



UNITED STATES ARMY



COMMON LEVELS OF SUPPORT (CLS)

OVERVIEW BRIEFING

Nancy Bush
Logistics Division,
Executive Food Program Manager
Installation Management Agency

NANCY.BUSH@nancy.bush@hqsda.army.mil 703-602-4341

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TODAY'S TOPICS



- WHY IS CLS NEEDED?
- WHAT IS THE CLS CONCEPT?
- HOW IS CLS BEING DEVELOPED?
- WHAT WILL CLS ACCOMPLISH FOR THE ARMY?

NANCY.BUSH@nancy.bush@hqsda.army.mil 703-602-4341

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WHY IS CLS NEEDED?



INSTALLATION MANAGEMENT FUNDING:

- TOTAL REQUIREMENT FOR INSTALLATION MANAGEMENT SERVICES IS CALCULATED TO FUND FULL SCOPE OF ARMY BASELINE SERVICES (ABS)
- HISTORICALLY, INSTALLATIONS DO NOT RECEIVE 100% OF REQUIRED DOLLARS FOR INSTALLATION MANAGEMENT SERVICES
- INSTALLATIONS CANNOT PROVIDE FULL SCOPE OF SERVICES WITH LESS THAN FULL REQUIRED DOLLARS

NANCY.BUSH@nancy.bush@hqsda.army.mil 703-602-4341

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ARMY BASELINE SERVICES AND COMMON LEVELS OF SUPPORT

ARMY BASELINE SERVICES (ABS) ESTABLISHES THE STANDARDS FOR INSTALLATION SERVICES TO BE DELIVERED, AND WILL BE USED IN CONJUNCTION WITH COST FACTORS TO ESTABLISH BASOPS REQUIREMENTS

COMMON LEVELS OF SUPPORT (CLS) PROVIDES GARRISONS DEFINITIVE GUIDANCE, PERFORMANCE STANDARDS, AND PERFORMANCE MEASURES FOR THE **UNIFORM DELIVERY OF SERVICES AT AN AFFORDABLE SUPPORT LEVEL**

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COMMON LEVELS OF SUPPORT STRATEGY

- DIVIDE ABS SERVICES INTO DISCRETE, COMPONENT SUPPORT PROGRAMS
- WHEN THE ARMY CANNOT FUND 100% OF AN ABS SERVICE, THEN:
 - FULLY FUND THE HIGHEST PRIORITY SUPPORT PROGRAMS WITHIN AVAILABLE FUNDS
 - DO NOT FUND LOWER PRIORITY PROGRAMS AT ALL

WHAT WE DO, WE WILL DO WELL

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COMMON LEVELS OF SUPPORT

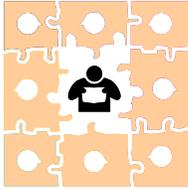
BUILDING THE CLS PROCESS

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**THE CLS CONCEPT --
ANALYZING THE ABS SERVICES**

SERVICE: XXXXX

- XXXXX CONSISTS OF SEVERAL SUBORDINATE PROGRAMS
- THESE "SERVICE SUPPORT PROGRAMS" CAN BE DIVIDED SO THEY ARE DISCRETE



TO IMPLEMENT CLS, IMA MUST DEFINE THESE COMPONENT PROGRAMS FOR EACH SERVICE

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DEFINING COMPONENT PROGRAMS

- COMPONENT PROGRAMS MUST BE IDENTIFIED AND DESCRIBED
 - WHAT DO THEY CONTAIN?
 - HOW CAN THEY BE MEASURED?
 - WHAT DO THEY COST?
 - WHICH ARE MOST IMPORTANT TO CUSTOMER AND ARMY?
- COMPONENT PROGRAMS MUST REFLECT CONSENSUS OF INSTALLATION STAKEHOLDERS
- HOW TO DO THIS? **SERVICE ANALYSIS TEAMS (SATs)**

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SERVICE ANALYSIS TEAMS (SATs)

- TEAMS OF ARMY INSTALLATION MANAGEMENT STAKEHOLDERS:
 - FUNCTIONAL EXPERTS, CUSTOMERS, AND COMMAND
- COLLABORATE ON DEVELOPMENT OF CLS COMPONENTS
 - WEEK-LONG OFF-SITE WORK SESSION
 - COLLECTIVE RESPONSIBILITY FOR WORK RESULTS
- FOCUS ON ABS SERVICES THAT ARE ALL OR PARTIALLY IMA-FUNDED

