



An EOSC-hub proposal for the EOSC Service Management System

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eosc-hub.eu

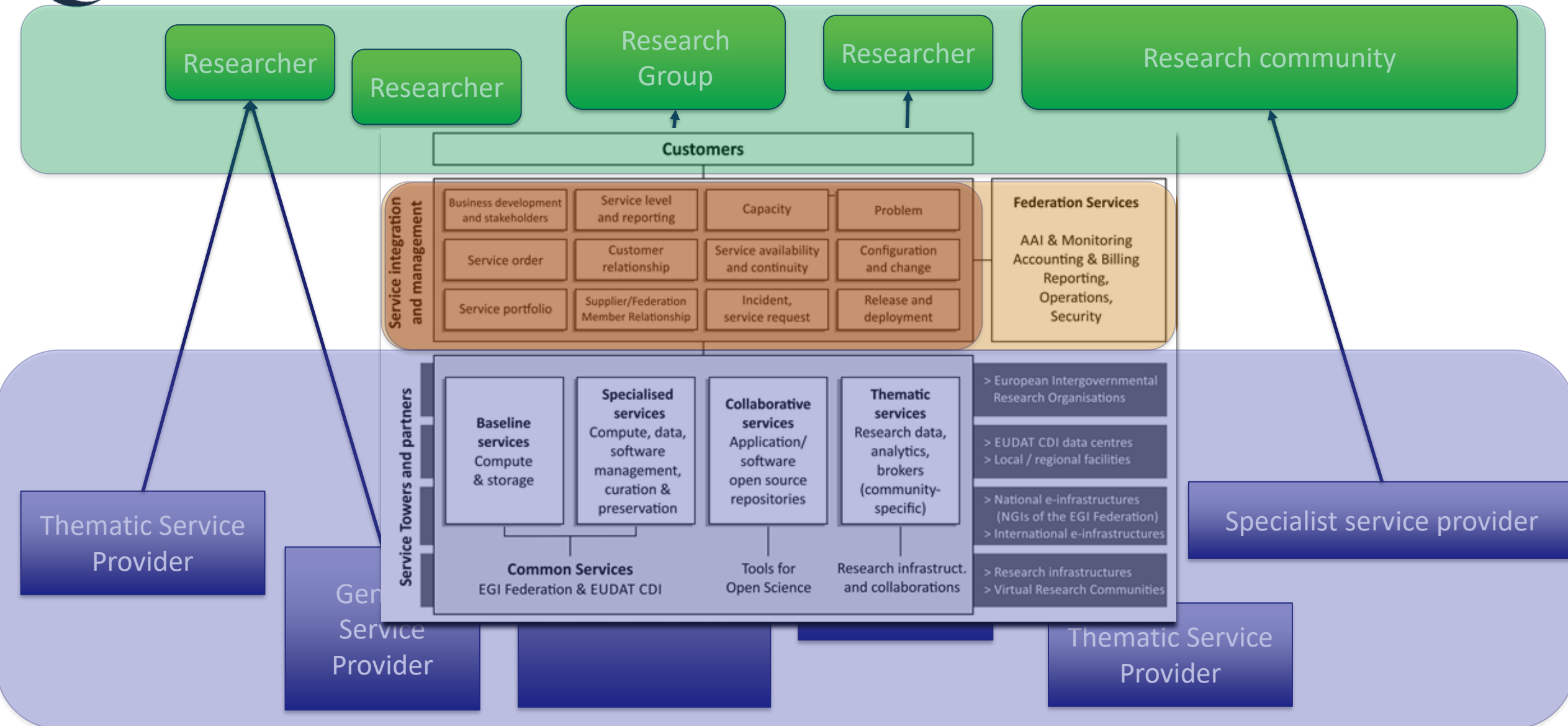
Dissemination level: Public



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Managing What, for Who?

