



SERVICE SYSTEM

GLOSSARY

SERVICE SYSTEM

The system we use to deliver services. The service system can be broken down into four components: structure, processes, people, and resources.

SERVICE SYSTEM PROJECT

A four-year project designed to create ideas for improvements to our current system.

HOLISTIC

Holistic refers to examining the whole service system and how it works together, rather than just individual parts of it.

GROUP SUPPORT UNIT (GSU)

The GSU is devoted to group needs and concerned with very limited or perhaps no other service provision than helping our groups better carry the message. The GSU could also provide a place where members can be introduced to NA service in a safe and nurturing environment.

DELEGATION STREAM

The delegation stream is what connects the group to the LSU, the LSU to the state/national/province service body, and the state/national/province service body to the WSC. Resources and information flow back and forth across the delegation stream, and it allows for services to be accountable to groups.

GROUP SUPPORT UNIT – LINEAR OPTION

In this option the group sends a delegate to the GSU, and the GSU sends a delegate to the LSU on behalf of its member groups.

GROUP SUPPORT UNIT – TWO TRACK OPTION

In this option there are two “tracks” for local service, one for delegation, and another for group support. The GSU has the sole purpose of supporting groups, and each group sends a delegate to the LSU directly.

LOCAL SERVICE UNIT (LSU)

This unit is meant to provide the bulk of local services. It is plan-driven and corresponds roughly to some externally recognizable boundaries to simplify service provision and interactivity with the public. LSUs send delegates to the state/national/province service body.

PLAN-DRIVEN

A plan-driven body uses a strategic process to decide what services are needed and what to prioritize. Generally work is carried out through projects and workgroups rather than standing committees.

ANNUAL PLANNING ASSEMBLY

This is an optional gathering of all of the local service components to plan services for the cycle ahead, providing an opportunity for groups to oversee and approve services.

INTERMEDIATE BODY

Intermediate bodies are formed when needed due to density, distance, language, or other factors. They allow the service system to be flexible enough to expand when necessary, and are positioned between the existing service bodies.

STATE, NATIONAL, PROVINCE SERVICE BODY

This body will generally correspond to commonly understood external boundaries such as state, country, or province. It will only be responsible for services conducted on a state-, country-, or province-wide basis. Examples of this type of service include PR work with state-wide educational, medical, and correctional services.

STATE, NATIONAL, PROVINCE SEATING

In this option, delegates to the WSC come from the state, national, or province service bodies. Several smaller states, provinces, or countries may come together to send a single delegate to the WSC on their behalf.

ZONAL SEATING

In this option, delegates to the WSC come from the zones. The zone in this option consists of a gathering of delegates from state, country, or province service bodies within boundaries defined by the WSC.

ZONE

A zone is a gathering of delegates from state, country, or province service bodies.

WORLD SERVICE CONFERENCE

The WSC is the gathering of delegates from all around the world to further the common welfare of NA.