Service Onboarding in EOSC

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Dissemination level: Public

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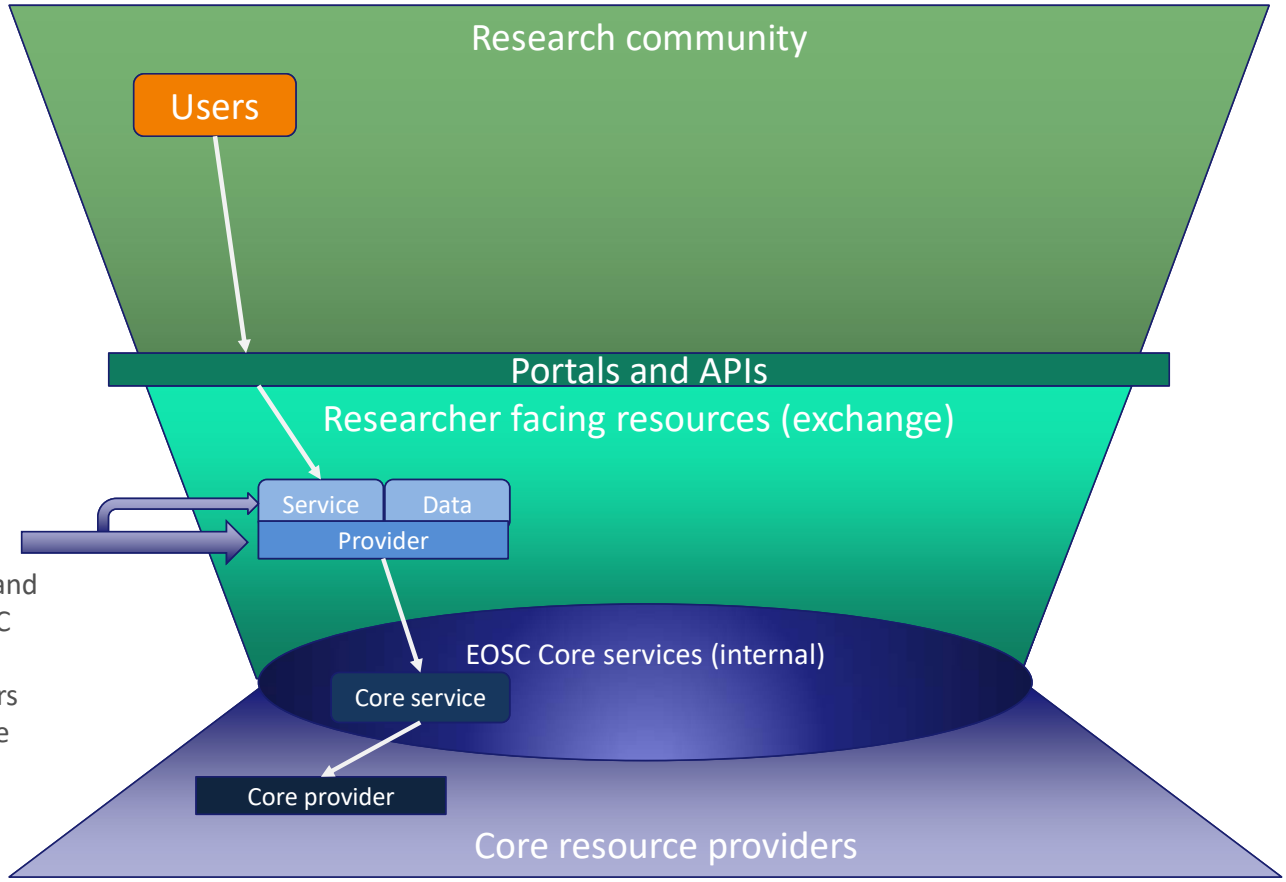
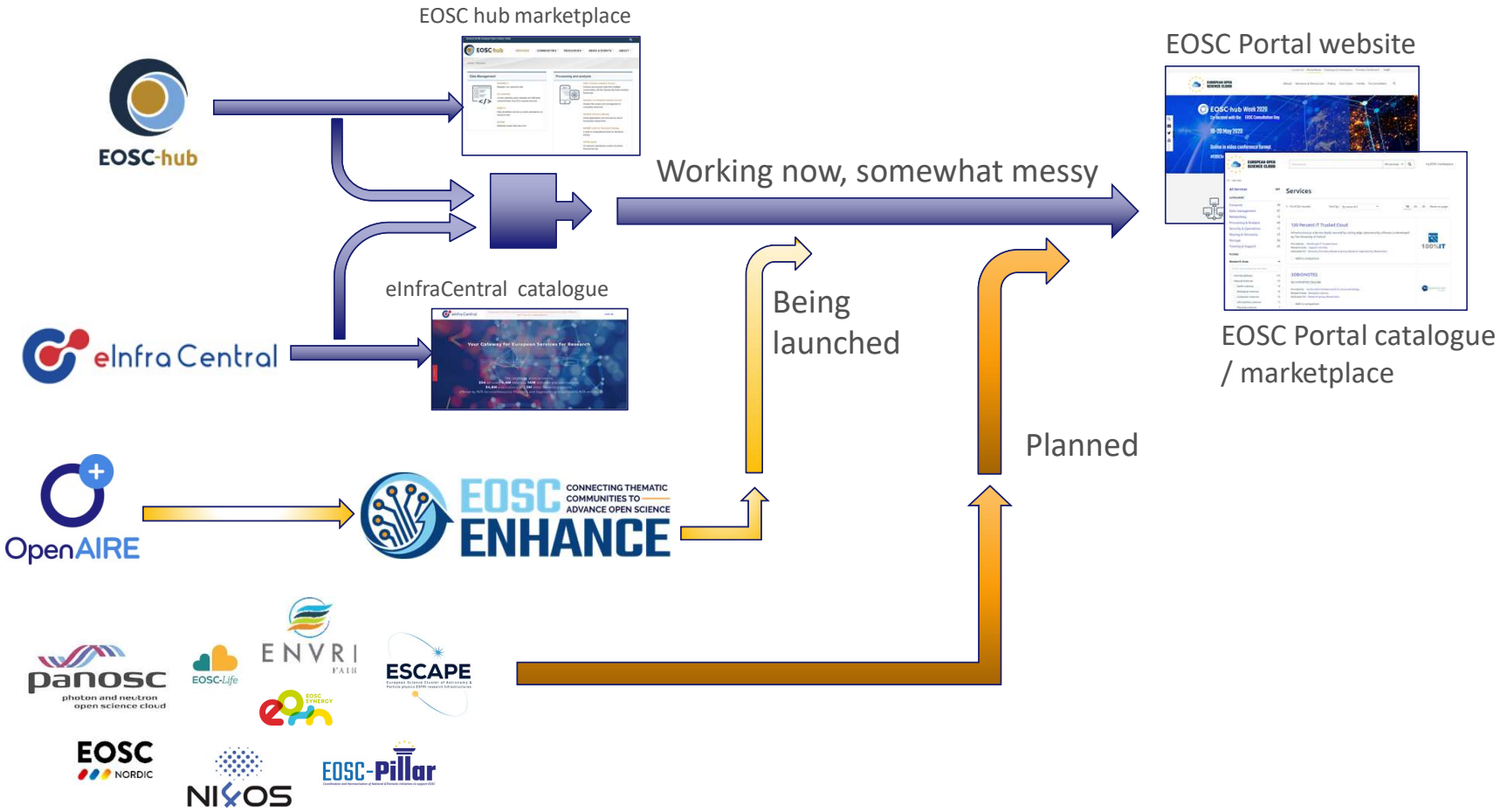
What is ‘onboarding’