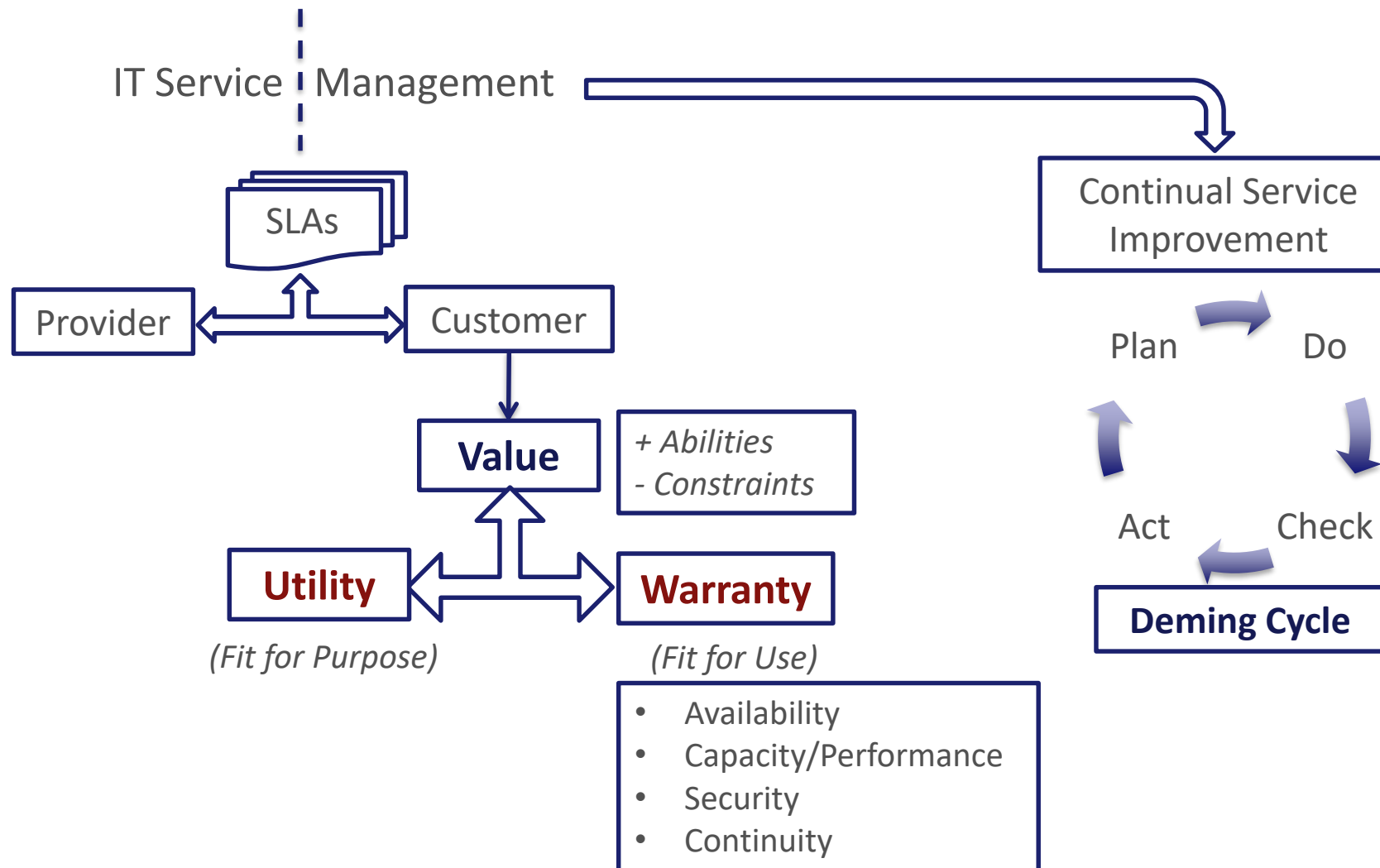


- ◉ Shift in expected results
 - FP7 -> H2020 = Publications -> Services
 - Focus on Sustainability!
 - Major cultural shift
- Increased customer expectations
 - Commoditization of digital services
 - XaaS (Anything as a Service) now commonplace
- Skills, experience and knowledge gap
 - Limited to no formal training in how to professionally plan, deliver, operate and control IT services



