Appendix Revisions

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**IALA Recommendation**

**ENAV-[###] - Appendix 11**

**Generic Functional Description of the Service Management**

**[Working Towards] Edition 1**

**[2015]**

**Initial Version**

Revisions to this Appendix are to be noted in the table prior to the issue of a revised document.

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| --- | --- | --- |
| **Date** | **Page / Section Revised** | **Requirement for Revision** |
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IALA Recommendation ENAV-[####]

Appendix 11 – Generic Functional Description of the Service Management

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**Es konnten keine Einträge für ein Abbildungsverzeichnis gefunden werden.**

Appendix 11 -

Generic Functional Description of the Service Management

# Introduction

--- develop the structure of the Appendix.

--- for a brief content description compare appropriate section in Main part of the Recommendation

Existing text:

This functionality description would allow for an eventual *type approval* applied to the PSS, the LSS, and the ASM software module,

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CSSA Workshop, Hamburg, 27 AUG 2014;

Add Definition of Service Management here + general description of what’s the goal of the service management;

Add definition of Service Managers and their roles/responsibilities

Service level management of independent systems work irrespective of other services. The Service Management focuses on interoperability while maintaining boundary controls. The interrelationships are based on a reliable exchange of fundamental information, and the availability of the data exchange, should be defined in Service Level Agreements.

Implementation of Service Management in ENAV should be based on proper international standards such as ISO/IEC 15288 for Life Cycle Management of System Engineering Models or other relevant standards, as well as relevant industry best practices such as current ITIL.

The functional managements could be different service to service.

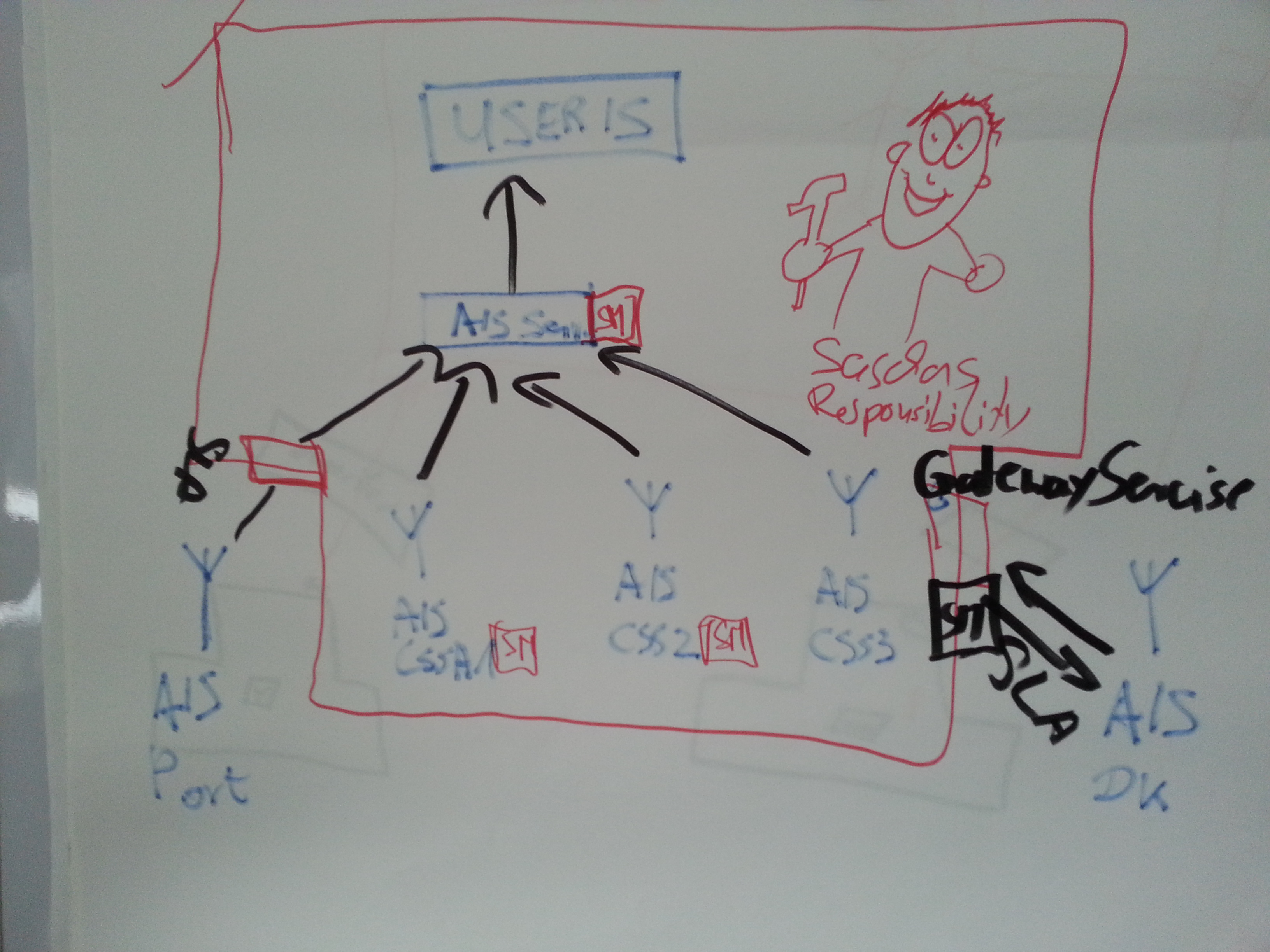
Note: in the preparation of this document it is understood that there is parallel work being conducted such as CIRM Service Lifecycle Management (SLM) document and the Korean Software Quality Assurance and Management (SQA&M) which should be considered as this document is developed.

The service management could group the services in two main categories: core services (pls add examples); and added value services (pls add examples).

The service management must be based on Open Architecture: it have to be capable to manage new services as well as remove obsolete ones.

Each service must be well defined in terms of “boundaries” (who is responsible for what? Local or remote centralized architecture, and what data is expected in relation to input and output, for service management purposes). These “boundaries”, once defined, should guarantee the services are delivered in accordance with the SLA for the IMO defined MSP.

CSSA-SM consists of three parts: The first is the SLA that dictates how it expects services to provide information to the CSSA. The second is a technical monitoring solution that ensures the data required by the SLA is what is being received. The third is the administrative manager that is responsible to take the appropriate actions when a problem arises.



Sascha

There should be an SLA between services and the CSSA

Service Management exists within each service and is used by the technical administration as defined in the main doc, and as a gateway service from the CSSA. To facilitate harmonization between services of the Gateway-SM and the services-SM should be standardized to.