



DCMA Instruction 3101 Program Support

Office of Primary Responsibility	Acquisition Insight Capability Board
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Approved by:	David G. Bassett, LTG, U.S. Army, Director
Change 1 Approved by:	G. L. Masiello, Lieutenant General, U.S. Marine Corps, Director

Purpose: This issuance, in accordance with the authority in DoD Directive 5105.64:

- Establishes policy, assigns responsibility, and prescribes general provisions associated with Program Support and Customer Engagement processes.
- Focuses on fulfilling Agency responsibilities pursuant to:
 - Federal Acquisition Regulation Subpart 42.3, “Contract Administration Office Functions”
 - Defense Federal Acquisition Regulation Supplement Subpart 242.302, “Contract Administration Functions”
 - NASA Federal Acquisition Regulation Supplement Subpart 1815.404-2, “Data to support proposal analysis;” Subpart 1834.2, “Earned Value Management System;” Subpart 1842.2, “Contract Administration Services;” and Subpart 1844.3, “Contractors’ Purchasing Systems Reviews”

- Agreement between NASA and Department of Defense for Performance of Contract Administration and Contract Audit Services in Support of NASA Contracts
- Establishes a framework for a series of procedural manuals to address Program Support, NASA Support, and Customer Engagement processes

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY.

This issuance applies to all DCMA organizational elements.

1.2. POLICY.

It is DCMA Policy to:

- a. Deliver global acquisition insight for assigned programs, high visibility commodities, and major efforts by providing objective, independent, relevant, timely, and actionable information to the Acquisition Enterprise.
- b. Comply with the Office of the Secretary of Defense (OSD) or Service Component Guidelines when reporting on programs.
- c. Develop robust relationships with internal and external customers to understand requirements; provide integrated, independent insights; inform and influence acquisition decisions; address issues; host Distinguished Visitors (DVs); and document partnerships through agreements when necessary.
- d. Execute the requirements of this Instruction in a safe, efficient, effective, and ethical manner in all DCMA workplaces.

1.3. SUMMARY OF CHANGES.

The following identifies the most notable changes:

- Changes the Integrating Capability name to Acquisition Insight Capability
- Shifts Portfolio Management and Business Integration Responsibilities to the Acquisition Insight Capability
- Changes Customer Support to Customer Engagement (CE)
- Aligns Program Definitions with DCMA Manual (DCMA-MAN) 3101-01, “Program Support”

SECTION 2: RESPONSIBILITIES

2.1. ACQUISITION INSIGHT CAPABILITY MANAGER.

The Acquisition Insight Capability Manager must:

- a. Serve as chairperson of the Acquisition Insight Capability Board.
- b. Serve as the Agency proponent for the Acquisition Insight Capability and conduit to the DCMA Executive Council.
- c. Approve Program designations as published in the DCMA-MAN 3101 series of manuals.
- d. Provide guidance and direction to the Program Support Working Group.

2.2. COMPONENT HEADS.

The Component Heads must:

- a. Ensure their assigned areas of operation execute the applicable Program Support processes as published in the DCMA-MAN 3101 series of manuals.
- b. Evaluate Agency operational compliance and performance related to Program Support.
- c. Promote and support Program Support continuous improvements.
- d. Provide an action officer to the Program Support Working Group when required.
- e. Appoint a representative to serve as Customer Support Administrator to coordinate and facilitate the DV and CE processes.

2.3. PROGRAM SUPPORT WORKING GROUP LEAD.

The Program Support Working Group Lead must:

- a. Serve as lead of the Program Support Working Group.
- b. Serve as the Agency proponent for Program Support and conduit to the Acquisition Insight Capability Board.
- c. Develop, revise, coordinate, and maintain Program Support issuances (e.g., DCMA Manuals) necessary to document the processes and procedures to allow for consistent, standard, safe, and repeatable work across the enterprise.
- d. Identify and develop measures and metrics to monitor Program Support compliance and performance.