***We are now
service providers?***

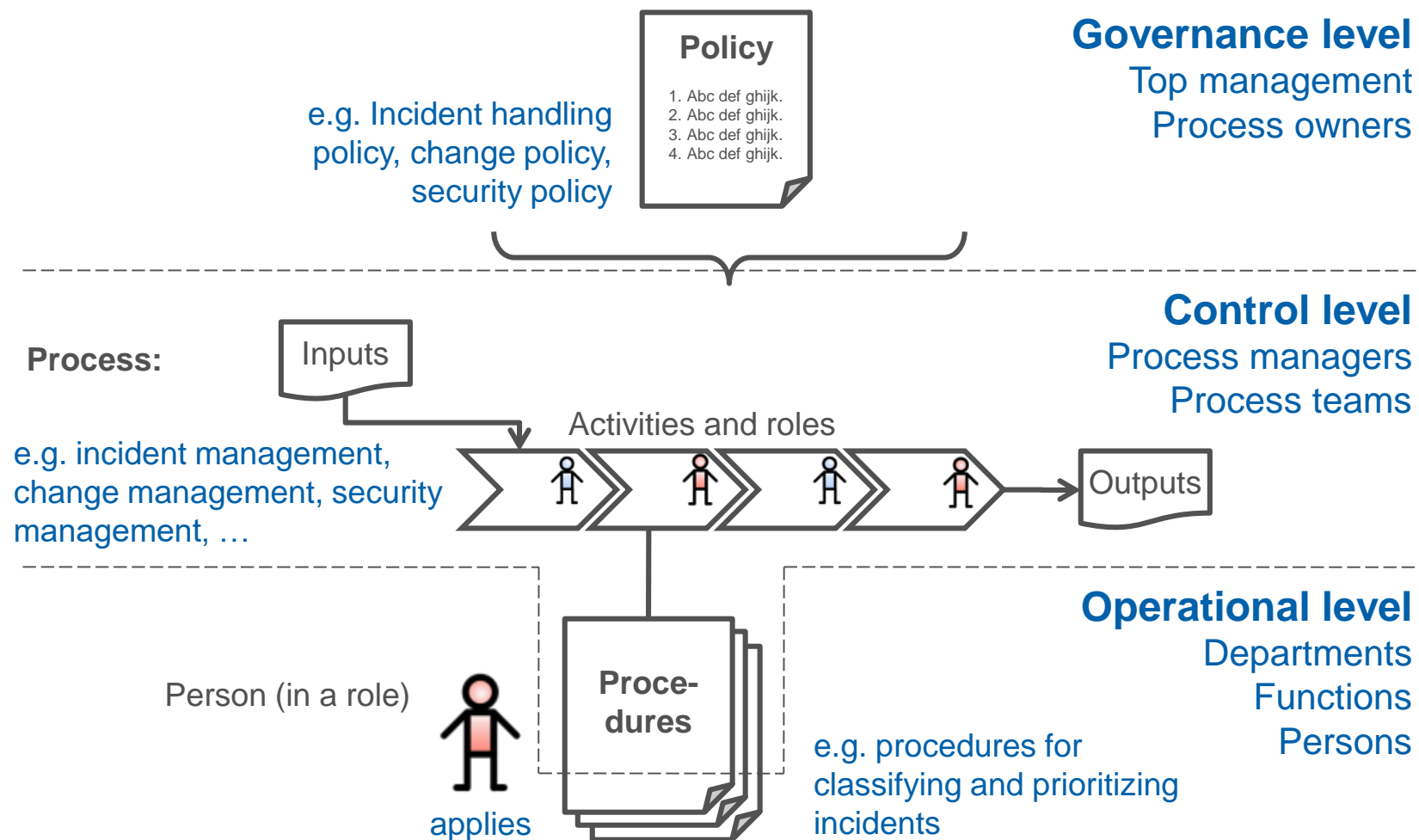
What is IT Service Management



Definition following FitSM-0:

