

SCSC Service Assurance Working Group - Meeting 14

20th March 2019, CGI, 20 Fenchurch Street, London & Webex

Minutes

Attendees

John Govey (JG) – Siemens, Kevin King (KK) – BAE Systems, Mike Parsons (MP) – CGI, Alan Simpson (ASi) – Ebneni, Stuart Field (SF) – Thales, John Penny (JP) – CAA, Andy Whitehead (AW) – Atkins, Mark Sujan (SJ) – Human Reliability, Brian Martin (BM) – Leonardo, Nick Durston (ND) - NATS

Apologies

Katrina Attwood (KA) – University of York, Mike Sleath (MS) – Consultant, Andy Scott (ASc) – NATS, Steve Elliot (SE) – BAE Systems, John Findley (JF) – QinetiQ, Craig Harris (CH) – Leidos, Simon Scutt (SS) – Thales, Sandy Garrity (SG) – NHS Digital

Agenda

1. Update on Guidance Document progress for SSS'20:
Principles, Objectives, Wrappers, etc.
2. SSS'19 feedback on papers inc. JP comments
3. Planning for 2019/2020 activities
4. Collected service-oriented war stories
5. WG meeting and communications schedule
6. Service Assurance in the news
7. AOB

Items are presented in the minutes in the order discussed in the meeting, rather than as per the Agenda. The order on the day was optimised to reflect attendees and action progression. Slides are available in [1].

NOTE: All comments or opinions in these notes are attributed only to individual attendees of the meeting, not to their respective organisations.

*[Actions are presented in the form **N.Mx** where **N** is the meeting number, **M** a reference number for the action raised in that meeting and **x** is an optional letter that differentiates related actions arising from the same discussion point].*

1. SSS'19 Papers Update

Two papers were presented at SSS'19:

1. *"Service-based Safety Assurance: A provider approach in a challenging environment"* [2] - no concerns with this paper
2. *"The Principles of Service Assurance"* [3].

Feedback from the papers was discussed, notably how it may inform the SAWG guidance document. KK explained that feedback to him at SSS'19 was seeking a consistent language in Service Assurance and particularly within the guidance we produce.

2. Progress of the guidance document

This occupied the majority of this meeting. JP has significant concerns over the road the guidance is taking and as his arrival was delayed until the afternoon session a separate slot was allocated to discuss his concerns (see Item 3).

At meeting #13 it was agreed an editorial sub-group would be formed to progress the structure of the guidance document. The first session of that sub-group was held 5th March with the following outcomes:

1. ASi to draw up a storyboard outline for the guidance
2. ASc to consider the definition of 'Service'
3. KK to consider a common format for War Stories in the guidance, most likely as an annex.

A general discussion proceeded around the storyboard produced by ASi subsequent to the editorial sub-group. Key points:

- a) SF recommended that in addition to the guidance document a very short summary document be produced for senior leaders across all industry sectors and non-safety disciplines.
- b) MP added the storyboard to the slides for this meeting [1] and updated it from this discussion.
- c) The guidance needs to encompass consideration of the quality of any service agreements across a service provision boundary.
- d) A Service Based Solution lifecycle was formed (see slides [1]).
- e) The 6 Service Assurance Principles were discussed:
 - a. Principle 1 – agreed needs to be reworded
 - b. Principle 6 – revise to remove words after "SBS." And replace "SBS" with "Service"
 - c. An example for Principle 6 around issues to do with service transition should be drawn up.
- f) Principles should be applied to the War Stories we chose to show where the Principles were not met leading to the identified service failure.

Action 14.1: MP to consider revised wording of Principle 1 and present at next meeting.

Action 14.2: MP to revise wording of Principle 6 in line with agreement at meeting 14.

A detailed discussion was held regarding the term SAL (Service Assurance Level) and whether this or a similar acronym should be described in the guidance. The underlying approach to indicate levels of assurance required and associated confidence (via a service assurance argument) is considered sound. The issue is around clarity of articulation. It was generally felt that SILs and DALs are well understood terms across industry but the term SAL requires further thought.

SF suggested we adopt the IEC 61508 approach of defining actions to gain service assurance using terms such as “Recommended” and “Highly Recommended”. Could we develop a taxonomy around this, including perhaps “Advisory”? [Note the SCSC Data Safety Guidance has adopted Recommended and Highly Recommended]

For those new to the working group the concept of Service Assurance Wrappers was explained and discussed. This is now agreed to be a good approach and will form an element of the Informative section of the guidance.

To support the guidance it was suggested that we gain an understanding of service requirements presented in the various standards we are required to comply with across industry. The following list of areas to consider was drawn up and an action placed to review them to develop a list of requirements.