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SAT TASKS



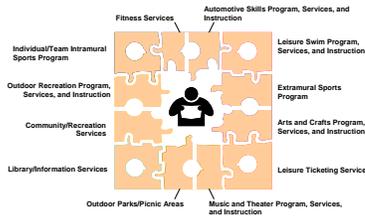
- IDENTIFY COMPONENT SERVICE SUPPORT PROGRAMS (SSPs)
- DEVELOP SSP PERFORMANCE MEASURES AND TARGETS
- IDENTIFY SSP COST AS A PERCENTAGE OF TOTAL REQUIREMENT COST FOR THE SERVICE
- PRIORITIZE SSPs IN ORDER OF IMPORTANCE TO CUSTOMER AND ARMY



SAT OUTPUT EXAMPLE



SERVICE: RECREATION (PRE-DECISIONAL)



SERVICE SUPPORT PROGRAMS



SAT OUTPUT EXAMPLE (cont.)



SERVICE: RECREATION (PRE-DECISIONAL)

SSP	Priority	% Service Cost of SSP	Cumulative % Service Cost	ABS Rating
Music and Theater Program, Services, and Instruction	12	8%	100%	G
Leisure Ticketing Services	11	1%	98%	
Arts and Crafts Program, Services, and Instruction	10	7%	93%	
Automotive Skills Program, Services, and Instruction	9	7%	86%	A
Leisure Swim Program, Services, and Instruction	8	3%	79%	
Extramural Sports Program	7	3%	76%	R
Outdoor Parks/Picnic Areas	6	3%	73%	
Library/Information Services	5	13%	72%	
Outdoor Recreation Program, Services, and Instruction	4	13%	57%	
Community/Recreation Services	3	13%	44%	
Individual/Team Intramural Sport Programs	2	8%	31%	
Fitness Services	1	23%	23%	

COMMON LEVELS OF SUPPORT

IMA CLS FUNDING DECISION PROCESS

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DECISION PROCESS

IMA SENIOR EXECUTIVE LEADERSHIP (SEL) DEVELOPS RECOMMENDATIONS FOR Dir, IMA APPROVAL

ALL SERVICES & SERVICE SUPPORT PROGRAMS

Substance Abuse	10
Physical Security	10
Retail Supply	10
Food Services	10
Automation	10
ACS	10

CLS FUNDING STRAWMAN FOR SEL (INCLUDES BUDGET GUIDANCE)

Dir, IMA APPROVED CLS FOR FYXX

Service	SSPs
SUBSTANCE ABUSE	7 OF 9
PHYSICAL SECURITY	8 OF 10
RETAIL SUPPLY	9 OF 12
FOOD SERVICES	5 OF 8
AUTOMATION	7 OF 10
ACS	6 OF 8

CLS RECOMMENDATION TO DIMA

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COMMON LEVELS OF SUPPORT

DECISION TOOL EXAMPLE

SERVICE: RECREATION (NOTIONAL DECISION)

SSP	Priority	% Service Cost of SSP	Cumulative % Service Cost	ABS Rating
Music and Theater Program, Services, and Instruction	12	6%	100%	G
Leisure Tubing Services	11	1%	94%	
Arts and Crafts Program, Services, and Instruction	10	7%	93%	
Automotive Skills Program, Services, and Instruction	9	7%	86%	A
Leisure Swim Program, Services, and Instruction	8	3%	79%	
Extramural Sports Program	7	3%	76%	
Outdoor Parks/Picnic Areas	6	3%	73%	R
Library/Information Services	5	13%	70%	
Outdoor/Recreation Program, Services, and Instruction	4	13%	57%	
Community/Recreation Services	3	13%	44%	
Indiv/Team Intramural Sport Programs	2	8%	31%	
Fitness Services	1	23%	23%	

FINDED

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COMMON LEVELS OF SUPPORT MEASURES OF SUCCESS



- CLEARLY DEFINED SUPPORT PROGRAMS
- APPROPRIATE APPLICATION OF FUNDS
- STANDARD SERVICE DELIVERY
- A PLAN TO INCREASE CAPABILITY
 - INCREASED FUNDING WHERE NEEDED
 - BUSINESS PROCESS IMPROVEMENT



INSTALLATION MANAGEMENT AGENCY



QUESTIONS



COMMON LEVELS OF SUPPORT



BACK UP SLIDES