Onboarding

Connecting providers and their resources to EOSC such that they can be accessed by researchers and can build over core services

From who, to where?



The current meta process for providers

Submit the request for onboarding	Information gathering	Validation	Publication
Multiple entry points, lack of combined documentation of process	Long forms, various versions, some as files, some as webforms	Challenging of scaling with validation before publishing	Manual process, little collected info presented
Start process by email or a web form	Fill an offline or online form, or (soon) submit via data via an API	Check of appropriateness of resource and compliance with RoP	Resource appears in public pages
• Send an email to join@mailmain.eosc-hub.eu or fill the form available on the EOSC portal • Receive a service description template to fill in	• Fill the service description template • Receive support from EOSC-hub team in filling in the information	• Validation team examines filled template • Ensures the services meets the Rules of Participation • Requests clarifications if required • Enters service in Service Portfolio	• Transfer subset of data from the portfolio to the Marketplace on EOSC portal • Provide draft of entry to service provider • Publish the service in the EOSC portal Marketplace

Current criteria

- The following criteria are those currently used by EOSC-hub to understand which services should be onboarded. These criteria are still under development, by our team in the EOSC-hub project and EOSC Portal collaboration, but also at a larger scale by the EOSC Executive Board appointed by the European Commission. The EOSC Executive Board may define broader criteria in future, but these are the current criteria we are using.
- It must be an actual service
  - It must be a service according to the IT Service Management definition [1]. It should be an ongoing activity offered 'live' to customers. This may be an IT service, or a human service (e.g. training, consultancy).
  - It may not be a research product, for instance, a document, a dataset or a piece of software.
- The Service must be coherent. It must be available and offer value on its own. It may not be only a feature of a larger service.
- Service must meet at least **one** of:
  - The service must be targeted to the research community
  - The service must be provided by the research community
  - *The service comes from an EOSC related H2020 funded project*
  - The service is part of a procurement framework targeting researchers.
- The service must be both available in Europe and available in a European language. See https://europa.eu/european-union/about-eu/eu-languages_en
- The required fields in the Service Description Template must be filled, including required linked information.
  - URLs must be Fully Qualified Domain Names (FQDN)
- The provider must agree to periodically update their data to keep it current (to be covered in Provider agreement, TBC)
- *Key information must be in English*
  - The SDT must be in English
  - The basic information in the User Interface for the service must be available in English
  - Privacy statements, terms of use and SLA/SLS must be available in English. Other documentation may be in native language only.
  - The Helpdesk must be able to answer queries in English at a minimum.
- [1] Definition according to FitSM-0 - Service: Way to provide value to customers through bringing about results that they want to achieve Note: In the context of the FitSM standard series, when referring to services, usually IT services are meant. From https://www.fitsm.eu/download/280/

Proposed next version of criteria

- What resources may be connected to EOSC?
  - Services. At present only services are being onboarded (though this is planned to change in future).
    - It must be an actual service
      - It must be a specific service offered 'live' to customers [1]. This may be an IT service, or a human service (e.g. training, consultancy).
      - It may not be a research product, for instance, a document, a dataset or a piece of software [2].
    - The Service must be discrete. It must be available and offer value on its own. It may not be only a feature of a larger service available while already using that service .
    - **Services must meet at least one of:**
      - **The service must be targeted to EOSC and EOSC communities [3].**
      - **The service must build on or leverage EOSC capabilities to serve some other community.[4]**
  - Research products (Rules TDB)
- A provider profile and resource profiles for each resource must be filled, including all required fields.
  - URLs must be Fully Qualified Domain Names (FQDN)
  - Key information must be in English
    - The provider and resource profiles must be in English
    - The basic information in the User Interface for the service must be available in English
    - Privacy statements, terms of use and SLA/SLS must be available in English. Other documentation may be in native language only.
    - The Helpdesk must be able to answer queries in English at a minimum.
- Resources must be both available in Europe and available in a European language [5].
- The provider must agree to periodically update data on themselves and their resources to keep it current (to be covered in Provider agreement, TBD)

