

SCSC Service Assurance Working Group - Meeting 16

25th June 2019, Atkins, Aldershot

Minutes

Attendees

Alan Simpson (ASi) – Ebeni, Mike Parsons (MP) – CGI, Andy Whitehead (AW) – Atkins, Mike Sleath (MS) – Consultant, John Govey (JG) – Siemens Mobility, Kevin King (KK) – BAE Systems, Andy Scott (ASc) – NATS, Brian Martin (BM) – Leonardo, Mark-Alexander Sujan (MAS) – Human Reliability

Apologies

Ibrahim Habli (IH) – University of York, Miren Illarramendi (MI) – Mondragon University, Katrina Attwood (KA) – York University, John Penny (JP) – CAA, Nick Durston (ND) – NATS, Stewart Field (SF) – Thales, Sandy Garrity (SG) – NHS Digital

Agenda

1. Update on Guidance Document progress for SSS'20: Principles, Objectives, Wrappers, etc.
2. SSS'20 Papers and Posters
3. Suggested "Through Guidance" Examples of Services
4. *Presentation: Business Process Modelling for Services (TBC) – Stephanie Butler, Leidos*
5. Workshop
6. When Services Go Wrong
7. Collected service-oriented war stories
8. WG meeting and communications schedule
9. Service Assurance in the news
10. AOB
11. Actions status

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. The meeting slides are available here: https://scsc.uk/file/gs/Meeting_16_Slides-568.pptx

MP explained that he had heard nothing from Stephanie Butler so assumed she was not able to attend and give her presentation. It was decided to delete this item from the agenda for future meetings.

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. Update on the guidance document

MP updated the group on the guidance document. The draft needs to be ready by late autumn if we want to distribute it at SSS'20. It was decided to aim for a complete draft rather than leaving sections without content.

MP suggested to use Amazon's self-publishing service. This will cost around £10 per copy. KK volunteered to check whether BAE Systems might fund the publishing costs [Post-meeting note, BAE have agreed to fund this].

There will be an editorial meeting on 17th July 2019 in Salisbury, 19:00, at the <https://www.oldaleandcoffeehouse.com/> [Post meeting note held 18th July.].

2. SSS'20 Papers & Posters

MP provided an update on status of the submitted abstracts for SSS'20 <https://scsc.uk/e619>. The service abstract submitted by KK, MS and MP "A Service Perspective on Accidents" has been accepted.

There might be 10-15 minute slots for WGs to provide progress [Post-meeting note: these are now 10-minute slots]. There might be room for a separate paper, but it might not be presented in full format. So, we can write a paper or just have the guidance document.

For SSS'20 there were 29 submissions for 18 speaking slots. "A Service Perspective on Accidents" came in at #11. The paper needs to be done by end of September. The paper will look at actual accidents as documented in reports, and makes links to the guidance (e.g. how it could be helpful, or what needs to be go into the guidance). Proposed structure for each documented accident: (a) summary of accident, (b) analysis drawing out service aspect, (c) analysis of how the service aspect has gone wrong, and (d) how the guidance could help.

MP invited SAWG members to develop a poster. There will be a keynote on the Boeing 737 Max accident.

3. Suggested 'Through Guidance' Examples of Services

We need specific service examples and MP presented some suggestions (yellow = proposed for this 1st issue of the guidance):

Guidance Document Running Examples (at end of meeting)		
GPS/EGNOS/Timing	Rail: Track inspection & maintenance	Emergency services phone number
Health: Hospital Pharmacy	Health: Ambulance despatch	Buildings: Fire safety inspection
Vehicles: (Autonomous) vehicle software update	Coastguard search and rescue?	