- e. Ensure continuous improvement of Program Support processes.
- f. Assign an action officer to serve as the subject matter expert and primary focal point for Program Support issuances and associated resource pages.
- g. Ensure Program Support Training is developed and conducted.

2.4. OPERATIONAL UNIT COMMANDERS/DIRECTORS (EAST, CENTRAL, WEST, INTERNATIONAL, AIRCRAFT INTEGRATED MAINTENANCE OPERATIONS, AND SPECIAL PROGRAMS), CENTER DIRECTORS, AND CONTRACT MANAGEMENT OFFICE (CMO) COMMANDERS/DIRECTORS.

The Commanders/Directors must:

- a. Execute and oversee their organizations' day-to-day Program Support processes as published in the DCMA-MAN 3101 series of manuals.
- b. Evaluate their organization's compliance and performance of Program Support requirements.
- c. Seek and support Program Support processes continuous improvements.
- d. Provide an action officer to the Program Support Working Group when required.
- e. Appoint a representative to serve as Customer Support Administrator to coordinate and facilitate the DV and CE processes.

SECTION 3: GENERAL PROVISIONS

3.1. DESCRIPTION.

This issuance focuses on three activities: Program Support, CE, and NASA Support.

a. Program Support.

Program Support is focused on integrating information from functional specialists within the CMOs as well as applicable Operational Centers. It enables independent program assessments highlighting contract performance issues and risks leveraging DCMA's in-plant presence. DCMA's unique perspective provides internal and external stakeholders with the information and insight needed to make program decisions by:

(1) Integrating data from other Contract Administrative Service capabilities to support cross-functional analysis and reporting at the program level.

(2) Providing contract and program assessments based on surveillance of contractual requirements.

(3) Identifying, analyzing, and reporting issues, risks, and opportunities, including:

(a) Issue, risk, or opportunity description.

(b) Contractor's root cause analysis and DCMA assessment.

(c) Predictive analysis impact relative to contractual requirements (cost, schedule, and/or technical performance).

(d) Contractor's corrective action plan or mitigation plan and DCMA assessment.

b. CE.

(1) CEs facilitate the collection of valuable management information allowing DCMA to properly align Agency services to the requirements of the defense acquisition enterprise in order to improve effectiveness, efficiencies, operational capability, and capacity. Accordingly, DCMA leaders determine the appropriate engagement and plan, execute, and document CEs.

(2) Customer Satisfaction processes solicits feedback from both external customers ((DoD), civilian agency, and contractor personnel) and internal customers (DCMA employees) to measure the overall health of the agency, promote/improve an agency-wide customer focused culture, and streamline agency processes.

c. NASA Support.

NASA Support establishes DCMA support to NASA and applies to all DCMA organizational elements performing Contract Administration Services in support of NASA Programs/Projects as specified in the accepted NASA Letter of Delegation.

(1) DCMA NASA activities support the integrity of the contractual process and provide a broad range of acquisition management services including independent analysis of contractors' performance, timely program status, and risk assessments, ultimately ensuring on time delivery of high quality and affordable products and services for NASA. DCMA's professional staff serve as information brokers throughout NASA's acquisition life cycle. It is NASA policy to make maximum use of those contract administration and contract audit services available from DoD. It is DoD policy to accept and perform those contract administration and contract audit services, as requested.

(2) NASA Support establishes DCMA oversight/insight activities that directly support the establishment of product configuration/system verification/validation (e.g., launch services, human spaceflight, basic and applied research, design, manufacturing, nondestructive testing, laboratory testing, fabrication, assembly, integration, software, performance testing, maintenance, refurbishment, repair, calibration) and contractor operation of the delivered acquisition product (e.g., hazardous test facility).

3.2. ACTIVITIES.

The following is a list of activities addressed within Program Support. Specific responsibilities and processes for these activities are outlined in corresponding DCMA-MAN 3101 series of manuals.

a. Manage Program Support:

- (1) Initiate Program.
- (2) Establish & Maintain Program Support Plan.
- (3) Perform Program Analysis & Provide Functional Inputs.
- (4) Report Program Insight.
- (5) Transition/Suspend/Terminate Program Support.
- (6) Perform Program Support Training.
- (7) Establish and Maintain CMO Level Support Agreements (Memorandums of Understanding (MOUs) and Memorandums of Agreement (MOAs)).

