



FROM SUPPORT WORK TO SUPPORT SERVICE QUALITY

Connecting Support Work and Results with the Quality of the Whole

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SUPPORT SERVICE QUALITY INITIATIVE

Abstract

Support services are part of everyday life. A personal care aide may help a person bathe, dress, move safely, or manage daily activities. A job coach may help a worker learn a job, perform it successfully, and participate in the workplace. In each case, visible work is being done, but the quality of the service cannot be judged simply by asking whether a task was completed or whether one worker did their part.

AMSI therefore examines the Support Service as a whole. The service is defined through what it is intended to help the person do, maintain, achieve, experience, or participate in; the Support Work actually performed; the Support Results that occur; the people and roles involved; the Service Context and Service Period; the Boundaries and Interfaces that matter; and the Evidence used to determine what can responsibly be said about quality.

This article explains that structure in plain language. It follows the connection from requirements to Support Work, from Support Work to Support Results, and from those connected elements to the Quality State of the defined Support Service Quality Object. Personal care assistance and vocational rehabilitation job coaching are used as examples. The purpose is not to prescribe one service model, but to show why Support Service Quality is a property of the bounded service as a whole rather than of one task, worker, organization, record, or result considered alone.

1 Support Service as a Whole

1.1 What Is a Support Service?

A support service exists because something is expected to be realized for a person. The support may concern daily-life functioning, health-related support, community or residential participation, education, employment, or another defined support context. The specific purpose differs from service to service, but the basic quality question is the same: does the defined service realize what is required under the conditions that actually apply?

The visible activity is only part of that question. A bathing visit is more than the physical acts used to assist with bathing. Job coaching is more than the presence of a Job Coach at a workplace. In both cases, the work has a purpose, occurs under particular conditions, involves people and interfaces, and produces results that must be understood in relation to what the service was intended to accomplish.

1.2 The Person Receiving Support

The Person Receiving Support is central to the service. Needs, abilities, preferences, choices, rights, dignity, personal context, and applicable roles can affect what appropriate support means. AMSI does not treat personhood and participation as optional additions to technical service completion. They are quality-relevant parts of Function Realization.

This does not mean that every preference automatically becomes a service requirement or that one participant alone defines the service. It means that the person and the conditions relevant to the person must remain visible when the applicable requirements, Intended Functions, Intended Results, Support Work, and Evidence are established.

1.3 Support Work and Support Results

Support Work is what is actually performed to provide the support. It may include physical assistance, teaching, prompting, observing, communicating, preparing, coordinating, documenting, making role-appropriate judgments, or other activities within the applicable Functional Scope.

Support Result is the actual condition or effect occurring in material relation to that work. A result may be immediate, delayed, or emergent. It may concern something achieved, changed, maintained, progressed, prevented, or otherwise affected. AMSI expresses the basic conceptual relationship as

Support Work + Support Result = Support Service. The relationship is not arithmetic and does not presume that every result was caused solely by the Support Work.

1.4 Intended Functions and Intended Results

Before quality can be discussed responsibly, the service must have a defined purpose. AMSI expresses that purpose through applicable Support Intended Functions and Support Intended Results. The first practical question is simple: what is this support required or intended to help the person do, maintain, achieve, experience, or participate in?

Different services can have very different answers. Personal care assistance may concern daily-life functioning, bodily integrity, safe participation, and appropriate assistance. Job coaching may concern employment maintenance, job performance, independence, and workplace participation. These differences do not require a different quality architecture for every service. They define what the common architecture must be applied to.

1.5 How the Parts Are Connected

The person, the intended purpose, the work, and the results are connected. What the service is supposed to accomplish helps determine what work is appropriate. The work then contributes to results. Those results, together with evidence about how the work was performed and under what conditions, help show whether the intended functions and results were realized.

The connection can fail at many points. Requirements may be incomplete or outdated. Important information may not reach the worker. The wrong level of support may be provided. A material change may not be recognized or communicated. A result may be favorable even though the work was unsafe or unnecessarily restrictive. This is why AMSI does not equate activity completion with service quality.

1.6 The Support Service Quality Object

AMSI calls the bounded service being examined the Support Service Quality Object. The formal term is useful because quality can only be determined responsibly when the subject of the determination is clear. The Quality Object is not automatically the Support Worker, the provider organization, a service plan, a record, the person receiving support, an employer, a task, or one observed result considered separately.

