

## SCSC Service Assurance Working Group - Meeting 22

22<sup>nd</sup> April 2020, WebEx

### Minutes

#### Attendees

Mike Parsons (MP) – CGI, Andy Whitehead (AW) – Atkins, Mike Sleath (MS) – Consultant, Kevin King (KK) – BAE Systems, Mark-Alexander Suján (MAS) – Human Factors Everywhere Ltd, Simon Scutt (SS) – Thales, Davy Pissort (DP) – KU Leuven, Nick Durston (ND) – NATS, John Govey (JG) – Siemens Mobility, Dan Smith (DS) – BAE Systems

#### Apologies

Ibrahim Habli (IH) – University of York, Miren Illarramendi (MI) – Mondragon University, Andy Scott (AS) – NATS, John Penny (JP) – CAA, Stewart Field (SF) – Thales, Richard Derrett-Smith (RDS) – Helios

#### Agenda

1. Services related to Covid-19
2. Newsletter Article
3. Guidance Document v1.0: downloads, etc.
4. New Version Guidance Document v2.0 draft
5. Review of existing standards/guidance for service requirements
6. Services in the News
7. AOB
8. Next Meeting

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\\_22\\_Slides-685.pptx](https://scsc.uk/file/gs/Meeting_22_Slides-685.pptx)

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. Introduction

MP led a round of caller introductions.

MP said that a hardcopy, updated version of the Guidance document ( <https://scsc.uk/scsc-156> ) should be the target for early 2021, issued at SSS'21.

MP mentioned recent articles he had published on LinkedIn on the NHS and COVID-19 and safety systems:

<https://www.linkedin.com/feed/update/urn:li:activity:6645266900311961600>

<https://www.linkedin.com/feed/update/urn:li:activity:6648556007221927936>

## 2. Services related to Covid-19

MP mentioned some of the features of services that had become important in the Covid-19 situation:

- Ability to be easily reconfigured
- Easily re-implemented in different way

MAS mentioned some specific services including the NHS contact tracing app (which has pros and cons in terms of security).

It was noted that some services had become more critical than ever intended, e.g. home food / medicine deliveries and home broadband / mobile connections.

Some services had been re-invented on the fly e.g. remote “triage” service for Covid-19 patients via video link or use of remote rooms.

It was noted by the group that many home services had to be adapted to reduce the risk of infection (e.g. postal and delivery services). There was thought to be a lack of regulation / guidance on what was required in terms of these adapted services to avoid infection transmission.

There was a discussion as to what constituted a safe change (e.g. inexperienced operators on ventilator machines). It was noted that overall there is perceived to be a risk balance and some risks are prioritised.

**ACTION-22.1 (All):** Think of examples of changed / reconfigured / adapted / re-implemented services in current situation that can be added to the guidance document.

## 3. Newsletter Article

MP said that he had continued to ‘edit down’ and rework the Guidance document to allow it to be included in the next SCSC Newsletter. This had now been submitted

[https://scsc.uk/file/gs/Newsletter\\_Article\\_v0.5-683.docx](https://scsc.uk/file/gs/Newsletter_Article_v0.5-683.docx) . The editor, Paul Hampton, had requested that it was a single article for the Newsletter. This will be published in May 2020.

#### 4. Update on the Guidance document

MP noted that the Guidance document had been downloaded 123 times to date.

**ACTION-22.2 (MP)** – Ask Brian Jepson if there is any associated information with the guidance document download (can we establish if non-SSS attender downloaded it for instance?).

There was a query about producing a flyer for the guidance document. KK mentioned that the existing flyer could be updated.

**ACTION-22.3 (KK)** – Review and update existing flyer and circulate to the group

MP mentioned that he was already working on the new version of the Guidance Document ( [https://scsc.uk/file/gs/SCSC-156\\_Service\\_Assurance\\_Guidance\\_0.17-684.docx](https://scsc.uk/file/gs/SCSC-156_Service_Assurance_Guidance_0.17-684.docx) ) and would welcome any contributions.

#### 5. Service Assurance Levels

These were briefly discussed. The addition of different criteria (i.e. other than safety, such as mission or business-criticality) to the guidance was discussed. This was thought to be a useful idea and could be included as appendices [so each appendix would have an LSA table with the same LSA numbers, but different criteria].

**ACTION 22.3a (MP)** – Add detection method aspect to LSA table

#### 6. Service Requirements

Service requirements in existing standards and guidance was discussed. It was noted that these can be found in 00-056 Issue 7, and also in the latest EASA civil aviation regulations (covered by existing action 14.3c). JG mentioned some rail documents including one from London Underground that also have service requirements. SS reported that MAA documents don't have anything specific.

**ACTION-22.4 (KK)** – Extract service requirement text from defence standards

**ACTION-22.5 (JG)** – Extract service requirement text from rail documents

[Post-meeting note from DS:

*There are a series of service safety requirements outlined in the MAA Regulatory Articles, specifically, RA 1014, 1200, 1210, 1220 and 5805. As you would expect, these requirements are quite stringent and largely aerospace/defence oriented, but the contents are easily transferable. They contain lists of what contractors must consider when building a safety case for their service.*

*To better understand what an ILS service consists of, I would suggest the ASD S-Series of standards, which are widely regarded as industry standards (not just in aerospace). I would suspect that most service types could be considered as taking elements from ILS (a good overview is given in ASD SX000I, Chapter 3).*

*These standards/regulations are free for anyone to access.*

*It is notoriously difficult to get your hands on the latest version of DEF STAN 00-056, so it could be worth also giving MIL-STD-882 (the DoD version) a mention. It is also free to access the latest version, but doesn't require a defence gateway / DEF STAN library account to access.]*

## 7. Actions Status

Ref	Owner	Description	Status
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
14.3a	KK	Review defence standards for service requirements.	Ongoing
14.3b	SS	Review MAA RAs for service requirements.	Closed
14.3c	ASc	Review (EU) 2017/373 for service requirements.	New
15.4	MAS	Present a FRAM case study / analysis at a future working group meeting	Closed – now going to be at SCSC seminar
17.1	All	To establish if anyone in their own organisation would be able to field a Commercial representative [to talk about contractual issues regarding SLAs].	Ongoing
17.2	All	To establish if anyone in their own organisation knows about BPML.	Ongoing
18.4	ASi	Review guidance document to ensure “siloing” of services is addressed. <a href="https://scsc.uk/file/gs/Dave_Banham_A_note_on_Terminology-613.pdf">https://scsc.uk/file/gs/Dave_Banham_A_note_on_Terminology-613.pdf</a>	Ongoing
21.1	MP	Discuss splitting the Service Assurance article across two Newsletter issues with Paul Hampton.	Closed
21.2	All	Identify at least one part of the Guidance doc that they feel needs work, change, or what new content they could propose, in time for the next meeting.	Ongoing
21.3	MP	Investigate use of other remote conferencing facilities (e.g. Google Hangouts)	Ongoing

22.1	All	Think of examples of changed / reconfigured / adapted / re-implemented services in current situation that can be added to the guidance document.	New
22.2	MP	Ask Brian Jepson if there is any associated information with the guidance document download (can we establish if non-SSS attender downloaded it for instance?).	New
22.3	KK	Review and update existing flyer and circulate to the group	New
22.3a	MP	Add detection method aspect to LSA table	New
22.4	KK	Extract service requirement text from defence standards	New
22.5	JG	Extract service requirement text from rail documents	New

## 8. Next meeting

MP will arrange the next meeting by Webex approximately 1 month from now. [Now arranged for 20/05/20]

## 9. AOB

None