so doing, establish yourself as a truly great PM in your own right!

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**For more on product support,  
look for the March-April 2012  
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taking the time to visit the warfighter where they live and work. Talk to the operators, maintainers, and supply managers. Find out what issues are hurting their heads. Do they have ideas for improving the system? Are there spare parts, reliability, or repair process issues? You will probably already be aware of such problems, but if not, trust me: The troops in the field will ensure you know about it!

## Farewell to Eduard Boyd



Ed Boyd, director of DAU's Visual Arts and Press department since 2003, will retire on Dec. 31, after nearly 40 years of service in the Department of Defense. Ed served for many years in the Army, working in graphic arts and in recruiting. He arrived at DAU in 1977 and has served under all but one DAU president. Ed's capable leadership, unflagging sense of humor, and joyous can-do spirit will be greatly missed by everyone who has had the privilege of working with him. We wish him and his wife Sharon (a longtime DAU staff member) the very best in their well-deserved retirement.