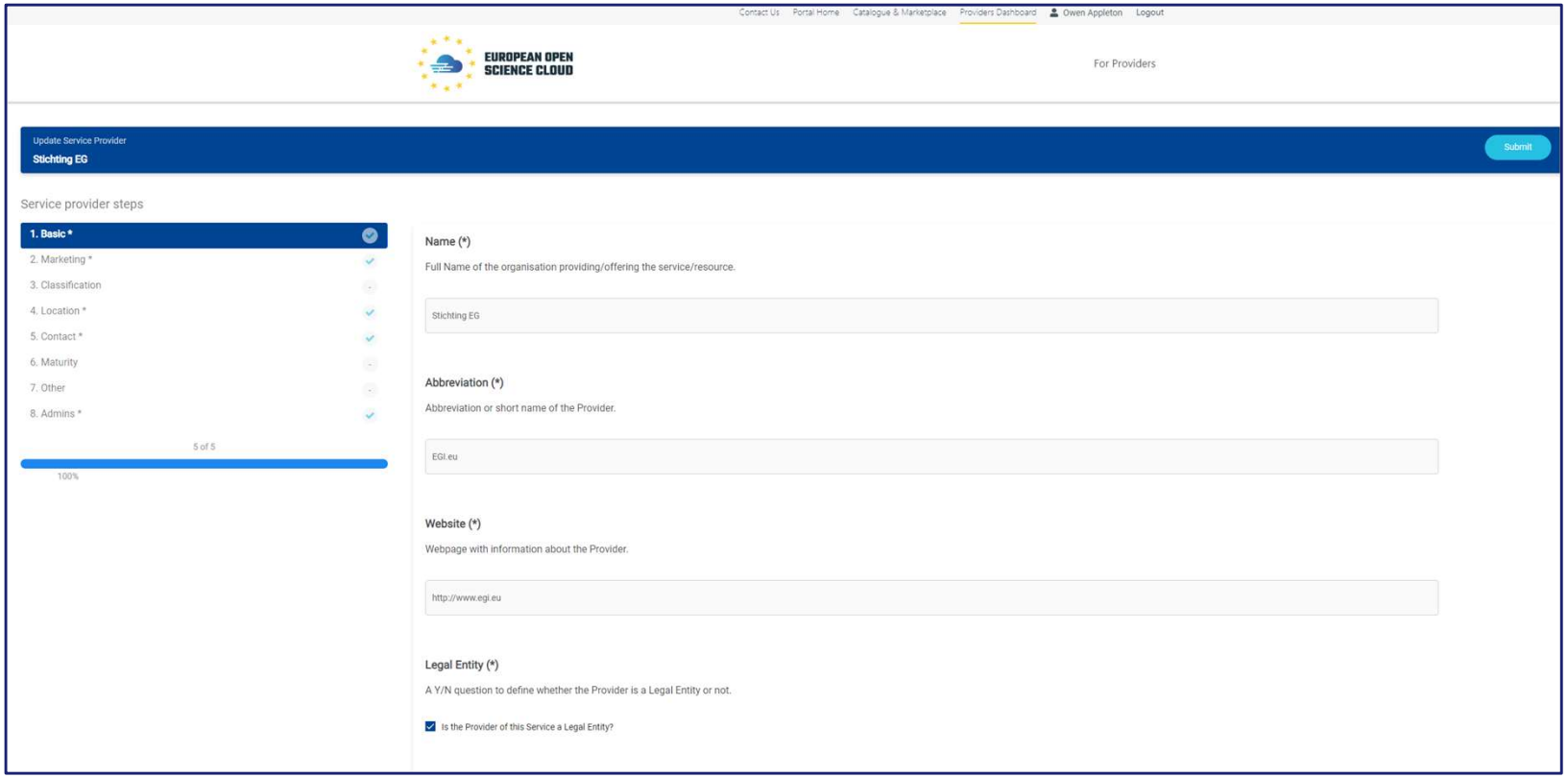
[1] Filling e.g. the definition according to FitSM-0 - Service: Way to provide value to customers through bringing about results that they want to achieve. Note: In the context of the FitSM standard series, when referring to services, usually IT services are meant. From https://www.fitsm.eu/download/280/ It should not be a generic menu of services from a provider, but the specific services themselves.
[2] A data repository service providing some annotation, tools over the data sets, enhanced features is likely a service. A simple link to a data file is not.
[3] For instance, could be a service from the research community for researchers, or if a commercial service, includes a clear offer targetted at EOSC and research customers which addresses them, rather than be a generic commercial service. One example of the latter is a joint procurement framework targetting EOSC.
[4] For instance, services through the Digital Innovation Hubs which build on EOSC expertise, resources and capabilities to create new, innovative commercial services
[5] See https://europa.eu/european-union/about-eu/eu-languages_en