- b. Manage CE:
 - (1) Conduct CE.
 - (2) Analyze Customer Satisfaction.
- c. Manage NASA Support: Support NASA Programs.

3.3. PRODUCTS.

Agency information related to Program Support must be available for collecting and reporting to stakeholders within the acquisition enterprise as needed. Examples of outputs of information that may be available to stakeholders include:

- a. Program Assessment Reports.
- b. OSD and/or Service Assessments.
- c. Program Support Plans.
- d. OSD/Services Meeting Inputs.
- e. High Visibility Commodity Reports.
- f. NASA Reports.
- g. MOUs/MOAs.
- h. Functional Inputs.
- i. Program Support Agreements.
- j. Program Information Records.
- k. Product Quality Analysis and Reports.
- l. Program Workload Forecast.
- m. Customer Satisfaction Surveys.
- n. Encrypted CE Pre-Visit Notifications.
- o. Standard DV Read-Ahead Packages.
- p. CE After Action Reports (AARs).

GLOSSARY

G.1. ABBREVIATIONS AND ACRONYMS.

TERM	MEANING
AAR	After Action Report
CMO	Contract Management Office
CE	Customer Engagement
DCMA-INST	DCMA Instruction
DCMA-MAN	DCMA Manual
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DV	Distinguished Visitor
FAR	Federal Acquisition Regulation
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NASA	National Aeronautics and Space Administration
OSD	Office of the Secretary of Defense

GLOSSARY

G.2. DEFINITIONS.

TERM	DEFINITION
Action Officer	A DCMA professional who serves as the subject matter expert and primary focal point for an issuance and associated resource page.
AAR	A summary of significant issues about contractor performance or DCMA support that the CMO has addressed during a visit and requires DCMA leadership awareness. CMO Commanders/Directors, Component Heads determine when to issue an AAR.
Building Partner Capacity Program	Security cooperation and security assistance activities that are funded with United States Government appropriations and administered as cases within the Foreign Military Sales infrastructure. These programs provide defense articles and/or services to other United States Government departments and agencies under the authority of Section 1535 of Title 31, United States Code (also known as the “Economy Act”) or other transfer authorities for the purpose of building the capacity of partner nation security forces and enhancing their capability to conduct counterterrorism, counter drug, and counterinsurgency operations, or to support U.S. military and stability operations, multilateral peace operations, and other programs.
Capability	The ability to achieve a desired effect under specified standards and conditions through a combination of means and ways across doctrine, organization, training, materiel, leadership and education, personnel, and facilities to perform a set of tasks to execute a specified course of action.
Capability Manager	The individual or individuals identified by the Agency Director as the advocate for all Agency efforts under a given Capability. The Capability Manager is responsible for the doctrine, instructions, manuals, tools, and training associated with the activities that fall under the purview of the Capability.
Component Head	The leader of a DCMA component who reports directly to the Office of Director, DCMA.
CMO	An organizational unit within DCMA that is assigned post award functions related to the administration of contracts. The office is

responsible for managing and administering assigned contracts from contract receipt to contract closeout.

CE Pre-Visit Notification

An encrypted e-mail notification sent to the “Customer Engagement Inbox” to apprise DCMA leadership of scheduled arrivals, departures and recommended personal involvement with the engagements.

Customer Support Administrator

Designated by the Component Head and CMO Commander/Director or deputy (or their designated streamlined commander) as the point of contact to manage and coordinate Customer Support related activities in support of the DV, MOA, and CE processes.

DCMA Standard DV Read-Ahead Package

A “standardized agency set of requirements” used for collecting and sharing information with DVs. Step-by-step instructions on where to get the data and how to build these slides are made available under the Tools/Template section of the Resource Page.