A Support Service Quality Object may be one interaction, episode, visit, shift, Service Period, recurring Support Service Arrangement, coordinated support arrangement, or another sufficiently defined service. Its composition depends on what is being examined and on the Service Context, Service Period, Applicable Basis, Reference Layer, Boundaries, Interfaces, and other conditions relevant to the determination.

1.7 A Visual Map of the Support Service Quality Object

Figure 1 shows the architecture of the Support Service Quality Object as a bounded whole. Inside the service boundary it places the Person Receiving Support, Support Work, Support Results, Support Workers, Intended Functions and Intended Results, Service Context and Service Period, and other internal elements. Around the boundary it shows external influences and Interfaces. Below the object it shows the relationship with the AMSI Core, Context Guides, Occupational Reference, and the evidence-based quality-determination process.

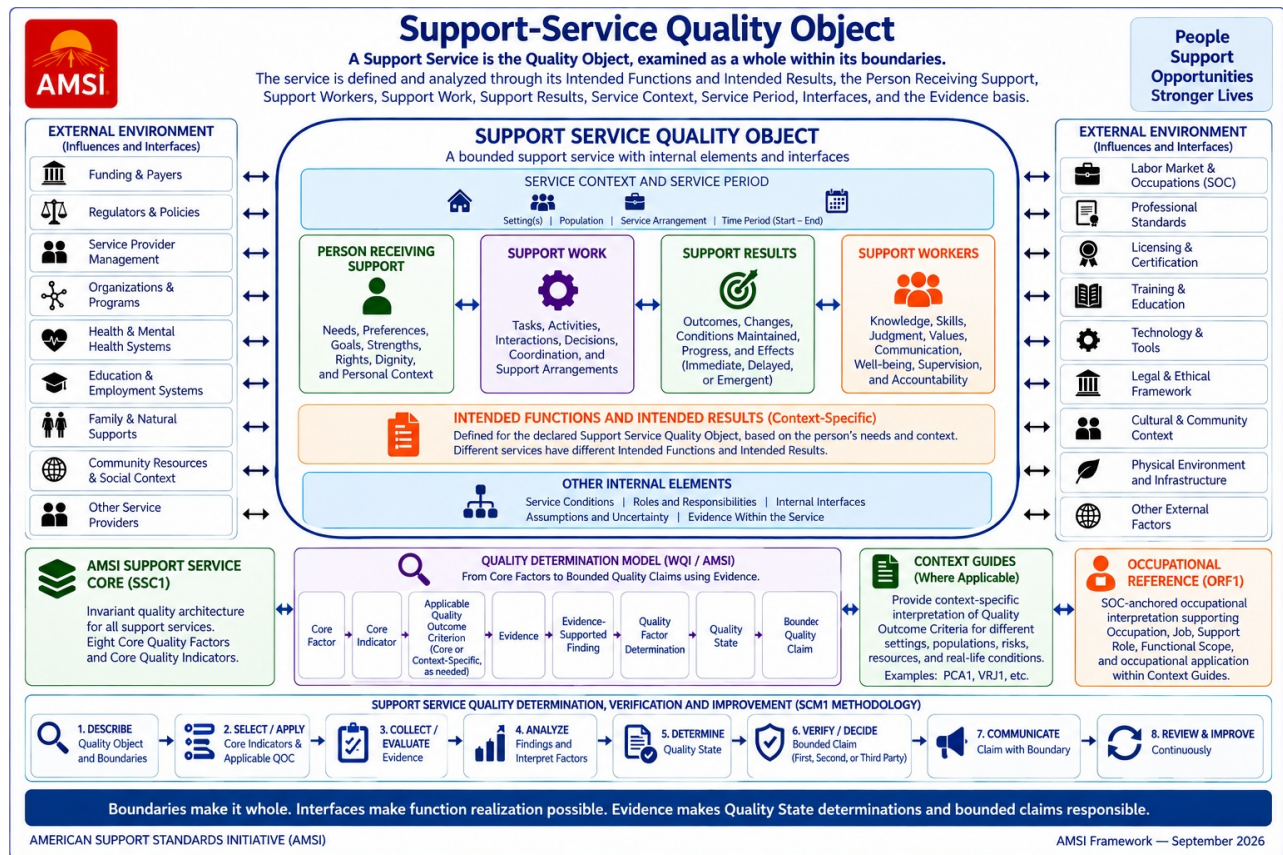


Figure 1 — Support Service Quality Object Architecture (Informative; reproduced from AMSI SSC1)

The diagram is a map, not a substitute for defining the particular service. A real application still has to identify what is inside the declared Quality Object, what lies outside it, which Interfaces matter, and what evidence is needed for the intended determination.

