



OPERATIONAL PERFORMANCE

# Data and Services Support



LIFECYCLE  
SOLUTIONS



# DATA AND SERVICES SUPPORT

## YOUR ACCESS TO TECHNICAL DOCUMENT SERVICES

As part of a Boeing **LIFECYCLE SOLUTION**, Data and Services Management (DSM) assists with general document inquires, drawing information, and entitlement questions. DSM also serves as a resource for acquiring maintenance and technical documents for Boeing and heritage McDonnell Douglas aircraft, such as

- Maintenance and repair manuals.
- Maintenance and ground operations manuals.
- Engineering drawings.
- Service bulletins.
- Wiring diagram and system schematic manuals.
- Illustrated parts catalog.



### Boeing Commercial Airplanes

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DSM business analysts are also available to help you understand contractual requirements for receiving technical data, such as

- Customer Services General Terms Agreement (CSGTA) for owner operators.
- Hardware Materials and Services General Terms Agreement (HMSGTA) for maintenance, repair, and overhaul (MRO) companies.
- Insurance requirements.

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**Data and Services business analysts** are here for you and can provide a wide range of assistance in

- Requests for quotes and pro forma invoices for maintenance and technical documents.
- Processing purchase orders.
- Order status related to purchase and delivery of technical materials.
- Answering questions about the revision status of technical manuals.
- Establishing contacts for all types of Boeing data.