Service management system (SMS):

Overall *management system* that controls and supports management of *services* within an organisation or *federation*



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Definition following FitSM-0:

Policy:

Documented set of intentions, expectations, goals, rules and requirements, often formally expressed by *top management* representatives in an organisation or *federation*

Definition following FitSM-0:

Process:

Set of *activities* that bring about a specific objective or set of results from a set of defined inputs.

Definition following FitSM-0:

Procedure:

Specified set of steps or instructions to be carried out by an individual or team to perform one or more *activities* of a *process*

Service Portfolio Management (SPM)

Service Level Management (SLM)

Incident & Service Request Management (ISRM)

Service Order and Customer Relationship Management (SOCRM)

Continual Service Improvement (CSI)

Release & Deployment Management (RDM)

Change Management (CHM)

Information Security Management (ISM)

Problem Management (PM)

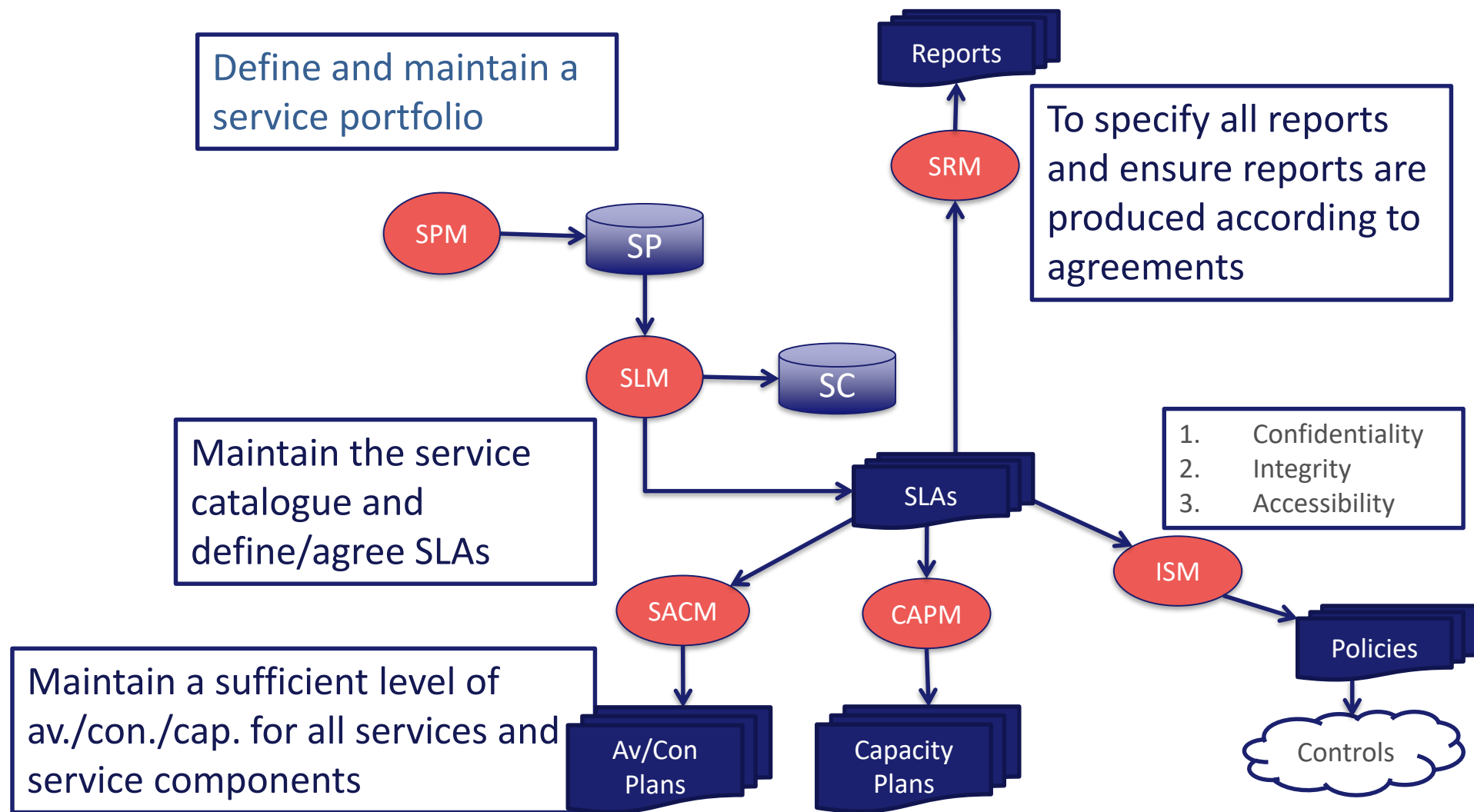
Configuration Management (CONFM)

