Taking Service Forward (TSF)
The Charter

# Overview

## Background

Triggered by the evolution of technology and the need to formalize the integration and the management of services, the service community has developed a body of knowledge and practices over the past few decades. As an evolutionary growth path, it has formed from grass roots interests into an industry of broad scope and depth. The growing diversity of services brings the community to a point of facing challenges such as; the interoperability of tools, positioning of bodies of knowledge, cohesion of supporting services and has highlighted the need for a common model for guiding the development and use of these.

In November 2013, a group of interested service professionals from varied backgrounds and disciplines met to start the initial development of an Adaptive Service Model (ASM) that is going to include a meta-model, a detailed model and a companion ontology. Using a high level meta-model as a starting point to engage the service community in a crowd source development to perfect and evolve the model over time. The group named the initiative Taking Service Forward (TSF).

*For more in depth background information on the Taking Service Forward (TSF) story, refer to the TSF document entitled “Taking services forward - The story”.*

## Purpose

The purpose of the Adaptive Service Model is to offer the service community an architectural model of services, service governance and management, usable in any industry, to assist in achieving service objectives.

The model shall be developed, refined and evolved through a collaborative, open and transparent crowd sourced effort. An online community will be formed and nurtured so that any person or organization can choose to become a member of the community and contribute to the ongoing development and evolution of the Adaptive Service Model. Ideally, the model should be evolved from the sharing of ideas, contribution of knowledge and collaboration across industries.

## Vision

To provide the service community with an Adaptive Service Model that is open to all, contributed to by anyone interested, and that furthers the aims of evolving the service community at large, by taking services forward in its evolution

## Mission

The Taking Service Forward initiative will achieve this by ensuring that the meta-model, the model, the ontology and all related artifacts are openly accessible for use, adaptation and further improvements by any member of the community. It shall use a collective, crowd source development philosophy, with as few imposed constraints and as little management as is needed to ensure the appropriate care, administration and furtherance of the vision.

## Scope

The scope of the Taking Service Forward initiative is currently limited to the Adaptive Service Model itself and the supporting documentation, communication, governance and the management and operation of the community for TSF members.

## Governance

A thin layer of governance shall preserve and vouchsafe the usefulness of the community focus and its contributions, at all points in its life cycle. The governance itself shall be open and accessible. It’s scope shall be the model artifacts their administration, communications to the community and the custodianship of the artifacts of the community.

The initial governing body is a subset of the founding members of the TSF initiative.

The governance model shall evolve with the initiative, with additional contributors to governance, management and administration of the model sought from among community members.

In the initial phase, the scope of governance shall include:

* Ensuring alignment of the TSF community’s activities with this charter
* Providing quality criteria for artifacts
* Proposing a longer term governance structure

## Custodianship of the TSF artifacts

At the earliest stages of the initiative, AXELOS shall play a role of custodian for the artifacts produced. This role is temporary in nature, allowing the initiative to be set in motion. It will be divested once the TSF community has established the necessary mechanisms to manage, preserve and further the collaboration and evolution of the Adaptive Service Model and any other artifacts which are developed within the TSF community over time.

## Community of members

The community is open to any individual, group or organization who has an interest in the use of the Adaptive Service Model, and/or who has a desire to contribute to these through the provision of ideas, feedback, knowledge, innovation or any other resource or capability required to further the aims of the initiative. All contributions shall be made freely, with no expectation of remuneration, and with the willingness to have these contributions exploited by the entire community in an open, transparent way.

## Community ethics

The community is open to all. It shall promote collaboration in a way that is free from any interaction that could cause harm to any member. The community does not tolerate political agendas, biases (excepting those that form constructive opinions toward the evolution of the initiative), or any other behavior that would be considered unethical for reasons of fairness, race, gender, commerce, politics, self-interest or intolerance to any member.

The community, enabled by its governing members, have the right to refuse or revoke membership to any organization, group or individual, that in the majority opinion of all members, is considered to have breached any ethical boundaries set out by the community.

# TSF Approach

## Organization and Responsibilities

The founding members of the TSF initiative have established a few roles to assure that the initiative for the development of the Adaptive Service Model and any other necessary artifacts can continue to evolve and move forward. It is recognized that while the overall intent is for the community to gain its value through open, collaborative crowd sourced activity, that a minimal set of rules is necessary.

To create and sustain forward momentum, the TSF initiative has established the following roles:

### Governance Team

The TSF initiative has identified a team of four of the founding members to act on behalf the interests of the community and to serve as a gateway to govern the necessary administrative and functional activities of working groups, in order to keep the initiative moving forward. The governance team, will help to organize the necessary resources (contribution of members) to further the vision of the TSF initiative. This may include appointing from among the community, members who can coordinate certain community activities, needed from time to time and on an ongoing basis. Examples of community activities are:

* Coordinating and managing the social channels in use for receiving and communication the efforts of the crowd.
* Coordinating and managing the communication planning and execution for the purposes of ensuring the community is kept informed and involved in an effective and timely way of all community activities and that an open, transparent means for members to provide feedback, and crowd source effort to the initiative.
* Liaising with the custodial entity for all matters relating to managing the intellectual property, managing the point of contact for members and the safekeeping of master version(s) of all TSF artifacts.
* Seeking member contributions to serve on ad-hoc or standing teams that the community wishes to create for the purposes of fulfilling the TSF vision and mission.

### Artifact custodian

The TSF founding members agree that a critical success factor in creating and maintaining an Adaptive Service Model and any other artifacts as evolve over time, require active and intentional management, beyond that which can be provided through an initial crowd source effort.

To this end, the TSF initiative has established an artifact custodial role to ensure the initiative's artifacts are preserved, well managed and reside in a secure environment, and that are openly and transparently available to all TSF members.

The custodian shall:

* Provide a technical infrastructure for the TSF. This infrastructure shall serve as a point of contact for coordinating the efforts of the community and as a point of consolidation for input and outputs of the community.
* Provide the necessary administrative effort and support to the TSF governance team.
* Preserve and protect the integrity of the intellectual property that is developed by the community for the purpose of exploitation by the community.

## Dependencies

To the degree that the TSF initiative envisions an open, transparent, collaborative, crowd sourced environment, the dependencies inherent in this style of development dictate the following commitment by TSF members:

* To use the provided infrastructure for the purposes of providing input, review, feedback and effort by all members of the community.
* The commitment to adhere to any and all ways of collaboration established by the members of the community in an ethical manner
* To adopt a supportive, constructive and collegial approach to providing input, review, feedback and effort by all members of the community.
* To consider taking a direct role on a team for the purposes of enhancing the outcome of collaboration among community members, or to help manage activities as needed.
* To encourage the participation of any prospective member who can benefit from the TSF initiative or who can contribute to the initiative.
* Make it known that all members support an open, transparent, ethical environment and will not support any member who intentionally or unintentionally causes or intends harm to any other member by transgressing the spirit and intent of the constructive and collaborative environment.

# 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

[Web site](http://www.takingserviceforward.org/)

[Document library](http://bit.do/TSFdocuments)

[Google+ community](https://plus.google.com/u/0/communities/108142093643107261658)

 [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 22 2013** | **Sharon Taylor** | **Initial document draft** |
| **2** | **Dec 5 2013** | **Sharon Taylor** | **Incorporate agreed changes** |
| **3** | **Dec 30 2013** | **Sharon Taylor** | **Harmonize documentation edits** |
| **4** | **Jan 24 2014** | **Christian F. Nissen** | **Updated ‘Further reading’ and added the ‘Connect with us’ section** |