- 4.3. THE PSS AND THE LCSP.
  - "An LCSP is required for all covered systems and is the principal document establishing the system's product support planning and sustainment, pursuant to Section 2337 of Title 10, U.S.C. For covered systems, a detailed LCSP will include:
    - (2) Performance goals, including:
      - (a) **Sustainment key performance parameters (KPPs).**
      - (b) **Key system attributes.**
      - (c) **Other appropriate metrics.**

      HSI is an Other System Attribute and is embedded within Sustainment KPPs (via Training domain, Reliability)
    - (7) **Engineering and design considerations**, including DMSMS resilience, that support cost-effective sustainment for the system.

- "The **PSM will collaborate with users, systems engineers, cost analysts, and other stakeholders** to develop risks and assumptions unique to the systems."

- "(1) The **PSM will work with systems engineers and users** to develop the RAM-C rationale report **to ensure supportability, maintenance, and training are incorporated into the design through early user assessments; and to incorporate user feedback into supportability planning.**

- "i. Demonstrating and Evaluating Performance.
  - In support of the PM, **the PSM will work with systems engineers and the testing and user communities to incorporate costs and manpower planning necessary to conduct user supportability related demonstration and evaluation events** into the program test strategy."

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- ## a. Disposition Analysis.
  - "The PM and the PSM (or LCL) will use operational data, including an assessment of the fielded urgent need capability's operational utility, as well as **user feedback concerning its performance**, to help inform the disposition official's recommendation and highlight key risk areas. The **PSM or LCL will identify risks to inform any follow-on procurement and product support performance metrics to incentivize future improvements in the capability's design** to achieve A_o and control costs should it transition to a PoR."

- "(3) **The PSM will further influence design through coordination with users to assess models or physical prototypes, to ensure maintainability and usability within an operational environment.** The PSM will provide user feedback, along with system and operational data, to systems engineers to support the development of modeling tools to improve the prototype's design."

- "(4) User Assessment Planning. In support of the PM, the PSM will coordinate with the lead software developer **to identify and pre-plan for user participation in product support-related user assessments of the software technical manual, source codes, training materials, and supportability**."

HSI is involved in all sustainment activities involving the end user!

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