2 Where Support-Service Requirements Come From

2.1 The Person's Needs, Abilities, Preferences, and Context

Support is provided to a particular person under particular conditions. Needs, abilities, preferences, choices, rights, goals, and personal context may therefore contribute to what the service is required to realize. The relevant information must be understood together with the other sources that govern or shape the service.

2.2 Service Plans and Authorizations

A service plan, authorization, or similar arrangement may identify the type, amount, purpose, period, or conditions of support. These sources can be important, but they do not by themselves prove that the actual service is of favorable quality. The authorized service still has to be realized appropriately under the conditions that occur.

2.3 Laws, Program Rules, and Professional Requirements

Support services may be affected by laws, regulations, program rules, professional standards, clinical direction, licensing requirements, or other external requirements. AMSI keeps these sources traceable through the Applicable Basis and Reference Layer. Their role is to provide requirements and conditions relevant to the declared Quality Object; compliance with them alone does not automatically establish the Support Service Quality State.

2.4 Provider and Other Organizational Requirements

Provider procedures, employer requirements, supervision arrangements, contracts, equipment instructions, and requirements of other participating organizations may also affect the service. A support worker therefore may have to work with requirements originating from more than one place.

2.5 Service Context and Actual Conditions

Requirements must be applied in the real Service Context. Setting, population, service arrangement, time period, workplace or household conditions, available resources, technology, and material changes can affect what appropriate realization looks like. The same general type of support may therefore require different work for different people or at different times.

2.6 Bringing the Requirements Together

AMSI does not treat these sources as a loose collection. For the defined Quality Object, the applicable requirements must be brought together into a usable basis for realization and determination. Where the Core itself is sufficiently specific, it may be applied directly. Where a recurring context needs additional clarification, an AMSI Context Guide may provide context-specific Quality Outcome Criteria, realization pathways, Failure Modes, Critical Service Conditions, Evidence considerations, Boundaries, or Interfaces. The Context Guide clarifies application of the Core; it does not replace or reinterpret the invariant Core.

3 People and Organizations Involved

3.1 Person Receiving Support

The person is a participant in the service, not merely the location at which work is performed. Communication, consent, preferences, abilities, participation, and changing conditions can all affect Function Realization and the evidence needed to understand it.

3.2 Support Workers

Support Workers perform the direct or otherwise assigned Support Work. Their knowledge, skills, judgment, communication, well-being, supervision, and accountability can affect realization. At the same time, the worker should not be assigned responsibility for conditions outside the applicable Support Role or Functional Scope.

3.3 Service Provider

A service provider may employ or arrange Support Workers, supervise work, maintain records, schedule services, provide training, allocate resources, monitor performance, and perform other management functions. These functions can materially affect the service, but the provider organization is not automatically identical to either the Support Service Quality Object or the Management System used for the defined realization scope.

3.4 Other Organizations and Programs

Payers, public agencies, schools, employers, healthcare organizations, vocational rehabilitation programs, transportation providers, technology providers, and other services may influence or participate in realization. Their involvement can create material Interfaces through which requirements, decisions, information, resources, or results must move.

3.5 Family and Natural Supports

Family members and natural supports may be part of the context, may provide information, or may perform defined roles. Their responsibility should be established from the actual arrangement and applicable requirements rather than assumed simply because they are present or involved.

3.6 Other Participants and External Systems

The external environment can include funding and payers, regulators and policies, labor-market and occupational conditions, professional standards, licensing and certification, education and training, technology, legal and ethical frameworks, cultural and community context, and the physical environment. These are not automatically inside the Quality Object, but they may materially influence it through Interfaces.