Capacity Management (CAPM)

Service Availability & Continuity Management (SACM)

Supplier and Federation Member Relationship Management (SFRM)

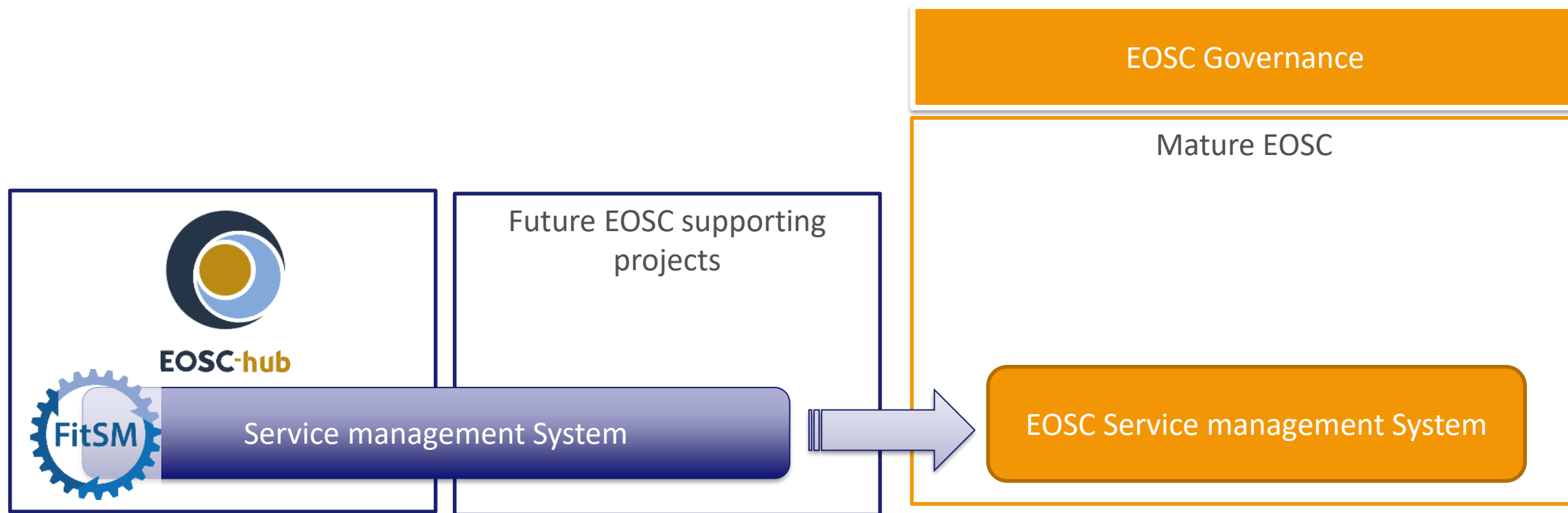
Service Reporting Management (SRM)



