

# INTEGRATED LOGISTIC SUPPORT

MAINTENANCE  
AND SECURITY  
FOLLOW-ON SUPPORT



**CEGELEC Défense Infrastructures & Réseaux** has an Integrated Logistics Support (ILS) unit, dedicated to Maintaining systems in Operating Condition (MOC) and ensuring system security. The unit's mission, organization and resources are optimized to meet the specific operational and security-protection requirements of its customers.

- **INTEGRATED LOGISTICS SUPPORT**
- **MAINTAINING A SYSTEM IN OPERATING CONDITION**
- **MAINTAINING SYSTEM SECURITY**

## SUPPORT FOR SENSITIVE PROGRAMMES

CEGELEC Défense Infrastructures & Réseaux provides both upstream services (sizing, preparing the validation of the support) and downstream services (maintaining the system in operating condition) as regards operating systems.

The services are à la carte and include the following :

### Management

- Call centre - technical hot-line ,
- Recording and tracking of technical incidents,
- Configuration management and tracking,
- CAMM (Computer Assisted Maintenance Management).

### Logistics support engineering

- Analysis of logistics support and technical optimization,
- Creation of logistics service tree structure,
- Drafting of ASL reports,
- Establishing the maintenance plan and/or training plan,
- Deploying the initial support including: training, documentation, supply of test and support equipment, supply of EMST , the supply of spare parts and consumables,
- Verifying that the support system operates correctly.

### Support work

- Recurrent and non-recurrent preventive maintenance operations,
- Corrective maintenance operations,
- Adaptive maintenance,
- Upgradable maintenance operations.

### Assistance

- Training and skills transfer,
- Technology watch,
- Obsolescence watch.

# MAINTAINING A SYSTEM IN OPERATING CONDITION

## Preventive maintenance

The objectives of preventive maintenance are :

- To reduce the risk of failures,
- To maintain the performance of the facilities,
- To limit down-time,
- To ensure the reliability of the facilities.

Preventive maintenance of the facilities is carried out systematically according to the operations-sheets established when drawing up the maintenance plan and according to the manufacturer's operations-sheets, based on a pre-defined schedule or when a problem is detected.

The monitoring of certain sensitive parts and technical equipment is reinforced by a joint agreement with the users in order to reduce the risk of breakdowns and thereby reduce the risk of malfunctions that may disturb users.

## MAINTAINING A SYSTEM'S SECURITY

These maintenance operations aim to maintain the system's initial security condition throughout its lifespan.

In the event that a new vulnerability is identified as regards one of the components in the system concerned, this service makes it possible to assess the risk level and then, depending on the risk level and in consultation with the Administration, to implement an organizational or technical workaround or a corrective measure within a certain time-frame.

Maintaining a system's security can be divided into two parts :

- The upstream part aimed at establishing and objectively ranking the risk-reduction measures,
- The down-stream part that involves implementing the measures decided upon.

## Curative maintenance

Should a defect in the equipment or facility occur, the aim of corrective maintenance in the event of a major failure is to :

- Take preservation measures,
- Limit the direct consequences on the system's role,
- And, at the same time, deal with the failure.

Repairs are followed by an analysis of the cause in order to prevent any further occurrences.

In the event of a minor failure, the aim is to locate and repair.

The expertise of the technicians from CEGELEC Défense Infrastructures & Réseaux unit makes it possible to carry out this analysis quickly and to remedy the problems.

CEGELEC Défense Infrastructures & Réseaux also ensures compliance with all procedures, notably as regards the triggering any intervention and updating documentation, if any changes or amendments must be made.

## DOCUMENT MANAGEMENT

All the documents containing information about the organization, work instructions or technical data, whether from internal or external sources, are subject to control measures to ensure that their content is valid, that the documents are distributed and that only relevant versions are used.