3.7 Roles, Responsibilities, Work, and Results

A useful quality description makes visible who is expected to do what, within what role, and with what expected result. The result required from one participant may become an input to another participant. When this happens, the Interface is part of the realization pathway and must be understood well enough to determine whether the service works as required.

4 From Requirements to Support Work

4.1 What the Support Is Expected to Accomplish

The starting point is the applicable Intended Function and Intended Result. They give direction to the work. Without a clear understanding of what the support is expected to realize, it is difficult to judge whether a particular activity is necessary, sufficient, excessive, or unrelated to the service purpose.

4.2 Determining the Support Work Required

General job duties are only a starting point. The actual Support Work must reflect the declared service, the person, applicable requirements, current conditions, and the worker's role. Two workers with the same occupational title may therefore perform different Support Work because the services and conditions are different.

4.3 Functional Scope of the Support Worker

AMSI uses Occupational Reference to distinguish Occupation, Support Role, and Functional Scope. An occupational title does not by itself define the whole Quality Object or authorize every possible action. Support Work should remain within the role and scope applicable to the worker and service, with assistance seeking, escalation, referral, or transfer of responsibility where needed.

4.4 Support Work Self-Management

A Support Worker often has to organize and control the immediate work under real conditions. AMSI calls this Support Work Self-Management. The worker may need to understand applicable requirements, prepare, choose a sequence, decide how much assistance or prompting to provide, observe what is happening, recognize a change, adjust within scope, communicate, and check the result.

Self-Management does not mean independence from the service or from supervision. It describes how the worker manages their own Support Work within the applicable requirements, role, and Functional Scope.

4.5 Planning, Performing, Observing, and Adjusting

Support realization is often iterative. Planning may begin before direct support, but observation during the work may show that conditions differ from what was expected. Appropriate realization may require changes in sequence, timing, prompting, assistance, communication, or another aspect of the work. Monitoring and adjustment are therefore part of realization, not merely inspection after the task is finished.

4.6 Changes in Support Needs and Conditions

Support may need to increase, decrease, change form, transfer, or end when abilities, needs, circumstances, authorization, or the service arrangement changes. More support is not automatically better quality. Under-support can leave required needs unmet; over-support can unnecessarily substitute for the person's own ability or participation. The quality question is whether the level and form of support remain appropriate to the applicable conditions.

5 Support Results

5.1 What Is a Support Result?

A Support Result is the actual condition or effect occurring in material relation to Support Work. It is not limited to a completed task. It can include a condition maintained, a change achieved, progress made, participation supported, a foreseeable harm prevented, or another result relevant to the service purpose.

5.2 Immediate, Delayed, and Emergent Results

Some results can be observed during or immediately after the work. Others become visible later or emerge over a Service Period. The timing of the result matters because a short observation may not be enough to understand whether the service is realizing what is required over time.

5.3 Intended and Actual Results

Intended Results describe what the service is expected to realize. Actual Support Results describe what occurred. Quality determination requires comparing the evidence about actual realization with the applicable Quality Outcome Criteria rather than assuming that an intended result occurred because the service was authorized or a task was recorded as complete.

5.4 Why Task Completion Is Not Enough

A task can be completed while the service fails in another important way. Bathing may be completed but performed unsafely or with unnecessary intrusion. A Job Coach may attend a shift while the support is poorly matched to the employee's actual needs or fails to respond to a material workplace change. Completion is evidence of activity; it is not by itself a determination of Support Service Quality.

5.5 Why One Favorable Result Is Not Enough

The reverse is also true. A favorable result at one moment does not automatically prove favorable quality of the whole service. A result may depend on factors outside the Support Work, may not persist, or may occur despite a serious failure in another quality dimension. AMSI therefore uses evidence across the defined Quality Object and does not allow a serious Critical Service Condition to be concealed by favorable performance elsewhere.

6 Connecting Work and Results Across the Support Service

6.1 Support Work + Support Result = Support Service

The relationship $\text{Support Work} + \text{Support Result} = \text{Support Service}$ keeps the two central sides of realization visible. Work without attention to results can reduce quality to activity. Results without attention to work can hide how the result was produced, whether the work remained within scope, and whether the service can responsibly be judged as a whole.