Today and tomorrow

- Onboarding:
  - Right now: Email → Jira Ticket → Google sheet → Manual transfer to Marketplace
  - Soon: Log in to Provider portal, submit data via web or API, it is validated and automatically published to the User portal (marketplace)
- Overall
  - Now: central registry, manual attempts to shift entries from other registries
  - Later: System of systems.

Beta providers portal

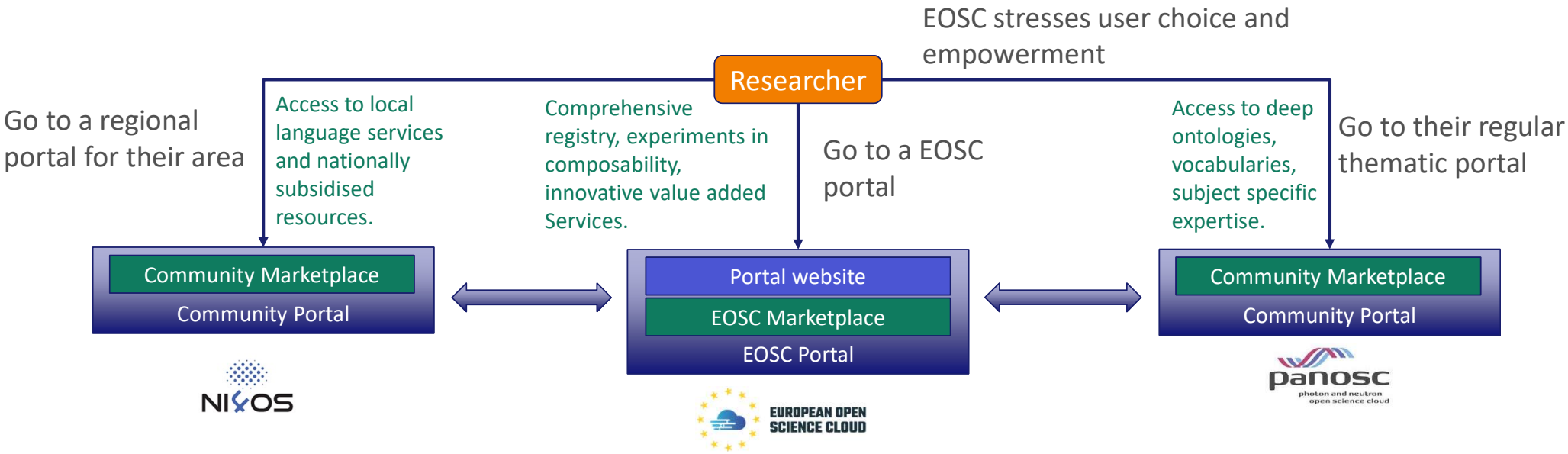
beta.providers.eosc-portal.eu -> free to test but data will be wiped before final release



A system of systems

- There is little appetite for a monolithic EOSC imposing a single solution on the research community.
- There is enthusiasm for bridging national, thematic and community boundaries to extend research.
- System of systems approach
  - Collection of cooperating groups
  - Independence but harmonisation
  - Whole is greater than the sum of the parts

