

Customers don't just buy your product. They buy your product *and* its support, as a guarantee your product will continue to work in the long - term.

You're a systems engineer or a project manager and you have been asked to produce integrated logistic support [ILS] (or integrated product support [IPS]) artefacts as part of a product delivery. These artefacts will assure your customer that your support is as well designed as your product itself.

Support is not your core focus and you're worried that you're not quite sure how to satisfy the requirement or, perhaps, what the requirement even means. You don't want to fail to meet your customer's needs or cost your organisation money by getting it wrong.

There are decades of materials on concepts like ILS and IPS, none of it has been written for you. It's very difficult to find out what you should do to satisfy these requirements.

We understand how frustrating it can be when you want to do a good job but even knowing where to start feels so far away. We can help.

Throughout our history, we have helped many organisations to deliver against their client's integrated support requirements and we've trained over 2,000 + integrated support engineers. We have given them a foundation of the basic principles of support analysis and helped them to understand topics like task analysis. Those principles have empowered them to go on and succeed in their integrated support engineering career.

Would you like to succeed too?

1. Visit our website www.aspirecl.com/train
2. Pick one of our scheduled events
3. Book your place

BOOK NOW

Spending time with us will help you understand what your client is asking for and to develop the support that both your client and your product deserve. You'll have a foundation that means that you'll never have to feel the discomfort of not knowing ever again!

YOUR GUIDE TO SUPPORT SOLUTIONS
www.aspirecl.com/train

Integrated support:

Support for non-support people

Integrated support: Support for non-support people

Course Introduction and Objectives

Overview

An interactive workshop that will begin by establishing the basic definitions of common concepts like integrated support, support analysis and through life support.

The workshop will use these definitions as a basis to move on and to explore what these concepts mean in practise, how they ought to work and how the myriad of plans, reports and case reports are related to the processes.

Target Audience

This workshop is aimed primarily at non-support people within product development organisations.

It will be of particular value to people in roles such as product managers, project managers, systems engineers or anyone else who has been tasked to meet integrated support requirements but has little or no background in equipment support or support engineering roles.

Objectives and Utility

By the end of this workshop the delegate will:

- ▶ understand key support concepts including integrated support, support analysis and through life support.
- ▶ understand how the key concepts relate to each other and how they ought to be implemented in practise.
- ▶ be able to recognise the relationship between the often required plans, reports and case reports and the key support concepts.

The Training Process

This is a facilitated workshop. It is an interactive, instructor-led exploration of integrated support and will draw on the experience and needs of the audience.

The conversation will be supported by a PowerPoint presentation which will provide a framework for discussion throughout the day.

There is no formal assessment but delegate understanding will be checked throughout the event.

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Course Programme

Day 1

T0048	Introduction to support concepts
T0056	Introduction to typical support deliverables