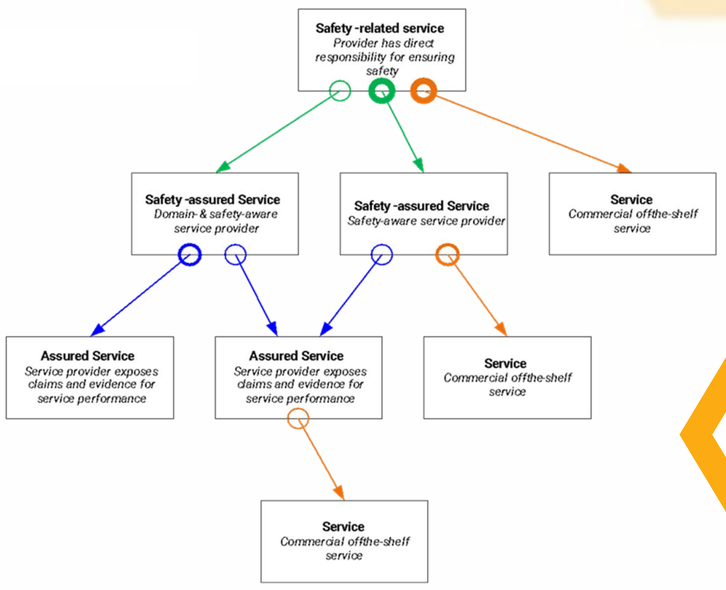
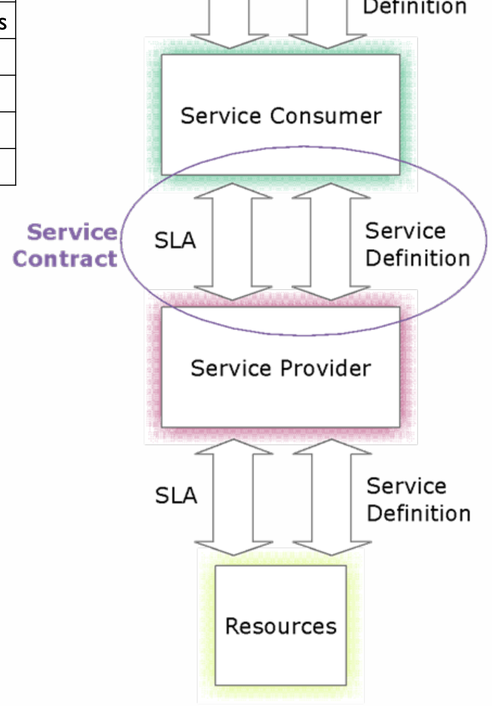


Assurance Wrappers 'O'

Service Characteristics	
C1	Services are provided for the duration of a service contract
C2	Services are often designed to meet the needs of a broad range of consumer needs
C3	Services are likely to be used by more than one consumer
C4	Services are implemented through a combination of elements
C5	Services may be designed without recognition of the full context of use
C6	Service implementation details may not be visible to the consumer
C7	Service implementation may change frequently and significantly
C8	Services may include or provide features for the maintenance or monitoring of the service or other services
C9	Services are often multi-layered
C10	Services may be created rapidly
C11	Services may change size and scope quickly
C12	Services may be provided from frequently changing multiple locations

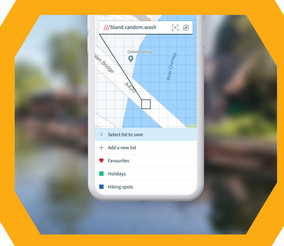


Service Contract

Utility Services

Plant Services

Location Services

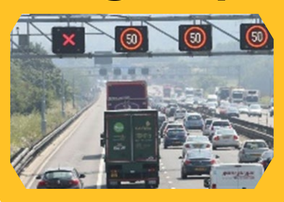


Health Services

Off-Shore Services

Aviation Services

Highway Services



Railway Services

Marine Services

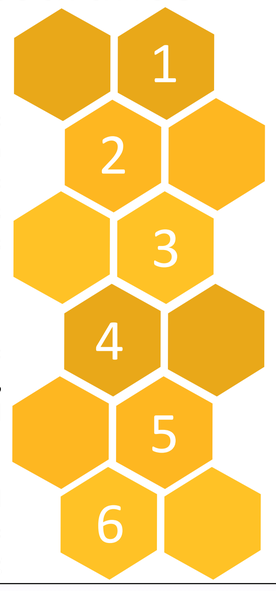
Defence Services

Service Assurance Principles

The intent of the service assurance requirements shall be maintained through the service definitions, service levels, the service architecture and the agreements made at service interfaces

Unintended behaviours of the service-based solution shall be identified, assessed and managed

These principles shall be established and maintained throughout the lifetime of the SBS, resilient to all changes and re-purposing



Requirements shall be defined to address the service-based solution's (SBS) contribution to both desirable and undesirable behaviours

Service assurance requirements shall be satisfied

The confidence established in addressing these principles shall be commensurate with the level of risk posed by the service-based solution

Service Assurance Working Group

"To produce clear and practical guidance on how services should be managed in a safety related context, to reflect emerging best practice"

Members: 37
Meetings: 53

contact: https://scsc.uk/gs
kevin.king@scsc.uk

Level of Service Assurance	Definition (Service Consumer View)
LSA 0	No safety aspects at present in service so no objectives assigned to services assessed to be at LSA0
LSA 1	Minor safety aspects with little impact of failures (minor injury possible but unlikely)
LSA 2	Safety aspects with some impact of failures (several injuries possible)
LSA 3	Significant safety aspects with service with major impact (could indirectly lead to multiple injuries or a single death)
LSA 4	Service is safety-critical: service failures could have catastrophic impact (could directly lead to multiple deaths)