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European foreword

This document (EN 9276:2025) has been prepared by ASD-STAN.

After enquiries and votes carried out in accordance with the rules of this Association, this document has received the approval of the National Associations and the Official Services of the member countries of ASD-STAN, prior to its presentation to CEN.

This document shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2026, and conflicting national standards shall be withdrawn at the latest by June 2026.

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Introduction

In a very restrictive economic context, the technical performance of the system is not the only objective assigned to large aeronautic, space or weapons programmes. The quality of the expected service, the cost of implementation and support, the sustainability of equipment goods are now at the same level of requirements.

In a programme, the quest for efficiency goes through the common will of all the stakeholders to serve a common objective that is to satisfy the system user. In this respect, satisfying the need of the user as regards logistic support and the control of usage costs is essential to ensure the availability and sustainability of the system he will operate.

In order to optimize the compromise between performance, costs and lead times over the entire life cycle, it is necessary to consider the support needs from the beginning of the programme and to develop solutions closely linked to system development, its service phase and its disposal. The failure of programme management to take the life cycle cost into consideration can have consequences for the users in the operational phase.

This document specifies the integrated logistic support (ILS) application procedures and constitutes one of the accompanying documents of EN 9200 on the specification of programme management.

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1 Scope

The purpose of this document is to:

— identify and describe, in a structured way, the principles of the integrated logistic support (ILS) activities and tasks for the main types of stakeholders in the system life cycle, from the expression of need to disposal;

— place the activities, tasks and ILS deliverables within the programme execution;

— identify the main selection and sizing of activities and tasks criteria according to the nature and the requirements of the programme;

— control the relations with the other aspects of programme management.

This document covers the following subjects:

— management of ILS (definition, implementation and running of the processes);

— expression of the support requirements;

— elaboration of the contracts (e.g. for development, maintenance, supply);

— implementation of the tasks and processes.

This document is also related to the following subjects:

— relations with costs and lead times control, configuration management, performance and RAMS management, quality assurance, documentation management;

— regulations (e.g. information system security, export controls, safety at work);

— human and organizational factors (HOF);

— environment (e.g. RoHS, REACh);

— information systems (IS) and the links between them;

— logistics information systems (LIS);

— in-service support (ISS) activities;

— configuration management of ILS objects;

— life cycle.

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The following stakeholders are concerned by ILS:

— users in the broadest sense: operators, maintenance operators, administrators, dismantlers of the system, trainers;

— the customer, who:

  — prepares technical and contractual specifications of need with which the system will comply;

  — sets up the funding of the programme;

  — oversees the realization and commissioning of the main system and of the support system;

  — facilitates the feedback.

  NOTE 1 At the highest level of the system, the customer can also be referred to as the “project owner”.

  NOTE 2 The “main system” can also be referred to as the “system of interest”.

— the supplier(s) who deliver a system (main and support) to the customer, which meets the performance specifications on time and for the agreed cost, throughout the system life cycle;

  NOTE 3 At the highest level of the system, the supplier can also be referred to as the “industrial prime contractor”.

— the regulatory authorities that supervise and approve the support processes and equipment, as needed.

The principles laid down in this document can be applied, after adaptation, to all the customer/supplier relations resulting from the breakdown of the main contract into sub-contracts.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp/

— IEC Electropedia: available at https://www.electropedia.org/

3.1
logistic support analysis
LSA
structured and iterative method that helps to optimize the operational availability and operating costs (operation and maintenance) of the system, on the basis of the expression of needs and the planned operational concepts, by pre-planning all aspects of integrated logistics support

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3.2
life cycle cost
LCC
total cost of a product throughout its life cycle, from the initial expression of needs to its disposal

Note 1 to entry: In certain programmes, the life cycle cost is called the global cost.

3.3
product life cycle
set of successive maturity states that the product takes during the different phases of a programme

Note 1 to entry: States of maturity during which the product is gradually processed are typically:

- concept;
- development;
- realization;
- use, including in-service support;
- disposal.

Note 2 to entry: The life cycle of a product takes into account all the activities involved in the manufacture, use, transport, recycling and disposal of the product. This is the basis of eco-design.

Note 3 to entry: The life cycle is generally illustrated as a series of stages, from production (extraction and harvesting of raw materials) to final disposal (disposal or recovery), including manufacturing, packaging, transport, use and recycling or disposal.

Note 4 to entry: Notion not to be confused with life profile.

3.4
availability
aptitude of a product to be ready to perform a required function under given conditions, at a given moment

Note 1 to entry: This aptitude depends on the combined aspects of reliability performance, maintainability performance and maintenance support performance.

3.5
support elements
constitutive elements of the support system

Note 1 to entry: Support elements cover the means and services provided by the different stakeholders: industrials, organizations and end users.

Note 2 to entry: See 5.1 for more information.

3.6
maintenance
all the actions required to maintain a product or restore a product to a specified condition, in which it can realize the required function(s)

Note 1 to entry: Maintenance includes the support management and supervision activities.

Note 2 to entry: In the operating phase, maintenance helps to preserve the safety, security and availability of the product.

Note 3 to entry: Maintenance includes corrective or preventive maintenance.

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3.7
in-service support
ISS
all the tasks that guarantee the capacity of the equipment to function and to be available within an imposed budgetary framework

Note 1 to entry: ISS includes the following main functions:

— maintenance and security maintenance (hardware and software);
— adaptability and upgradability of the equipment in relation to the physical or strategic environment;
— technical assistance;
— repairs;
— logistics (supplies, storage and distribution of spares);
— availability of operational personnel (use and maintenance).