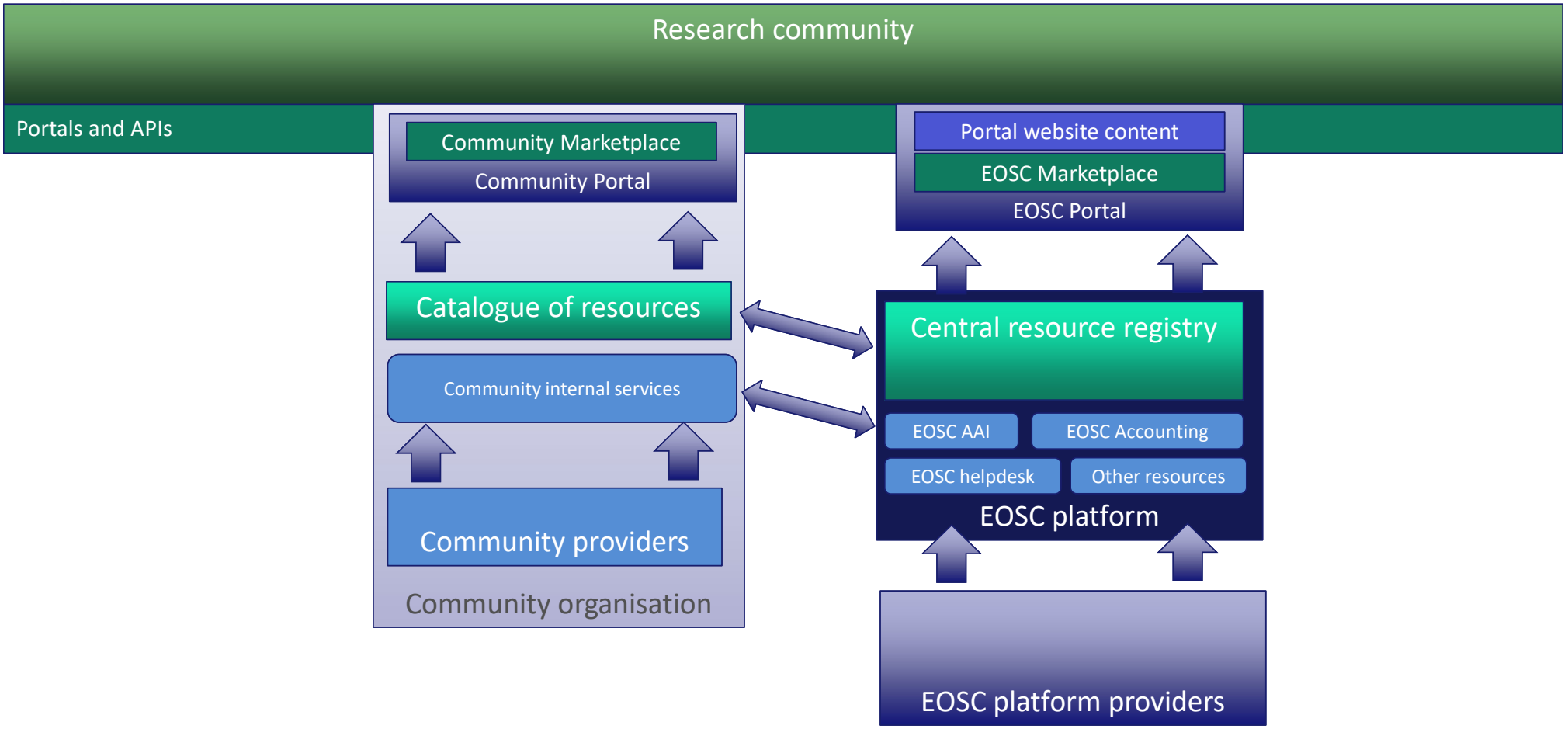
A system of systems: user view



As much as possible, researchers can enter EOSC through any channel they choose, and still get benefit from EOSC.