6.2 Requirements and Information Across Interfaces

Support services frequently depend on information moving between participants. A worker may need an updated plan, a supervisor may need an observation from the worker, a VR counselor may need evidence before authorizing a change, or an employer may need to communicate a workplace condition. When information is material to Function Realization, its transfer becomes quality-relevant.

6.3 Duties and Results at Interfaces

At an Interface, the result expected from one participant may become an input to another. The quality question is not only whether each participant performed an isolated duty, but whether the connected duties and results supported realization of the service. Responsibility should follow the applicable role, authorization, requirement, or Reference Layer source rather than proximity alone.

6.4 Changes and Communication

Material changes must be recognized, judged within role, communicated when needed, and followed through appropriately. A service can fail even when the initial arrangement was reasonable if later changes are not incorporated into the work or management of the service.

6.5 Service Period and Continuity

A Support Service Quality Object may cover a single interaction or a longer Service Period. Over time, continuity of information, direction, support logic, and responsibility becomes increasingly important. Changes in workers, schedules, settings, arrangements, or participants should not cause material information to be lost or distorted.

6.6 When the Connection Fails

Common failures include missing or inconsistent inputs, unclear responsibility, outdated information, delayed authorization, poor coordination, work outside Functional Scope, failure to recognize change, inappropriate support balance, or treating one favorable action or result as proof of the whole. These failures differ in form, but each can break the connection between what the service is supposed to realize and the work, information, management, and results through which realization occurs.

7 Management of the Support Service

7.1 Why Management Is Needed

Support Work occurs within arrangements that may require scheduling, supervision, authorization, information control, resource allocation, coordination, monitoring, corrective action, and other management functions. These functions can affect whether the worker has the conditions needed to perform appropriate Support Work and whether the service remains connected to its requirements.

7.2 Support Work Self-Management and Wider Management

Support Work Self-Management concerns how the worker organizes and controls their own work within role. Wider management concerns the functions used to direct and control realization of the defined service scope. The two are connected but should not be confused. A worker may manage the immediate work well while a wider management failure prevents the service from functioning as required.

7.3 Provider Management

Provider management may include worker assignment, supervision, training, scheduling, records, resources, monitoring, and response to problems. These functions may provide important evidence about service realization. They do not, however, substitute for evidence about the actual Support Service Quality Object.

7.4 Management Functions Outside the Provider

Some material management functions may be performed outside the provider organization. In vocational rehabilitation, for example, authorization or continuation decisions may involve a VR counselor or funding function, while workplace conditions may be controlled by an employer. The management configuration relevant to realization must therefore be identified from the functions actually used, not assumed from one organizational chart.

7.5 Organization and Management System Boundaries

Under WQI and AMSI, an Organization and a Management System are different Quality Objects. A Management System Boundary follows the actual configuration of management functions used to direct and control a defined realization scope. Those functions may be located within one Organization or across more than one Organization. Participation in the same Management System does not merge separate Organizations into one Organization.

7.6 Connecting Management Across Interfaces

Where management functions are distributed, Interfaces must carry requirements, decisions, information, and results across the relevant boundaries. Management-system procedures, audits, competence arrangements, monitoring, corrective action, and records may support realization, but a favorable Management System Quality State does not by itself establish a favorable Support Service Quality State. The reverse is also true.

8 From Support Service to Support Service Quality

8.1 The Support Service as the Quality Object

When AMSI SSC1 is used to determine Support Service Quality, the declared Support Service remains the Quality Object. The determination asks what that bounded service was required to realize and what the evidence supports about its realization under the declared conditions.

8.2 Core Quality Factors and Indicators

SSC1 uses eight invariant Core Quality Factors and thirty-two invariant Core Quality Indicators. Together they keep visible the principal quality dimensions that apply across support-service contexts: protection from foreseeable harm; effective Function Realization; participation and appropriate support balance; personhood, role, dignity, and autonomy; recognition and response to material change; integration with service conditions and Interfaces; continuity and protection of support-relevant information; and practice and judgment within Functional Scope.

The Factors are connected, but one does not simply cancel another. Favorable performance in one area cannot be used to hide a serious failure in a Critical Service Condition elsewhere.