Foreign Military Sales

That portion of United States security assistance for sales programs that require agreements/contracts between the United States Government and an authorized recipient government or international organization for defense articles and services to be provided to the recipient for current stocks or new procurements under DoD-managed contracts, regardless of the source of financing.

High Visibility Commodities

A family or class of similar material or product, of significant interest to a customer, organized together for the purpose of managing and providing systemic insights (e.g., conventional ammunition, body armor).

International Cooperative Program

Any acquisition program or technology project that includes participation by the United States and one or more foreign nations, through an international agreement, during any phase of a system's life cycle.

Major Effort

A contract or set of contracts not designated as a program on a service acquisition list in which DCMA is conducting surveillance and desires to establish a Program Support Team Site for the purposes of either:

- Producing a Program Assessment Report and adhering to Program Support requirements or

- Using the Program Support Team Site to collaborate with team members and use the various functional inputs to collect data and insights.

Major Program

A term adopted by DCMA to identify those programs with Program Assessment Report reporting requirements within Engineering & Manufacturing Development or Production and Deployment phases. Major Programs include:

- ACAT I Reference DoD Instruction 5000.85, “Major Capability Acquisition,” for definition and dollar value thresholds
- Missile Defense Agency Missile Defense System Programs with ACAT I dollar value thresholds
- Strategic Systems Programs with ACAT I dollar value thresholds
- Middle Tier of Acquisition Programs categorized as a major system with ACAT I dollar value thresholds
- Foreign Military Sales standalone Programs with ACAT I dollar value thresholds
- International Cooperative Programs with ACAT I dollar value thresholds
- Building Partner Capacity Programs with ACAT I dollar value thresholds
- Additional programs or sub-programs designated by the Acquisition Insight Capability Manager

Non-Major Program

A term used by DCMA to identify programs not identified as Major Programs under the following conditions:

- Programs on a Service list or OSD list within Engineering & Manufacturing Development or Production and Deployment phases that are not designated as a major program
- Middle Tier of Acquisition programs not designated as a Major Program
- Foreign Military Sales standalone programs not designated as a Major Program
- International Cooperative programs not designated as a Major Program
- Building Partner Capacity programs not designated as a Major Program

Pre-Reporting Program

A Program with anticipated future Program Assessment Report requirements for which CMOs desire to establish a Program Support Team Site and begin Program Support requirements; including programs with all contracts in an Acquisition Phase of

“Rapid Prototyping” path for MTA programs not designated as a Major Program, “Materiel Solution Analysis” or “Technology Maturation and Risk Reduction.”

Program	A directed, funded effort that provides a new, improved, or continuing materiel, weapon or information system, or service capability in response to an approved need.
Program Assessment Report	Standardized, periodic report to external customers.
Reporting Program	A program producing a Program Assessment Report.
Sustainment Program	<p>A program with all contracts in Acquisition Phase “Operations and Support” that transitioned from the Production and Deployment phase where a CMO desires to continue using the Program Support Team Site for the purposes of either:</p> <ul style="list-style-type: none">• Producing a Program Assessment Report and adhering to Program Support requirements or• Using the Program Support Team Site to collaborate with team members and use the various functional inputs to collect data and insights.

REFERENCES

Agreement between the National Aeronautics and Space Administration (NASA) and the Department of Defense for Performance of Contract Administration and Contract Audit Services in Support of NASA Contracts, June 15, 1969

Defense Federal Acquisition Regulation Supplement (DFARS) Procedures, Guidance, and Information (PGI) 242.302(a)(S-75), May 28, 2014

DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," January 10, 2013

Federal Acquisition Regulation (FAR) 42.302(a)(31) and (67), "Contract Administration Functions," July 1, 2014

National Aeronautics and Space Administration (NASA) FAR Supplement Subpart 1815.404-2, "Data to support proposal analysis;" Subpart 1834.2, "Earned Value Management System;" Subpart 1842.2, "Contract Administration Services;" and Subpart 1844.3, "Contractors' Purchasing Systems Reviews," September 28, 2015 as amended

Title 31, United States Code, Section 1535, "Agency Agreements," January 5, 2023