Defence: Warship support

Aviation: Airport ATC

Smart motorway signage

KK suggested services in support of maintaining a warship. AW – difference between contracted and non-contracted services. We can look for established services to which people can relate. We want to tie sections of the guidance document to the examples. KK: pick examples where we know something about from the perspective of service provision. Discussion about whether GPS (e.g. time stamping) is a good example. It is generic, but we don't know much about the details. GPS is now an element of many critical services. MP mentioned the Greg Morse (RSSB) presentation at recent SCSC Accident Investigations seminar <https://scsc.uk/file/594/02---Greg-Morse---RMF-2018-draft-v2b.pdf>. MP explained that there are efforts for introducing safety cases and assurance cases for building safety and this might be a good example. Fire safety inspection is a service that forms part of it. Track inspection and maintenance. Defence logistics could be dropped. If we have 4 – 5 sectors, then we want one from each sector to spread across the sectors. Keep Airport ATC; Track inspection & maintenance; Ambulance dispatch; Building fire safety inspection; warship support; hospital pharmacy; vehicle software update.

4. Presentation: Business Process Modelling for Services (TBC) – Stephanie Butler, Leidos

MP has not heard from Stephanie - this did not happen.

5. Workshop

The WG group split into separate sub groups to develop specific areas of the guidance document:

1. Objectives (JG, MP, MAS);
2. Service assurance levels (KK, ASc, BM);
3. Capturing justifications and evidence (ASi, AW, MS)

The groups reported back with their progress. The working groups will upload their findings to the SCSC group web pages:

Objectives: https://scsc.uk/file/gs/Objectives_re-write-577.docx

https://scsc.uk/file/gs/Whiteboard_20190625_150157-575.jpg

justifications and evidence: https://scsc.uk/file/gs/20190625_SAWG_Sect_7_-_Capturing_Justifications_and_Evidence-574.docx

Action 16.1: MP to organise editorial meeting on 17th July 2019 in Salisbury [Held on 18th].

Action 16.2: MP to write something about dealing with services going wrong for guidance document.

Action 16.3: MP to oversee that working groups upload their notes to the SCSC group web pages.

6. When Services Go Wrong

MP highlighted importance of considering what happens when services go wrong (Degraded Services). MP will write something for the guidance document. JG said that the ORR has a guidance document for degraded operations, extract here: [https://scsc.uk/file/gs/Page-from-ORR_Goal-setting-Principles-Railway-Health&Safety_\(2\)-576.pdf](https://scsc.uk/file/gs/Page-from-ORR_Goal-setting-Principles-Railway-Health&Safety_(2)-576.pdf)

7. Collected Service-Oriented 'War Stories'

These were discussed throughout the day.

8. WG Meetings and Communications Schedule

The next meeting will take place during 2nd week of September at Atkins, Aldershot.

9. Service Assurance in the News

MP shared link to Dutch emergency line hit by KPN outage.

<https://www.bbc.co.uk/news/world-europe-48753095>

10. Actions Status

Ref	Owner	Description	Status
1.7	KK	Produce a presentation to explain how service contracts work in BAE's typical scope of supply.	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
12.3	MP	Arrange a talk by a representative from Leidos providing an introduction to business process modelling.	Closed
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)
14.3	KK	Review standards for service requirements.	Ongoing
14.5	MP	Arrange editorial sub-group meeting to flesh out guidance script.	Ongoing
15.1	MP	Draw up a list of 5 – 10 services to which the SAP and objectives should apply and use these to "stress test" the guidance document as it is produced	Closed

15.2	KK	Send draft document with HAZOP guide words to group for review	Closed
15.3	MP	Send draft guidance (introduction) to ASc to consider relevant case studies.	Ongoing
15.4	MAS	Present a FRAM case study / analysis at a future working group meeting	Ongoing (at next meeting)
15.5	MP	Develop and submit abstract for SSS'20 on the guidance document	Closed
15.6	MP	Develop and submit abstract for SSS'20 on lessons / challenges for service assurance across different domains, based on published accident reports	Closed
15.7	MAS	Contact Sean White concerning next NHS Digital safety conference / opportunity for group to present.	Ongoing
15.8	MP	Liaise with Jane Fenn about availability of funding for production of guidance document at SSS'20	Closed
16.1	MP	Organise editorial meeting on 17 th July 2019 in Salisbury.	New
16.2	MP	Write something about dealing with services going wrong for guidance document.	New
16.3	MP	Oversee that working groups upload their notes to the SCSC group web pages.	New