

SCSC Service Assurance Working Group - Meeting 31

3rd February 2021, Meet

Minutes

Attendees

Kevin King (KK) – BAE Systems, Mike Parsons (MP) – AAIP, Andy Whitehead (AW) – Atkins Global, Mike Sleath (MS) – Consultant, Alan Simpson (AS) – Ebeni, Davy Pissoort (DP) - KU Leuven, John Govey (JG) – Siemens Mobility, Eric Griffiths (EG) – Consultant, Emma Taylor (ET) – SaRS.

Apologies

Andy Scott (ASc) – NATS, Mark Sujan (MAS) – Human Factors Everywhere, Miren Illarramendi (MI) – Mondragon University, Katrina Attwood (KA) - University of York

Agenda

1. Services related to Covid-19: Vaccination
2. Road network service assurance
3. Proposal to change name
4. Rail Accident Report – Stoat's Nest
5. Updated Guidance Document v2.0 draft
6. SSS'21
7. Services in the News
8. Actions status
9. AOB
10. 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_31_Slides_v1-1028.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. Services related to Covid-19: Vaccination

There was a discussion about Covid-19 services, and two more items were added to the list of identified Covid-19-related services:

1. Quarantine Management (which could involve a range of hotel services, as well as specialised transport and monitoring)
2. Population Testing (door to door testing of residents looking for new variants of the virus)

New or re-purposed services used to manage the pandemic			
Track and Trace service	Satellite imagery	Video conferencing	Police / law enforcement
Track and Trace back office	Airport / Rapid Testing Services	Remote consultation systems	Population monitoring
Track and Trace NHS app	Covid-19 testing services	Infra-red/thermal sensing	Itinerary Planning
Supply chain	Antibody testing services	Border Control	Population Surveying
Cleaning services	Vaccination Storage / Logistics	Quarantine services	Vaccination Delivery
Quarantine Management	Vaccination side-effect follow-up	Risk profiling / prioritisation for Covid-19 Vaccination	Home deliveries (rapid ramping up)
Reservation / desk booking system	Managing self-isolators (e.g. catering, deliveries)	Vaccine Review/Approvals	Vaccination Trials
Pandemic management service (various levels)	Cost / benefit (risk benefit) evaluation	National statistics provision of Covid-19 data	Population testing (door to door)

2. Road Network Services Assurance

MS explained that he had meetings with James Catmur of SaRS regarding production of a service assurance position for the UK road network. It was agreed that the scope of the whole road network was too big and complicated for consideration, but a smaller scope might be useful, e.g. motorways, as the purpose of the exercise was to provide a good example for the guidance. There was a discussion about the safety of 'Smart' motorways in the UK.

AS agreed to assist MS with this work going forward.

ACTION 31.1 (MS): Arrange a further meeting between James Catmur, AS, MS and MP to discuss how to progress further.

3. Guidance Name Change

MP outlined some thoughts on whether we ought to be more explicit about the scope of the guidance in the name, i.e. to call the guidance "Contract and Service Assurance" as our guidance is unique in including contractual elements. There was some discussion about this and no firm conclusion reached. The option of using a subtitle format was suggested by AS and was thought to be a good idea, i.e. something like "Service Assurance Guidance: Safety Assurance Guidelines for Service Contracts" or similar. This will be considered for next year.

4. Rail Accident Discussion

The Stoa's Nest rail accident report was discussed, with many issues to do with staffing, supervision and zero-hour contracts:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/920525/R072019_190711_Stoats_Nest_Junction.pdf

Note that Simon Whiteley made a full webinar on CAST analysis of this accident:

<https://whiteleysafety.mykajabi.com/201212-masterclass-lp?fbclid=IwAR0hZ2A6d4wLp9QTf2PFfTQfOAFfclughFX009EffFB9zIiltsCT0pIVZFw>

5. New Version Guidance Document v2.0

The new version of the guidance was coming along well with many additions and updates to existing text. KK had the master at present, to be handed over to MP for final updates on COP Friday 05/02/01. The current draft is at: [https://scsc.uk/file/gs/SCSC-156A_Service_Assurance_Guidance_0.24_\(+AMW\)-1025.docx](https://scsc.uk/file/gs/SCSC-156A_Service_Assurance_Guidance_0.24_(+AMW)-1025.docx)

ACTION 31.2 (KK): Handover guidance document draft to MP by COP 05/02/21

ACTION 31.3 (MP): Arrange with Brian Jepson to get the final guidance document draft published on the SCSC website for SSS'21.

6. Services in the News

No specific cases (other than the Covid-19 related services).

7. AOB

SSS'22 will be held in Bristol, UK in February 2022 as a blended online event. It would be good to have V3 of the guidance available. It is likely that the BAE offer of paying for a hardcopy version for delegates would still be available.

8. Next Meeting

MP will arrange the next meeting for 9th March 2021 15:00-16:30 by Google Meet.

9. Actions

Ref	Owner	Description	Status
8.2	ASi	Create a generic Service Assurance presentation	Ongoing
23.6	KK	Summarise DEF STAN 00-056 service requirements (also consider MILSTD-882 and MAA standards) for the guidance	Ongoing
24.1	MP	Progress the BPMN investigation work and see how it may be useful (note this is in conjunction with DP and MI)	Ongoing
24.2	MAS	Use contacts in healthcare / HF communities and see if any interest in publishing	Ongoing
24.3	MP	Develop modifier table approach for other factors (tables now dropped, now re-focussed on influences on original LSA)	Closed
25.1	SS	See if contact name can be obtained for NHS data mining work	Closed

26.4	KK	Progress the Service Analyses work in Nov/Dec. JG and MS offered to review	Ongoing
27.2	MP	Rephrase the LSA modification tables as a set of factors, which can be included in the original LSA assessment, potentially leveraging guidance from extant hazard analysis material	Closed
28.1	MP	Add and populate a Service Reconfiguration table into the guidance document master.	Closed
28.2	KK	Extend service ramp-up/ramp down tables to incorporate details around applicable service analyses.	Ongoing
28.3	KK	Arrange session on Service Analyses techniques (via zoom with MP/Mark Suján)	Ongoing
28.4	MP	Contact BSI to gain link to their BS 17371 working group	Ongoing
29.1	MP	Consider some words for the guidance document on the subject of “right-sizing” of services	Ongoing
29.3	KK	See if any additional words are required for the Management/Reported row to cover the discussed change scenario	Ongoing
30.1	MS	Arrange a meeting between James Catmur, MS and MP to discuss how to progress further.	Closed, see 31.1
30.2	MP	Upload the guidance document draft to a Google Drive	Closed
30.3	MAS	Consider how FRAM might be utilised or modified for a service context.	Ongoing
31.1	MS	Arrange a further meeting between James Catmur, AS, MS and MP to discuss how to progress further.	New
31.2	KK	Handover guidance document draft to MP by COP 05/02/21	New
31.3	MP	Arrange with Brian Jepson to get the final guidance document draft published on the SCSC website for SSS’21	New

10. Thanks

Thanks to MP for taking the minutes and chairing.