ISO/IEC Standards – e.g. IEC 61508, BS:EN 8572, BS:EN 16114, BS:EN13269

Healthcare Standards – e.g. DCB0129/0160

Railway Standards

Aerospace Standards – e.g. DO-178C, ARP4754

Defence Standards – e.g. Def Stan 00-056, 00-055

Action 14.3: KK to review standards for service requirements.

‘Provision of Service’ Hazard Logs were discussed. If typical HAZOP/HAZID techniques were applied to a service what would the guidewords look like? It was agreed a set of guidewords should be formed in due course to be included in the guidance.

Action 14.4: KK to develop list of guidewords for HAZIDs pertaining to Service Provision.

It was agreed we need to flesh out the script for the guidance based on AS’s storyboard that had evolved during the meeting.

Action 14.5: MP to arrange editorial sub-group meeting to flesh out guidance script.

3. Service Assurance – a different perspective

JP presented some slides [3] on his view of Service Assurance. This sparked a lively debate which has informed our thinking for the guidance document going forward.

4. Planning for SAWG through 2019/2020

It was agreed that for the SAWG to be considered of enduring value the guidance document needed to be the main focus of the group’s efforts for the next year. A firm goal of a published document in time for SSS’20 was agreed.

It was also decided that outreach (e.g. an SCSC Seminar) will be scheduled for Q2 2020, after Issue of the guidance document.

5. Service-oriented War Stories

During the discussion on the guidance document recent issues around Ambulance Service Radios and Mobile Phones were discussed. It was felt this would form a good example in the guidance, potentially under the War Stories annex.

No additional war stories were presented or discussed, although the recent Boeing 737 Max 8 incident may have service elements [training aspects, etc.].

6. Service Analyses update

The current status of Service Analyses was discussed, and it was noted that there had been little further progress.

7. Review of the Open Actions

The existing Open Actions were reviewed (see table at end of minutes).

8. Next Meeting

The Next Meeting is 14th May 2019 venue BAE Systems, Stirling Square, London (<https://scsc.uk/diary?sel=working>).

9. Actions

Ref	Owner	Description	Status
1.7	KK	Produce a presentation to explain how service contracts work in BAE's typical scope of supply.	Ongoing
3.1	KA	Create a glossary alongside the straw man document, and keep it active during future discussions/reviews etc.	Ongoing
7.8	KK	Provide a write-up to the next meeting of the 'piggy in the middle' service stack problem.	Ongoing
8.2	ASi	Create a generic Service Assurance presentation.	Ongoing
9.9	SW	Redraw Überlingen disaster STAMP diagram and to provide an explanation from a service perspective of how the SLA Service, Service Definition and Service Assurance Case are modelled in STAMP/STPA.	Ongoing
9.11	MP	Contact Highways England regarding their service provision and possible presentation at the next meeting.	Ongoing
10.5	MP	Investigate (for the guidance document) how the nature of services changes when the system collapses.	Ongoing
10.6	All	Identify potential war stories.	Ongoing
10.7	All	Consider potential guidewords to query the service hierarchy, for discussion at future meeting.	Closed
11.5	KA	Organise an exercise to share material between the SAWG and ACWG.	Ongoing
12.1	MP & MS	Liaise and progress the guidance document.	Closed
12.3	MP	Arrange a talk by a representative from Leidos providing an introduction to business process modelling.	Ongoing

12.4	JG	Investigate producing a presentation to explain how service contracts work in Siemens's typical scope of supply.	Ongoing (JG to provide example at next meeting)
13.1	MS & MP	Arrange meeting for Guidance document editorial sub-group	Closed
14.1	MP	Consider revised wording of Principle 1 and present at next meeting.	New
14.2	MP	Revise wording of Principle 6 in line with agreement at meeting 14.	New
14.3	KK	Review standards for service requirements.	New
14.4	KK	Develop list of guidewords for HAZIDs pertaining to Service Provision.	New
14.5	MP	Arrange editorial sub-group meeting to flesh out guidance script.	New

10. References

Ref ID and title	Link
[1] Meeting Slides	https://scsc.uk/file/gs/Meeting_14_Slides-533.pptx
[2] SSS'19 Paper 1 (Portsmouth Dockyard, BAE Systems)	https://scsc.uk/file/gs/07 - Kevin King - Service Provider Safety Assurance final paper-497.pdf
[3] SSS'19 Paper 2 (Principles of Service Assurance, Durston Consulting, NATS, Ebeni)	https://scsc.uk/file/gs/Principles_of_Service_Assurance_Paper_v0.24-507.docx
[4] JP Slides on Service Assurance	https://scsc.uk/file/gs/Service_assurance_principles - JP-534.pptx

11. Thanks

Thanks to KK for taking the minutes

Thanks to CGI for hosting the meeting.