8.3 Context-Specific Quality Outcome Criteria

A Core Indicator states the common requirement. A Quality Outcome Criterion states the required condition or result against which realization is judged. Some criteria can be stated directly in the Core. Others require context-specific clarification through a Context Guide or completion through the applicable Reference Layer. This allows one Core architecture to remain stable while different services retain the specificity they need.

8.4 Evidence and Evidence-Supported Findings

Evidence is collected and evaluated against the applicable criteria. It may concern the person, Support Work, Support Results, records, observations, conditions, Interfaces, communications, management controls, or other material parts of the declared Quality Object. Evidence supports a finding; it does not replace the criterion against which the finding is made.

8.5 Quality Factor Determination

Findings against applicable criteria are interpreted within each Core Quality Factor. The determination must preserve material uncertainty, limitations, Critical Service Conditions, and non-compensability rather than reducing the service to an unsupported overall impression or a simple count of completed activities.

8.6 Support Service Quality State

The Support Service Quality State is the evidence-supported determination of what can be established about the quality of the declared Support Service Quality Object under the stated conditions and scope. It is bounded by the Quality Object, Service Period, Applicable Basis, Reference Layer, Evidence, and other declared conditions.

8.7 Bounded Quality Claims

A Quality Claim communicates what the determination supports. The claim should preserve the material boundary, conditions, limitations, and uncertainty needed for responsible use. A claim is not the same thing as the Quality Object or the determination itself, and Claim Quality may be examined separately where required.

8.8 Distinct but Connected Quality Objects

The Support Service, a provider Organization, a Management System, Evidence, and a Quality Claim may be connected, but they remain distinct Quality Objects when separately examined. A favorable state of one does not automatically prove a favorable state of another. This distinction prevents quality language from moving beyond what the evidence actually supports.

9 Personal Care Assistance Example

9.1 The Defined Support Service

Consider bathing assistance provided as part of personal care. The defined Quality Object might be one bathing-support interaction, a recurring arrangement over a Service Period, or another bounded service scope. The first step is to say clearly what is included rather than treating the occupational title or the task name as the Quality Object.

9.2 Intended Functions and Intended Results

Depending on the applicable service, intended functions and results may include support for daily-life functioning, bodily integrity, safe participation, cleanliness, dignity, and appropriate assistance. The exact criteria must come from the declared service and applicable requirements rather than from the example alone.

9.3 Requirements and Conditions

The aide may need to work from the person's abilities, preferences, choices, service plan, provider requirements, professional directions, environmental conditions, available equipment, and observed condition at the time. These sources together shape what appropriate support means in the particular interaction.

9.4 Support Work

Support Work may include preparing the environment, communicating with the person, providing the amount and form of assistance that are required, observing the person's response, protecting privacy and dignity, and adjusting within the aide's Functional Scope.

9.5 Support Results

Relevant results may include the immediate outcome of bathing, the person's safe participation, the degree to which the person performed what they could appropriately perform, and whether required conditions were maintained. A completed bath is therefore only one part of the evidence.

9.6 Changes and Adjustment

If the person's condition differs from what was expected, the appropriate level or method of assistance may also differ. The aide may need to adjust within scope or seek assistance, escalation, or direction. Continuing a fixed routine despite a material change can break the connection between the service requirements and the work actually performed.

9.7 Interfaces and Management

The service may depend on scheduling, current information, equipment, supervision, authorization, or communication with other participants. A failure in one of these areas can affect the service even when the aide performs an individual action correctly.

9.8 Determining the Quality of the Whole Service

The final question is not simply whether bathing occurred or whether the aide appeared competent. Evidence is examined against the applicable Core Indicators and Quality Outcome Criteria for the whole declared service. The resulting Quality State is therefore a determination about the bounded Support Service Quality Object, not a general judgment about the person, the worker, or the provider organization.

10 Vocational Rehabilitation Job Coaching Example

10.1 The Defined Support Service

Vocational rehabilitation job coaching provides a different context for the same architecture. The Quality Object may be one period of workplace support, a stage of a job-coaching arrangement, or another defined service scope. The employee, Job Coach, workplace, provider, authorization arrangement, and relevant Interfaces must be described according to what the determination is intended to cover.

10.2 Intended Functions and Intended Results

Applicable functions and results may concern learning work, maintaining employment, performing job duties, increasing appropriate independence, and participating in the workplace. The exact requirements depend on the person, job, service arrangement, program, and applicable Reference Layer.