- Whatever path they chose:
  - Same AAI, access policies, helpdesk
  - Same monitoring and accounting, support for virtual access
  - Access to same public good and open datasets
- Different entry points offer different added value options
- Coordination is 'automatic' from user perspective

An EOSC ecosystem vision: provider view



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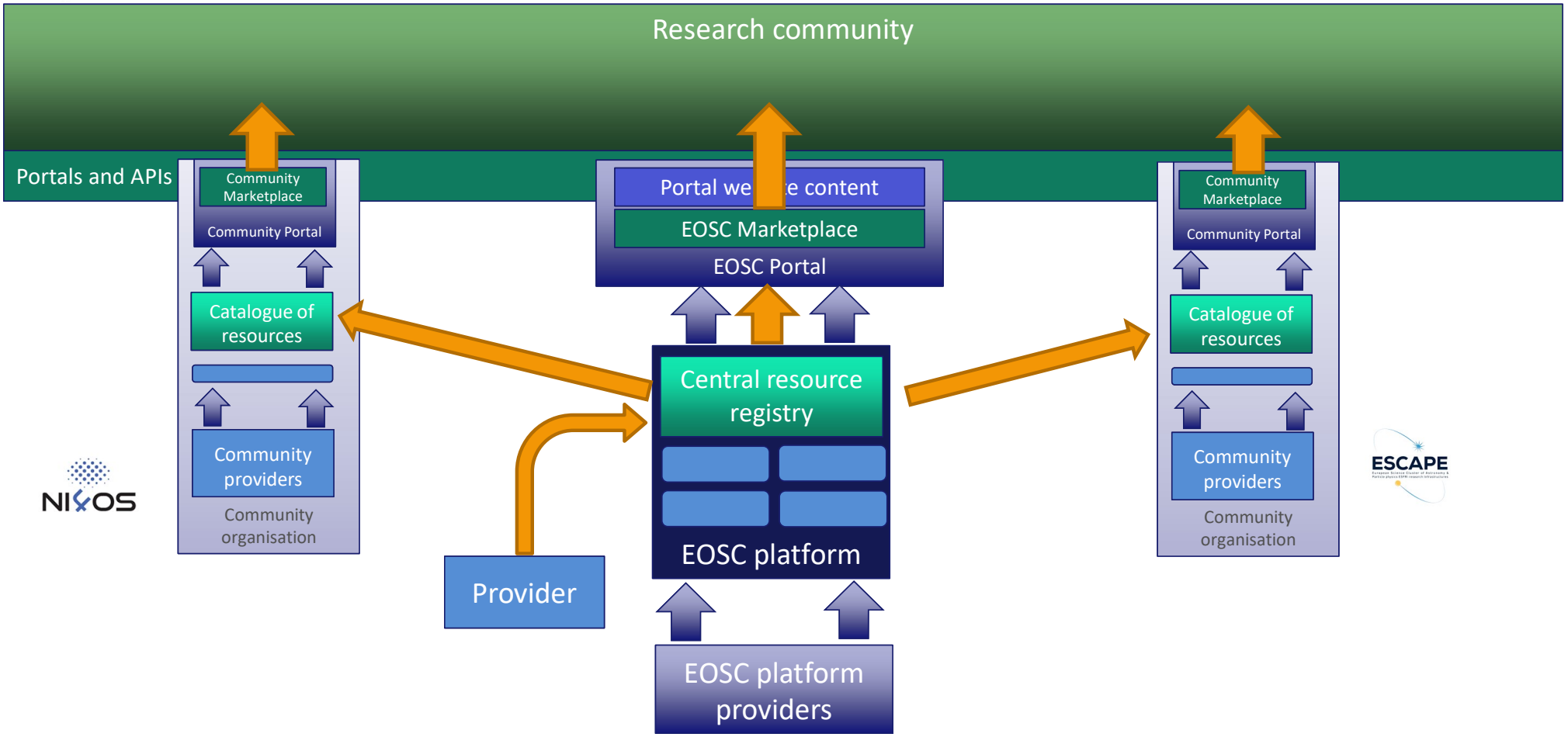