Maintain an agreed model of all configuration items (CIs) and their relationships



- Projects do not typically create Service Management Systems



Project review:

The EOSC SMS is '**the most significant result of the project**'

- The EOSC SMS will be **delivered to the EOSC governance** at the end of the project

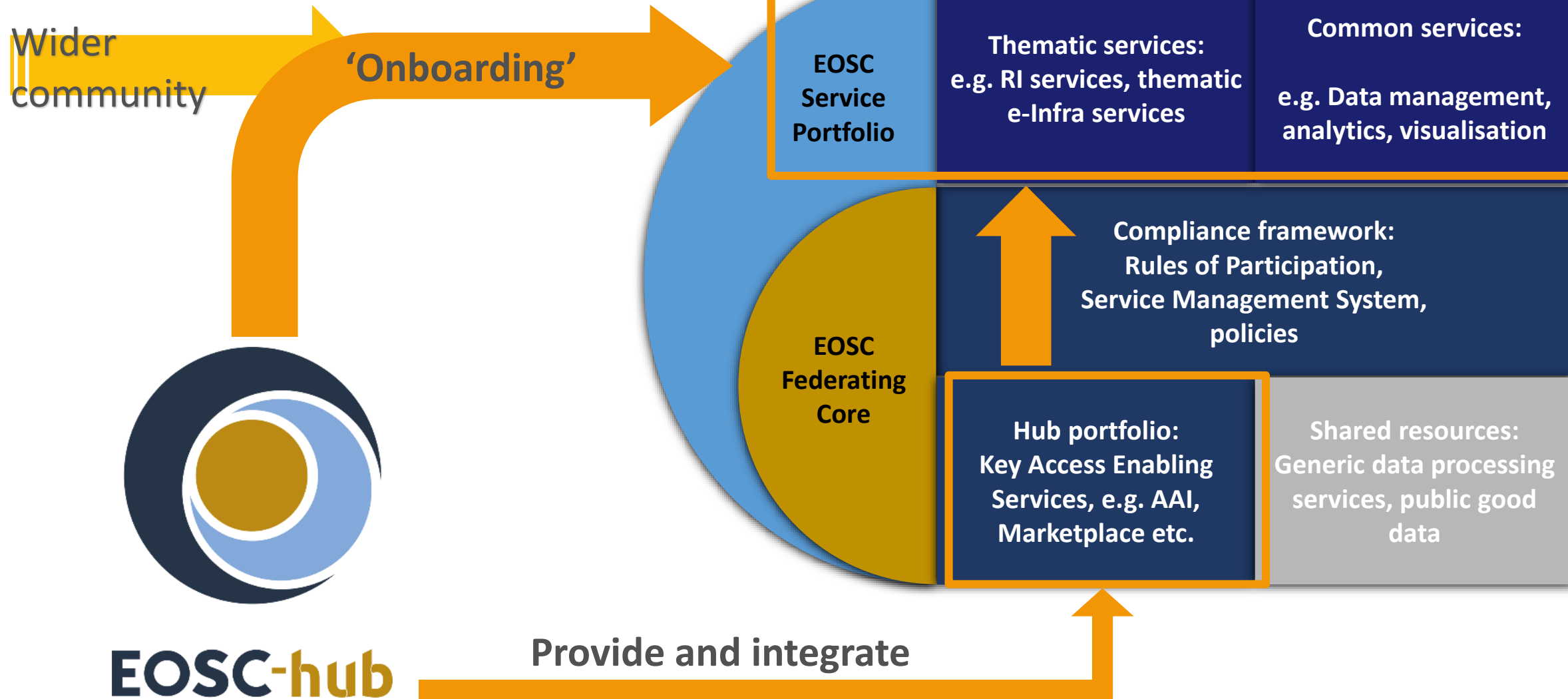
- Standards family for lightweight IT service management
- Suitable for IT service providers of any type and scale
- Main design principle: Keep it simple!
- All FitSM parts are freely released under Creative Commons licenses
- FitSM is operated and managed by ITEMO (non-profit)
- Certification provided by ICO-Cert and APMG International



www.fitsm.eu

 FitSM_Standard

The development of FitSM was originally funded by the European Commission through an EC-FP7 project "FedSM" (2012-2015)



