

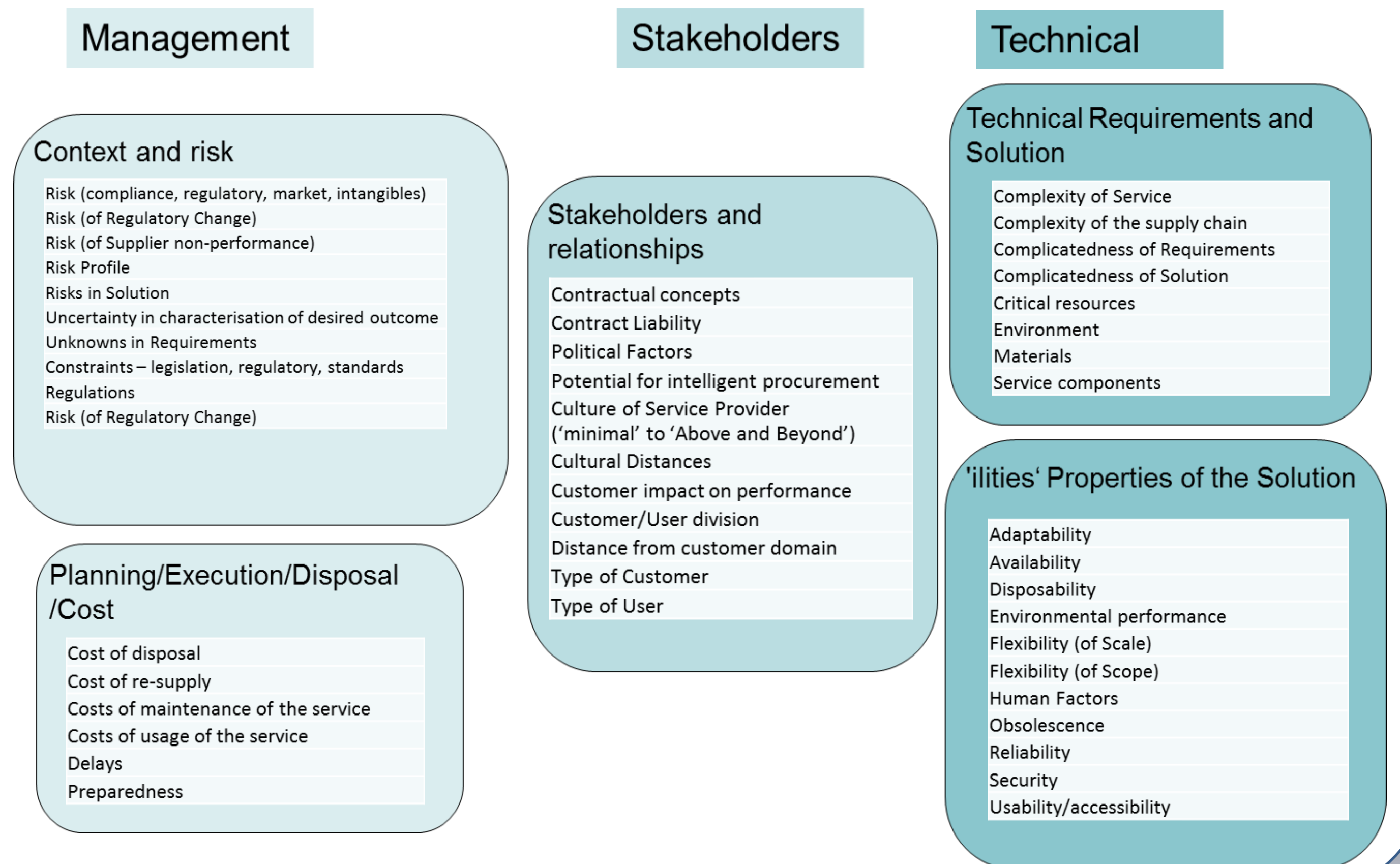


Service Systems Engineering Working Group

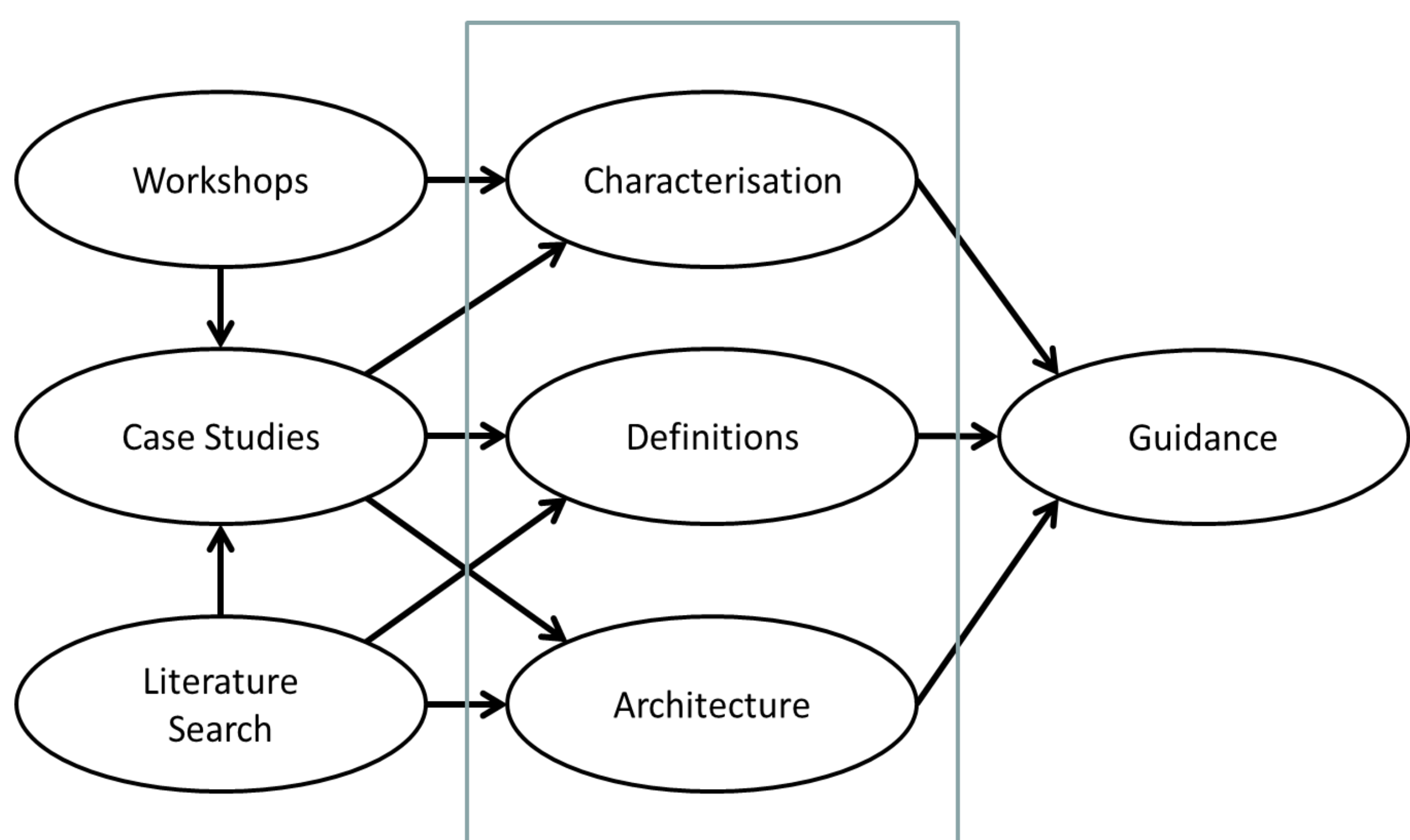
Context

UK Economy largely service-based
 78% of UK GDP, 80% of labour force
 Enormous range of services
 Education, Healthcare, Transport, Outsourcing, Information, iPhones, etc.
 Traditional customers are changing
 from buying products to paying for services
 focus on Outcomes and Value, not on Equipment
 Suppliers need to change
 from focus on products to providing services
 Engineering needs to change
 to engineer the service – not just the product
 One size does not fit all
 groups of similar services, => similar issues => similar engineering

