



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

3500 DEFENSE PENTAGON
WASHINGTON, DC 20301-3500

SUSTAINMENT

January 15, 2021

MEMORANDUM FOR PRESIDENT, DEFENSE ACQUISITION UNIVERSITY (DAU)

SUBJECT: Incorporation of Interim Information Technology System Continuous Support in DAU Learning Assets

REFERENCE: Technical Report for the Life Cycle Logistics (LCL) Tier 2 Technical Competency Model

As the lead Life Cycle Logistician for the Under Secretary of Defense, Acquisition and Sustainment (USD(A&S)), I am requesting that the attached interim Information Technology System Continuous Support competency task set be incorporated into all DAU learning assets and references for the Life Cycle Logistics (LCL) community. I am also requesting that this interim task set be used in the development of all future learning assets and references for the LCL community. This task set will be formally incorporated into the LCL competency model upon its next scheduled refresh by Defense Civilian Personnel Advisory Service (DCPAS).

Competency models identify the knowledge, skills, abilities and other characteristics needed to perform work roles or occupational functions successfully. These models aid enterprise workforce planning and development efforts, enabling the Department to develop strategies and policies that will ensure we hire, develop and retain the right talent. The LCL competency model was developed by DCPAS in 2017, contained eleven technical competencies, and was validated by the LCL community on July 31, 2019. The twelfth technical competency, formerly Computer Resources, was under revision at that time and omitted from the 2019 model. The newly redefined Information Technology System Continuous Support technical competency, provides the interim enterprise-level (Tier 2) title, description, and task statements applicable to the LCL community.

It is my intent that this competency task will be incorporated into the Life Cycle Logistics competency model when it is refreshed in accordance with the standards established by the Defense Civilian Personnel Advisory Service. My point of contact regarding this memorandum is Mrs. Carrie Limo at (703) 693-5716 or carrie.k.limo.civ@mail.mil.

Jacqueline A. Ferko
Deputy Assistant Secretary of Defense
For Product Support

cc:
Director, Logistics and Sustainment Center, DAU

Attachment:
As stated

Interim Information Technology Systems Continuous Support Competency

Comp ID	Competency Title	Competency Description
12.0	Information Technology (IT) Systems Continuous Support	Identify, plan, resource, and acquire facilities, hardware, software, firmware, documentation, manpower and personnel necessary for planning and conducting lifecycle management of computer hardware and software systems.
Task Statements		<p>12.A Participate in the information technology and embedded software systems engineering and continuous development process from program inception through disposal to ensure logistics considerations for IT systems and embedded software (i.e. development, capability insertion impacts to logistics products, maintenance, license management, configuration management, etc.) are included.</p> <p>12.B Develop key considerations, inputs and data in support of the product support strategy business case analysis that considers long-term product support of embedded software, associated hardware, software applications, and IT Services (ref DoD Enterprise Service Management Framework), including facilities, infrastructure, continuity of service and standardized IT Service Management (including service desk use, trouble ticket</p> <p>12.C. Apply agile and unified development, security, and operations (DevSecOps) software continuous integration/continuous deployment practices in partnership with engineers to collaboratively manage product support documentation and training in support of operations and troubleshooting/maintenance.</p> <p>12.D Partner with cybersecurity experts to ensure that cybersecurity is addressed early and incorporated into product support solutions throughout the program's life cycle to identify and reduce operational and technical risks.</p> <p>12.E Partner with engineers in order to tailor technical data/license rights acquisition and ensure it is aligned with product support strategies.</p> <p>12.F Partner with the engineers and cybersecurity specialists to collaboratively review contractor supply chain risk management (SCRM) plans as part of the source selection and evaluation criteria process and update over the life cycle.</p> <p>12.G Assess system product support strategies and requirements as weapon systems and mission scenarios evolve and at specific intervals over the system life-cycle.</p>

	<p>12.H Partner with system architects and engineers to ensure capability support of Cloud Computing sustainment to include network-based storage and compute resources. Provide a detailed enterprise support approach for managing data, infrastructure, and application landscape.</p>
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