CSSTOG

Report to SVC 65

05-03-2026

📅 **Reporting period**
Nov 2025 – Mar 2026

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About the CSSTOG
The Customer Support Services & Training Operational Group

Area of activities

- Improve S-Series training & operational efficiency
- Develop Generic Models for contracting
- Develop tools for IPS solutions adoption

Mission

- CSSTOG - Identify & recommend areas for increased cooperation across Customer Support, Training & Operational Services and promote the adoption of the IPS specifications
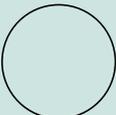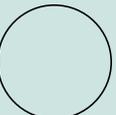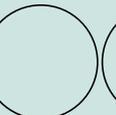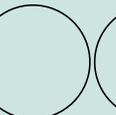
Deliverables

- CSSTOG – Develop Technical Papers, Notes, process Stakeholder inputs and respond to consultations:
- WG 2 – Enhance and develop quality of Processes in the Information Domain
- WG 3 – Develop guidance for training of S-Series Specifications
- WG 4 – Enhance and develop new Systems Sustainment Contract Models

Value for ASD members

- Ensure high quality on how S-Series Tools work together
- Strengthen IPS Spec implementation
- Integration of effective S-Series training

Membership

Members

Gareth Walsh	Gap	Terry Griffiths	Miles FIORI	Stefan KATSANIS	Pierpaolo PUCCIO	Ian SMITH	Erdem ANAC
Fabio BOTTEGLIERI	Ralph LISTL	Daan DE LANGE	Christophe DELAUNAY	Luigi CIOLI	Ciaran DODD	Phil WILLIAMS	Orlando CHIARELLO
Steve GREGSON	Joakim LUNDQVIST	Iain MCKECHNIE	Harald STADLBAUER	Gabriele TRAVERSI	Berry BRASTER	NAME	
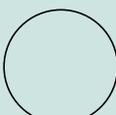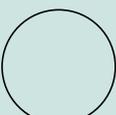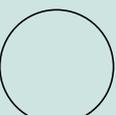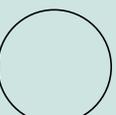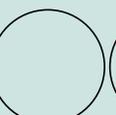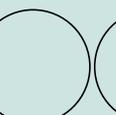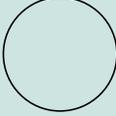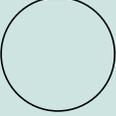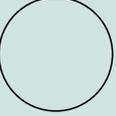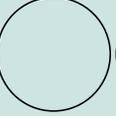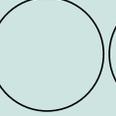
Aeronautical Engineering   IPS

          SLCM

     Educationalism

               NATO Codification

     Digititsation and Transformation

                    PBL

          Tech Docs   LSA/R
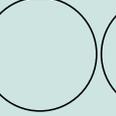
Updates/news

- Ongoing liaison with IPS DIG
- Use of STE 100 in CSSTOG documentation

Assessment of ASD representation

- Relatively low numbers currently
- Specialists needed in some specifications
- Plans for onboarding of new members for WG3

Work Programme

Our annual objectives

correspond with →

- Work closer with and develop enhanced interaction with other groups
- Establish greater use of STE 100 in document production
- Liaise with experts for deliverables
- Accelerate call for membership from new organisations
- Enhance and develop quality of Processes in the Information Domain, new Systems Sustainment Contract Models and guidance for training S-Series.

Deliverables

- CSSTOG – Position and Technical Papers in response to Stakeholders inputs and consultations
- WG 2 – S-Series Check Lists including Tailoring
- WG 3 – Develop guidance and common approach for training
- WG 4 – PBC Suggestion paper and guidance material

SVC objectives

Harmonisation & Standardisation

Innovation & Technology Adoption

Knowledge Exchange

Guidance & Governance

Advocacy & Representation

Meetings

- CSSTOG – 02-03 Sep 25 ✔
- CSSTOG – 27 Nov 25 ✔
- CSSTOG – 02 Mar 26 ✘
- WG2 – 04 Mar 26 ✔
- WG3 – 02 Mar 26 ✘
- WG4 – 20 Feb 25 ✔

Activities Progress

Status

Actions taken	Results
WG 2 – Check List additions	Additions to Intros, Tailoring & functional requirements
WG 3 – Training Guidance document on second draft	Development underway. Draft Guidance Document Q1 2026 still on track – Liaison with S6000T WG.
WG 4 PBC – Draft PBC V2 document produced	Items added for appraisal

Challenges

Challenges	Mitigating measures
Document production by multiple authors	CSSTOG groups STE100 adoption for all docs.
Establishment of multiuser training guidance	IPS DIG, Usage and problem statements - Ongoing
Members availability and efficiency for WG production	Ongoing member recruiting and efficient use of ASD SP

Input request from SVC

- Any members for WG3 Training

Goal

- Standardise cooperation between ASD groups PBC & WG 3
- Introduce the potential of AI in CSSTOG activities – WG 4
- Standardise STE in production of material – WG 3
- Support customers in S-Series integration through multiple tools and training guidance

Additional topics for discussion

IPS DIG

- Bristol Mar 2026 discussions continue

S-Series Training

- Concerns over certifying trainers
- Considerations for training material IP