Note 2 to entry: ISS also includes associated but essential functions, such as:

— stock management;
— maintenance of the support infrastructures;
— keeping the documentation up to date;
— maintenance of skills;
— management of the configuration and technical incidents;
— document management;
— management of all the above-mentioned activities.

Note 3 to entry: The implementation of ISS is conditional on the consideration of a maintenance plan which more particularly defines the main functions of ISS. Constraints, in particular budgetary ones, and agreements contribute to validating a gap between this maintenance plan and the ISS actually carried out.

Note 4 to entry: The ILS team analyses the support in the development phase and produces the maintenance plan, which remains a reference document throughout the ISS (with foreseeable changes during the operational phase).

3.8
level of intervention
NTI
maintenance operations execution level defined within the general framework of a maintenance policy, taking into account the operational availability objective and specific constraints

Note 1 to entry: Specific constraints include but are not limited to:

— complexity of the equipment;
— qualification of the personnel;
— logistic and geographical organization (e.g. place of intervention);
— costs;
— intervention times;
— means, infrastructures.

Note 2 to entry: There are various typologies, such as those defined in Annex D: technical level of intervention (NTI1, NTI2, NTI3) and the level of industrial support/level of operational support.

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3.9
life profile
chronological description of the situations in which a physical product is expected to be found, from ex-factory to disposal

Note 1 to entry: By situation, we mean: transport, handling, storage, maintenance, preparation to use, operational use, with all environmental conditions, durations and respective occurrences.

Note 2 to entry: The life profile is described for product/customer or product/job couples. For a given product, there can be several life profiles depending on the considered concepts of use or deployments.

Note 3 to entry: The life profile is not to be confused with life cycle (which includes life profile).

Note 4 to entry: The disposal phase is part of the life cycle but is not part of the life profile.

3.10
safety
aptitude of a product to respect, in all the phases of its life, an acceptable level of accident risk liable to cause harm to the personnel or serious damage to the product or its environment

Note 1 to entry: Safety is meant in the sense of unintentional events, unlike the notion of security. Malevolence is therefore excluded from this definition.

Note 2 to entry: This definition is consistent with the definition in ISO 9000:2015.

3.11
support
process that allows the main system to be used and maintained by implementing a suitable organization and the support system, throughout the operational phase, and even disposal

Note 1 to entry: See support system (5.1).

3.12
integrated logistic support
ILS
coordinated and iterative set of both management and technical tasks necessary to:

— ensure that support is taken into account when stating the requirements related to the main system within the different scenarios of use and its definition;

— specify and define the support system by optimizing the main system/support system couple;

— realize and implement the support system defined in this way;

— maintain and optimize it during the life cycle of the main system

Note 1 to entry: Integrated product support (IPS), notably used in ASD specifications, is the combination of ILS and ISS, but in some contexts IPS and ILS can be synonymous.

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3.13
security
aptitude of a product to guarantee, in all the phases of its life, an acceptable level of risk, following a malicious act, in order to prevent:

— an attack on the personnel;

— serious damage to the product or its environment;

— a loss of the confidentiality, availability or integrity of data

Note 1 to entry: Cybersecurity is a subset of security, particularly with regard to the above aspects related to "data".

3.14
system
arrangement of parts or elements that together exhibit a stated behaviour or meaning that the individual constituents do not have

Note 1 to entry: A system is sometimes considered as a product or as the services it provides.

Note 2 to entry: In practice, the interpretation of its meaning is frequently clarified by the use of an associative noun, e.g. aircraft system, weapon system.

Note 3 to entry: A complete system includes all of the associated equipment, facilities, hardware, computer programmes, firmware, technical documentation, services, and personnel required for operations and support to the degree necessary for self-sufficient use in its intended environment.

[SOURCE: ISO/IEC/IEEE 15288:2023, modified – note 2 to entry incomplete]

3.15
information system
organized set of resources (e.g. hardware, software, personnel, data, procedures) allowing the collection, storage, processing and distribution of information in all forms within and between organizations

Note 1 to entry: The computer system is only a subset of the information system.

3.16
logistics information system
LIS
computer system processing the technical and logistics data necessary for the management of equipment and its support system over the life cycle (e.g. supply management, stock management, maintenance operations management)

Note 1 to entry: The LIS is generally based on a modular architecture built from computer systems.

Note 2 to entry: The LIS is fed with data from the support technical-logistics data reference (see STANREC 4661 – ALP 20).

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3.17
computer system
information system support that takes care of digitized information and automated processing

Note 1 to entry: The computer system can be an application of the following types:

- SCM (supply chain management);
- EDM (electronic document management);
- CMMS (computerized maintenance management system);
- CRM (customer relationship management);
- HRM (human resource management);
- ERP (enterprise resource planning);
- PDM (product data management).

4 Symbols and abbreviated terms

For the purposes of this document, the following symbols and abbreviations apply:

ANSSI	French Information System Security Agency (*Agence nationale de la sécurité des systèmes d'information*)
ASD	AeroSpace and Defence industries association of Europe
CMMS	Computerized maintenance management system
CRM	Customer relationship management
DDF	Definition data file
DJD	Definition justification dossier
FMECA	Failure modes, effects and criticality analysis
HOF	Human and organizational factors
ILS	Integrated logistic support
ILSP	Integrated logistic support plan
IPC	Illustrated parts catalogue
IPL	Initial provisioning list
IPS	Integrated product support
IS	Information system
ISP	Integrated support plan
ISS	In-service support
IT	Information technology
LCC	Life cycle cost
LIS	Logistics information system
LRU	Line replaceable unit
LSA	Logistic support analysis
LSA DB	Logistic support analysis database
ML	Maintenance levels
NATO	North Atlantic Treaty Organization

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