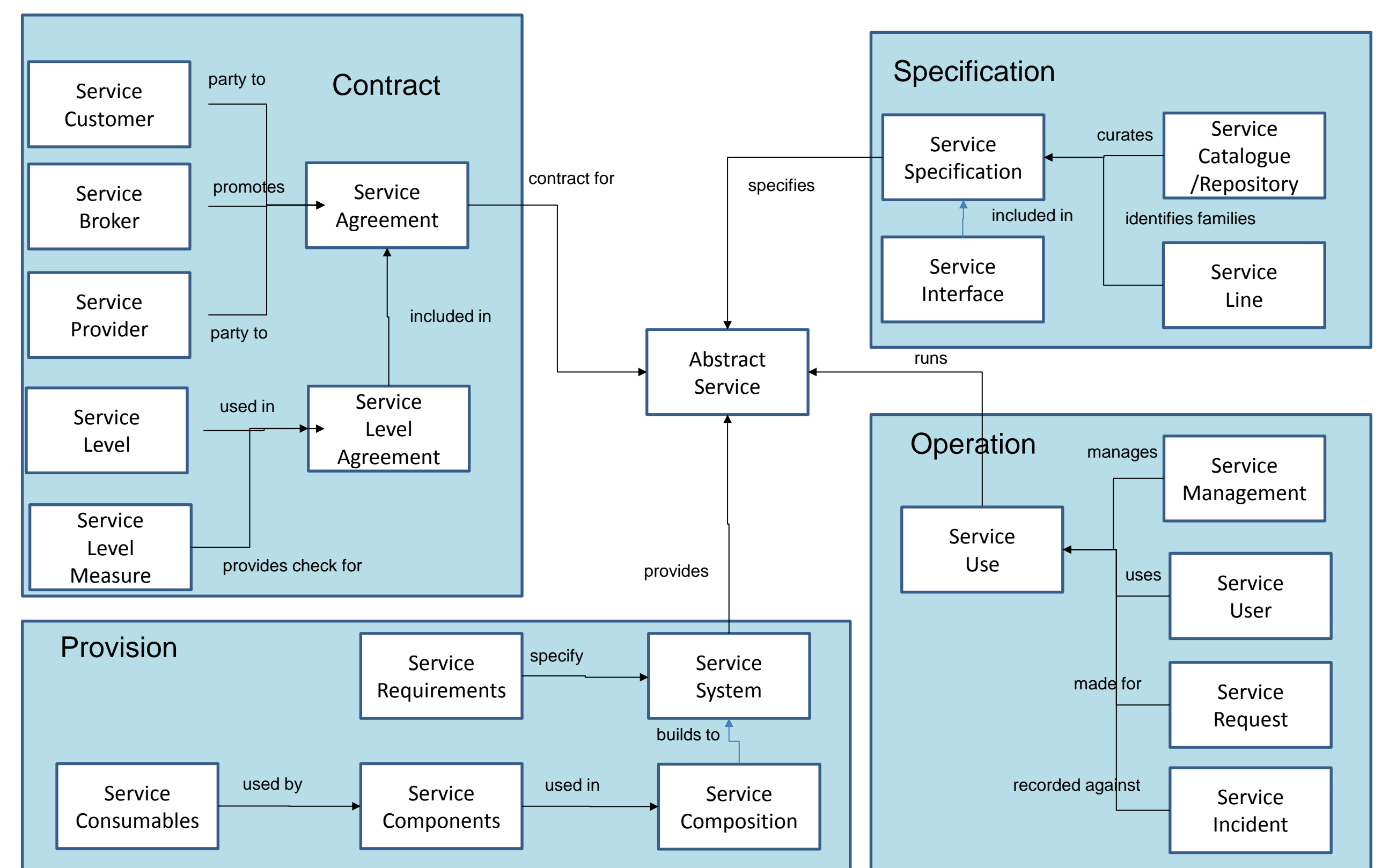
Characteristics of Services



Current Work



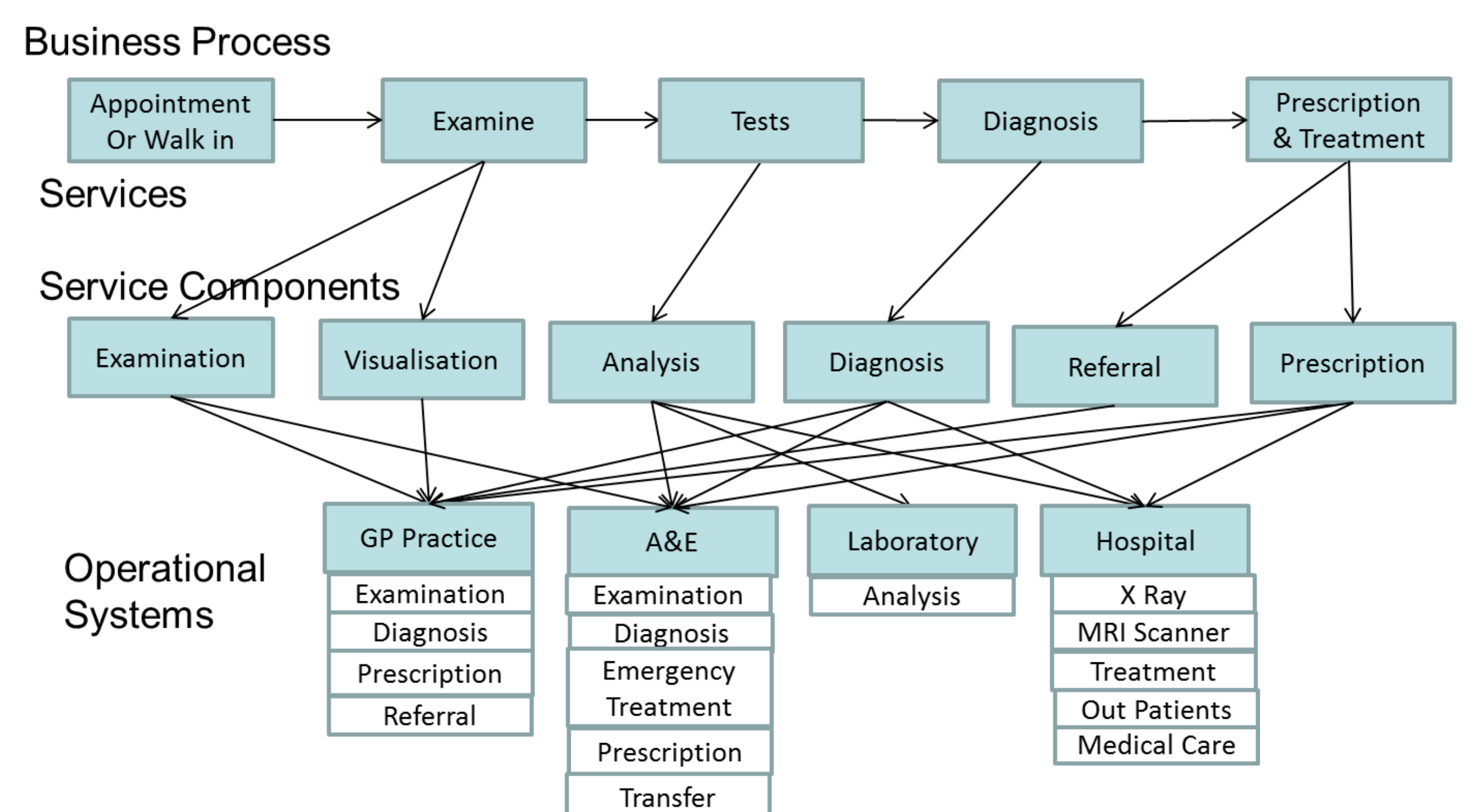
Service Definition Map



Definitions of 'Service' in Literature

Business Area	Definition	Source
Economics	In economics, a service is an intangible commodity. That is, services are an example of intangible economic goods.	Wikipedia
Capability Maturity	A product that is intangible and non-storable.	CMMI
Computer Engineering	A logical representation of a repeatable business activity that has a specified outcome.	The Open Group
Service Oriented Architectures	The IT realization of some self-contained business functionality. Technically, a service is a description of one or more operations that use (multiple) messages to exchange data between a provider and a consumer.	SOA in Practice
UK Defence	Services are an implementation-independent specification of a packaged element of functionality.	MoDAF]
INCOSE SE Handbook	Services are activities that cause a transformation of the state of an entity (a person, product, business, region, or nation) by mutually agreed terms between the service provider and the customer.	Systems Engineering Handbook v4
SE Book of Knowledge	An activity required by one or more users who have agreed on the terms of outcomes and quality of service without details to how it is provided.	SeBOK
US Defense	A mechanism to enable access to a set of one or more capabilities.	DoDAF

Service Oriented Architecture: Medical Service



Get Involved

Join the Working Group via the INCOSE UK Web Site
 Read the Working Group WIKI, draft deliverables and background references
 Contribute your experiences, Use Cases and background information.