The Adaptive Service Model (ASM)
The Context

This document describes the context within which the Adaptive Service Model (ASM) is intended to be used.

# For whom and to what purpose?

The ultimate aim of the Adaptive Service Model is to increase the value that organizations and citizens get out of services. The model is intended to be used by a variety of stakeholders involved in the service ‘ecosystem’. These are not only service providers and service consumers but also their suppliers. These are organizations that service providers and service consumers rely upon to provide them with resources and capabilities that enable service provision and consumption. Examples of these ‘enablers’ are best practice frameworks, standards, tools etc.

Because no single framework and standard does it all, service providers and consumers need components that work together. This interoperability can be achieved by using the Adaptive Service Model. It helps to find the common ground among frameworks, making it easier for organizations to use them in collaborative ways. This not only applies to individual service providers – more often than not they play a part in a consortium of providers. Using the Adaptive Service Model as a common frame of reference model is a good way to align the separate providers in terms of goals, practices, semantics, etc.

Similar advantages apply to the interoperability of tooling. Whether your strategy is best of breed or highly integrated suites, no single tool or tool provider does it all. The Adaptive Service Model facilitates the choice of tools, their interoperability, the sustainability of the data they use and manage, and optimization of their overall architecture.

# Within which scope?

*Both provision and consumption of services*

With the growth of readily available solutions and services in the marketplace, the service consumer has to be well-equipped to identify and realize the value from these services. This is why the Adaptive Service Model addresses both service consumer and service provider in equal measures.

*Both services that are designed by the consumer and services that are designed by the provider*

As services (and products) develop they tend to shift from services that are made to customer specifications to standardized market offerings. Both forms exist in a continuum of influence from both sides, and the Adaptive Service Model is intended support this spectrum.

*Service in any industry*

The initiative started from within the IT services industry and it is likely that this is where the Adaptive Service Model will first be used. However the model was created for services in the broadest sense of the word, considering services in any sector such as health care, public service, travel and entertainment, and financial services, no matter if IT is involved or not.

*Architecture not design*

The Adaptive Service Model does not address the design of specific best practice frameworks, methods, standards or tools. It is an architecture that informs service providers and service consumers about the common meta-level elements and structure of services

*Meta-model, detailed model and ontology*

The initial release of the Adaptive Service Model is a meta-model. This meta-model will form basis for a detailed architecture. The benefits described in this document will come from this detailed model, not the initial release. Later the model is also intended to be the basis of a future ontology, which will be developed in a later stage to support improved interoperability.

# Further reading

[Taking Service Forward - The charter](http://bit.do/TSFcharter)

[Taking Service Forward - The story](http://bit.do/TSFstory)

[Taking Service Forward - The roadmap for the future](http://bit.do/TSFroadmap)

[Adaptive Service Model - The context](http://bit.do/ASMcontext)

[Adaptive Service Model - High level diagram](http://bit.do/ASMabstractiondiagram)

[Adaptive Service Model - Architecture concepts, modelling language and principles](http://bit.do/ASMdescription)

[Adaptive Service Model - Meta model - Diagram](http://bit.do/ASMmetamodeldiagram)

[Adaptive Service Model - Meta model - Objects and attributes](http://bit.do/ASMmetamodelobjects)

# Connect with us

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 [Facebook](https://www.facebook.com/TakingServiceForward?fref=ts)

[Twitter](https://twitter.com/TSF_ASM)

[Twitter #tag](https://twitter.com/search?q=%23archSM&src=typd&f=realtime)

 [LinkedIn](http://www.linkedin.com/company/taking-service-forward?trk=company_logo)

[LinkedIn group](http://www.linkedin.com/groups/Taking-Service-Forward-Adaptive-Service-7430088/about)

# Document Change Control

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| --- | --- | --- | --- |
| **Revision Number** | **Date of Issue** | **Author(s)** | **Brief Description of Change** |
| **1** | **Nov 14 2013** | **Mark Smalley** | **Initial document draft** |
| **2** | **Dec 5 2013** | **Mark Smalley** | **Incorporate agreed changes** |
| **3** | **Dec 12 2013** | **Mark Smalley** | **Draft edits** |
| **4** | **Dec 15 2013** | **Mark Smalley** | **Further edits** |
| **5** | **Dec 18 2013** | **Mark Smalley** | **Final edits** |
| **6** | **Dec 30 2013** | **Sharon Taylor** | **Harmonize documentation edits** |
| **7** | **Jan 24 2014** | **Christian F. Nissen** | **Updated ‘Further reading’ and added the ‘Connect with us’ section** |