



DEFENSE ACQUISITION UNIVERSITY
LOG 465 - Executive Product Support Manager's Course

151203

*Course Learning/Performance Objectives followed by its
enabling learning objectives on separate lines if specified.*

1	Discuss PSM responsibilities and the skills needed to execute those responsibilities.
2	Given a scenario, decide if program metrics are facilitating desired outcomes. Given leadership challenges associated with identifying, documenting, and championing system sustainment requirements, explain a Product Support Manager's best courses of action, identify key stakeholders to engage, and identify additional information desired to enhance decision making.
3	Given a scenario with a BCA under development, devise a strategy for gaining stakeholder buy-in.
4	Given leadership challenges associated with planning, coordinating and implementing a Product Support Strategy, including the conduct of a Business Case Analysis, explain a Product Support Manager's best courses of action, identify key stakeholders to engage, and identify additional information desired to enhance decision making.
5	Given a scenario, explain how the Product Support Manager (PSM) engages with the system engineering process, technical management activities, and other key horizontal program entities (e.g., the Contracting Officer) to ensure the system is reliable, available, maintainable and affordable. Given leadership challenges associated with planning and conducting technical management activities (including system engineering and test & evaluation), outline a Product Support Manager's best courses of action, additional information desired and key stakeholders to engage.
6	Given leadership challenges related to leading Product Support Teams, analyze the situations and recommend solutions. Discriminate between Product Support Manager's leadership and management of Product Support Teams.
7	Create a Leadership Development Plan that addresses the PSM's relevant leadership competency gaps, including both near and long-term goals.
8	Demonstrate how the Product Support Manager (PSM) establishes credible cost estimates for product support and effectively manages government funds for product support.
9	Demonstrate how the Product Support Manager (PSM) effectively engages with the DoD contracting process and contracting officers to implement a system Product Support Strategy. Examine the Product Support Manager's roles and responsibilities related to awarding and managing contracts for system sustainment (Product Support). Given leadership challenges associated with the DoD contracting process and managing multiple contracts, explain a Product Support Manager's best courses of action, additional information desired, and key stakeholders to engage. Given a scenario, examine the Product Support Manager's options regarding various contracting approaches, including both transactional and performance-based methods in accordance with the DoD Better Buying Power initiative.
10	Demonstrate how the Product Support Manager (PSM) effectively fields/deploys a supportable system, supports Logistics Assessments and performs operational testing. Examine the Product Support Manager's roles and responsibilities related to planning and executing fielding/deployment of a supportable system including the end items and Product Support Package (PSP). Given leadership challenges associated with fielding/deployment, operational testing, and Independent Logistics Assessments, explain a Product Support Manager's best courses of action, additional information desired and key stakeholders to engage.
11	Demonstrate how the Product Support Manager (PSM) effectively manages and improves system sustainment including Sustaining Engineering Given leadership challenges involving geographically dispersed teams, explain Product Support Manager's best courses of action, additional information desired and key stakeholders to engage. Given a post-IOC support review scenario, propose support strategy improvements. Given a scenario, analyze and revalidate a Business Case Analysis.
12	Create a Stakeholder Tactical Engagement Plan (STEP).