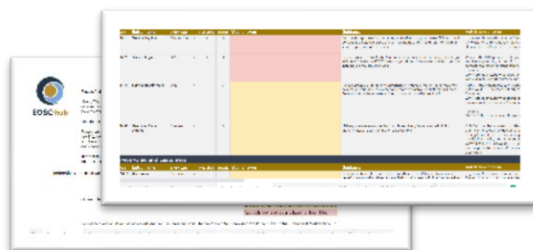


ACS:
A Chemistry
Service



EOSC Portal

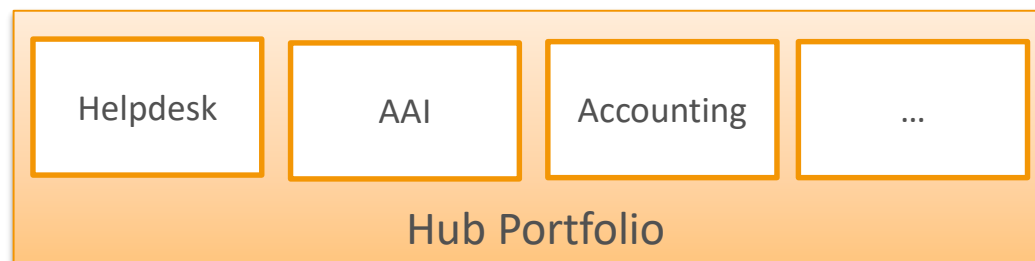
EOSC 'Rules of
Participation'

