Service planning guide

Integrated Operational Support

Define a work package that can be priced, staffed, and evaluated.

October 16, 2026 · Planning resource

1. Define the work

- List the sites, operating hours, tasks, volumes, assets, and customer interfaces.
- Separate recurring work from surge, transition, and one-time project tasks.
- Identify access, safety, licensing, and qualification requirements before confirming delivery.

2. Select the service scope

- Logistics: receiving, storage, issuing, inventory, reconciliation, property records, disposition support, and transportation coordination.
- Facilities: maintenance coordination, work orders, custodial and grounds support, and readiness checks.
- Workforce: staffing coordination, onboarding, training support, supervision, and documentation.
- Site readiness: assessments, mobilization, vendor coordination, handover, and closeout.
- Systems: workflows, data quality, reporting, and user-support coordination.
- Construction: scope development, estimating, trade coordination, HVAC support, quality checks, and turnover.

3. Agree the evidence

- Specify deliverables such as inventory reports, work-order logs, readiness checklists, schedules, and inspection records.
- Agree reporting frequency, acceptance criteria, issue ownership, and corrective-action deadlines.
- Select measures relevant to the requirement; establish the baseline before setting performance targets.

4. Prepare for a scope discussion

- Provide location, expected start, duration, approximate volumes, and known constraints.
- Identify which functions remain with the customer and which may be assigned to STRATON or qualified partners.
- A defined scope and confirmed resources are required before a delivery commitment.