

Support for NATO CIS

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NSPA-CIS support programme Primary Mission

is to provide In-Service support to NATO's Communication and Information Systems (CIS). The equipment supported by NSPA-CIS support programme is located at several hundred locations including:

- NATO Commands,
- NATO missions within member Nations
- Out of Area Theatres such as Afghanistan (ISAF) and Balkans (KFOR, NHQSa/EUFOR)

The In-Service Support includes:

- Managing Spares
- Managing Repairs and other Services
- Engineering Studies by Contractors
- Managing Upgrades and Replacement Projects
- Procurement
- Establishing and Maintaining Contractor Logistic Support (CLS) Contracts

High Volume Contracts

CIS support programme also has high volume contracts with selected suppliers such as:

- HP (Servers, Workstations, Printers)
- BlackBox (Network Components)
- Thales (Crypto, including IP encryption)

Outsourcing Support

NSPA-CIS support programme Outsourcing Initiatives

For more than 15 years, beginning with IFOR in the Balkans, CIS support programme work has included support for NATO's Crisis Response Operations. Since 2001, a new form of CLS has also been provided, replacing military and NATO civilian personnel in-theatre with contractor personnel who operate and maintain the CIS equipment: Outsourcing of CIS Support. At its peak this initiative saw some 60 contractor personnel in five locations in four NATO theatres of operations, working alongside their military counterparts achieving a higher level of service than before.

- Contractor operates directly under control of NATO personnel In-Theatre, not their company
- Specific performance standards (Service Level Agreements, SLA) focus on results, not creating needless reporting
- Depending on the situation, the contractor is not responsible for maintaining a logistic supply chain and providing spares, NSPA-CIS support programme does this.

Support to MODs

NSPA-CIS support programme can extend their support to national structures belonging to Ministries of Defence (MOD) or equivalent. Various civilian and military departments use CIS support programme for acquisition of spares (for Crypto equipment, computers, network components), services and software licenses. In general, a Sales Agreement between the MOD and CIS support programme is the legal framework used.