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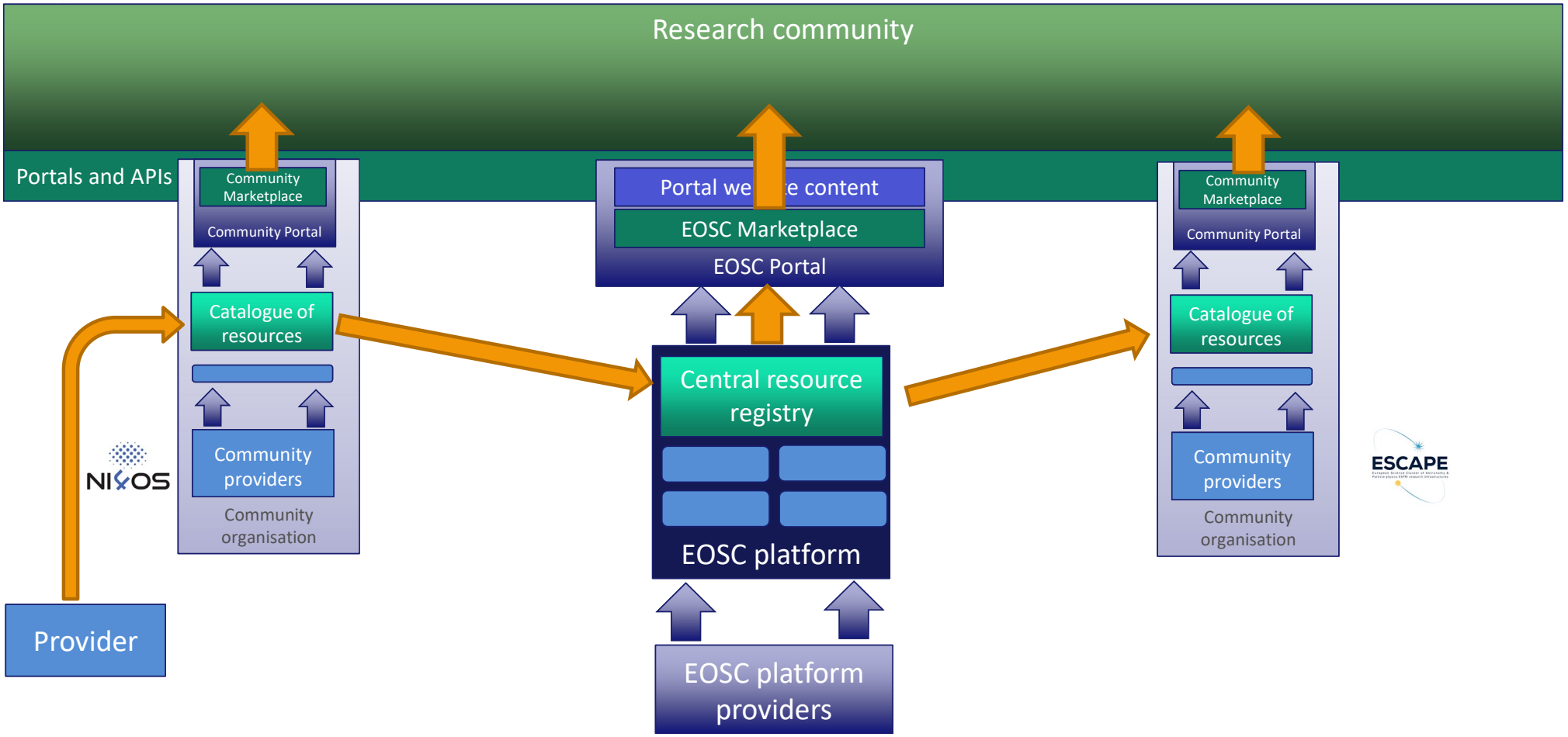

The end result

- Onboard once, appear everywhere
  - Shared basic provider and resource profiles (extended for specific communities)
  - Flow of provider and resource profiles between portals / catalogue / registries
- Shared or connected internal services
  - Credentials work everywhere
  - Integrated / interconnected support
  - Ability to collate data across whole community for the user, for funders
- Opportunity to add value

Thank you
for your attention!

Questions?

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