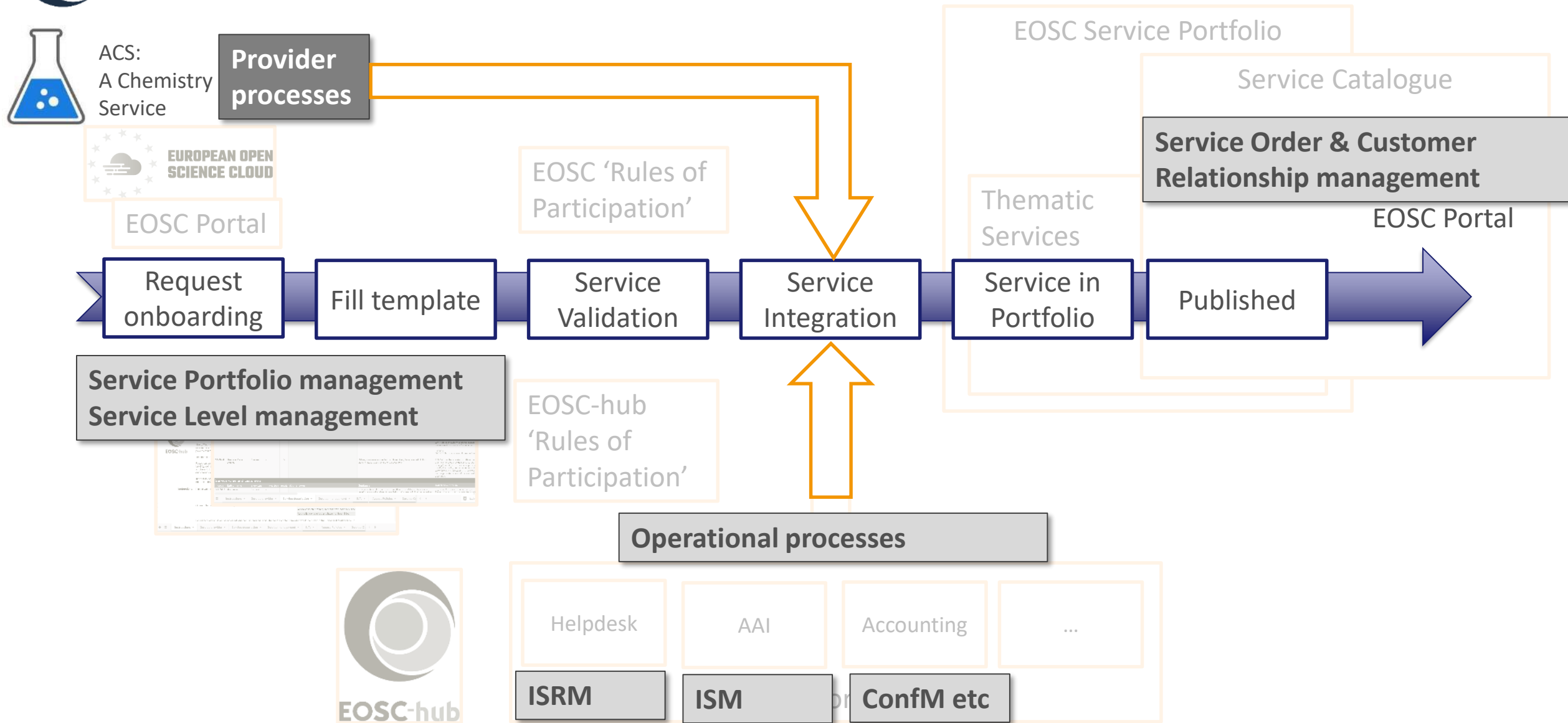


EOSC-hub
'Rules of
Participation'



EOSC-hub





- EOSC Service Portfolio



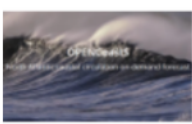

- Compute
- Data management
- Networking
- Processing & Analysis
- Security & Operations
- Sharing & Discovery
- Storage
- Training & Support

- Hub Service Portfolio

- AAI
- Helpdesk
- Accounting
- CMDB
- Monitoring
- Operations portal
- Service Portfolio Management Tool
- EOSC Portal
- Collaboration software & platforms

EOSC Service Portfolio

- Compute
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<p>CS-ROSETTA</p> <p>NMR protein structure prediction using the EGI HTC-enabled CS-ROSETTA portal</p> <p>Provided by: Bijvoet Center, Utrecht University</p> <p>Research area: Protein structure prediction</p> <p>Dedicated for: Researchers</p>	
<p>DEEPaaS training facility</p> <p>Distributed training facility for Machine Learning, Artificial Intelligence and Deep Learning models.</p> <p>Provided by: IFCA-CSIC, IISAS, INFN-BARI, INFN-CNAF, PSNC</p> <p>Research area: Interdisciplinary</p> <p>Dedicated for: Providers, Research group, Research organisations, Researchers</p>	
<p>OPENCoastS Portal</p> <p>On-demand operational coastal circulation forecast service</p> <p>Provided by: Portuguese National Civil Engineering Laboratory</p> <p>Research area: Environmental engineering</p> <p>Dedicated for: Researchers, Research organisations</p>	
<p>GEP - EO Services for Earthquake Response and Landslides Analysis</p> <p>On-demand EO processing services for Earthquake Response and Landslides Analysis.</p> <p>Provided by: Terradue Srl</p> <p>Research area: Interdisciplinary</p> <p>Dedicated for: Researchers, Research organisations, Business</p>	

ent Tool

platforms

- EOSC Service Portfolio
 - Researcher facing services
 - Thematic and common
- Value for providers
 - Exposure of services
 - Opportunity to integrate with shared components
- Value for researchers (customers & users)
 - Single location to seek many services
 - Consistent description, clear comparison of services
- Hub Service Portfolio
 - Common services and components to empower Federation
- Value for Hub operators
 - Glue the federation together
- Value for providers
 - Components that can be reused and integrated
 - Save internal work, offer better user experience

**Thank you
for your attention!**

Questions?



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