10.3 Requirements and Workplace Conditions

Requirements may come from vocational goals, the support plan, provider procedures, program requirements, authorization decisions, employer requirements, actual job duties, and workplace conditions. These inputs must remain connected as the service changes over time.

10.4 Job Coach Support Work

The Job Coach may teach, prompt, observe, reinforce routines, communicate, document, recognize changes, and adjust support within role. The work should respond to the employee's actual performance and needs rather than simply reproduce a fixed amount of coaching activity.

10.5 Support Results

Results may concern successful task performance, maintained employment, participation, use of learned routines, increased independence, or other applicable outcomes and conditions. These results must be interpreted together with the work and conditions under which they occurred.

10.6 Fading and Changing Support

Fading makes the relationship especially clear. At the beginning of a placement, frequent instruction or prompting may be appropriate. As the employee learns the work, less direct support may become appropriate. A reduction in Support Work can therefore represent successful realization rather than lower quality. The same reduction can represent failure if it occurs before the employee can perform as required or without appropriate consideration of current conditions.

10.7 Interfaces and Management

Job coaching may depend on provider supervision, VR counselor decisions, funding or authorization functions, employer information, and workplace participants. These functions can belong to different Organizations. Quality depends in part on whether material requirements, decisions, observations, and changes move effectively across the relevant Interfaces.

10.8 Determining the Quality of the Whole Service

A Job Coach can perform many actions correctly while the service fails because of a delayed decision, missing information, an inappropriate support level, or another material condition. Conversely, one successful work shift does not establish the quality of the entire service period. The determination therefore returns to the bounded Support Service Quality Object and the evidence relevant to the whole.

11 What the Two Examples Show

11.1 Different Services, Common Quality Architecture

Bathing support and job coaching look very different in practice. Their activities, settings, occupations, risks, participants, and Intended Results differ. Yet both can be described through the same basic architecture: a person receiving support; Intended Functions and Results; Support Work; Support Results; context and period; roles and responsibilities; Boundaries and Interfaces; applicable requirements; and evidence for determination.

11.2 Different Intended Functions and Results

A common architecture does not make the services identical. The content of Function Realization remains context-specific. The Core provides the common quality questions; the declared service, applicable criteria, Context Guide where needed, and Reference Layer provide the specificity required to answer them responsibly.

11.3 Common Core Quality Factors

The eight Core Factors remain visible across both examples even though their practical expression differs. Foreseeable harm, effectiveness, support balance, dignity and autonomy, response to change, integration with conditions and Interfaces, information continuity, and Functional Scope are relevant quality dimensions in both contexts.

11.4 Context Without Fragmenting the Core

This is the reason AMSI can use one Support Service Core across different support contexts. Context Guides can clarify recurring applications without creating a separate quality theory for each service

name, occupation, program, or population. Where the Core and Reference Layer are already sufficient, direct Core application remains possible.

11.5 Why the Whole Service Matters

The examples also show why the Quality Object must remain the whole defined service. A worker, task, result, organization, or management control can provide important evidence, but none automatically stands for the whole. Boundaries make the subject clear; Interfaces show how realization crosses those boundaries; evidence makes the resulting Quality State and any bounded claim responsible.

12 Conclusion

Support services become real through concrete work, but Support Service Quality is not identical to that work. Quality concerns whether the defined service realizes applicable requirements, Intended Functions, and Intended Results under the conditions that actually apply.

The person, the purpose of the support, the Support Work, the Support Results, the Service Context and Service Period, the workers and other participants, and the material Boundaries and Interfaces must therefore be understood together. The corrected AMSI Support Service Quality Object architecture makes this relationship visible before the formal determination begins.

The worker remains important because requirements must become actual actions and judgments under real conditions. Management also matters because information, supervision, authorization, resources, coordination, and response to change can affect realization. But the worker, provider Organization, and Management System should not be substituted for the Support Service itself when the quality of that service is being determined.

The central idea can be stated simply: define the service as a whole; establish what it is supposed to realize; examine the work, results, conditions, and Interfaces through evidence; and determine only what that evidence supports about the Quality State of the bounded service. That is the connection from Support Work to Support Service Quality.

References

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