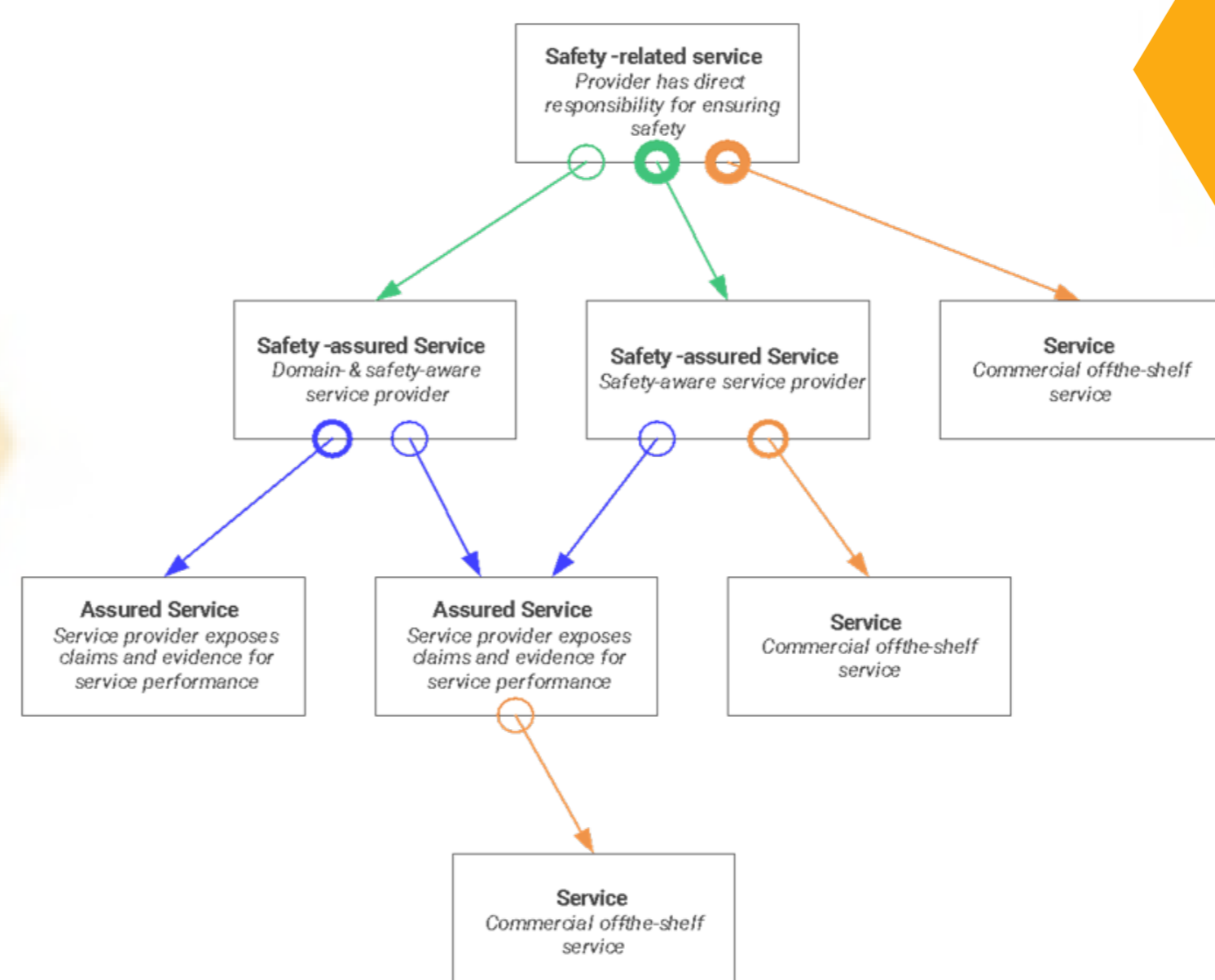


Service Definition - describes the Services available for consumption which may include technical and/or commercial aspects. It may include deliverables, prices, contact points, availability, ordering and processes to request Services. This may include a service catalogue.

Service Level Agreement (SLA) - the agreement between the Service Provider and Consumer that defines the level of service that the Consumer will receive. It usually specifies responsibilities of both parties and defines the penalties in the event the specific targets in the SLA are not met

Service Contract - The contractual agreement between Service Provider and Service Consumer. Note that the Service Consumer may not be involved in defining the service or the SLAs at the outset; they may be provided pre-defined and pre-packaged by the Service Provider on a take-it-or-leave-it basis.

A **Service Based Solution (SBS)** comprises the systems, organisations, processes and resources to deliver and manage the services through life. It may consume other services. An **SBS** delivers capabilities to its customers via a set of collaborating services.


Service Assurance Principles

- Requirements shall be defined to address the service-based solution's (SBS) contribution to both desirable and undesirable behaviours
- 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
- 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: 34
Meetings: 47

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| Level of Service Assurance | Definition (Service Consumer View) |
|----------------------------|--|
| LSA 0 | No safety aspects at present in service |
| 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 single death or multiple injuries) |
| LSA 4 | Service is safety-critical: service failures could have catastrophic impact (could directly lead to multiple deaths) |

