

NI4OS-Europe ITMS

ITSM Train the Trainer
16 September 2020

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UKIM



Agenda

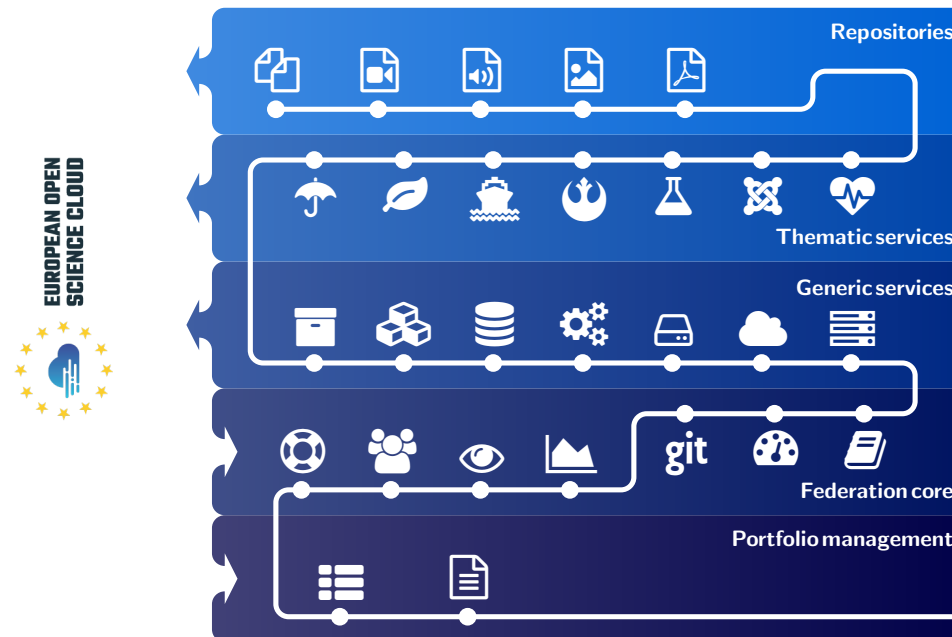
- ❑ NI4OS-Europe on-boarding
- ❑ Management Integration Levels – details
- ❑ NI4OS-Europe implementaion
- ❑ Conclusion

Main on-boarding steps

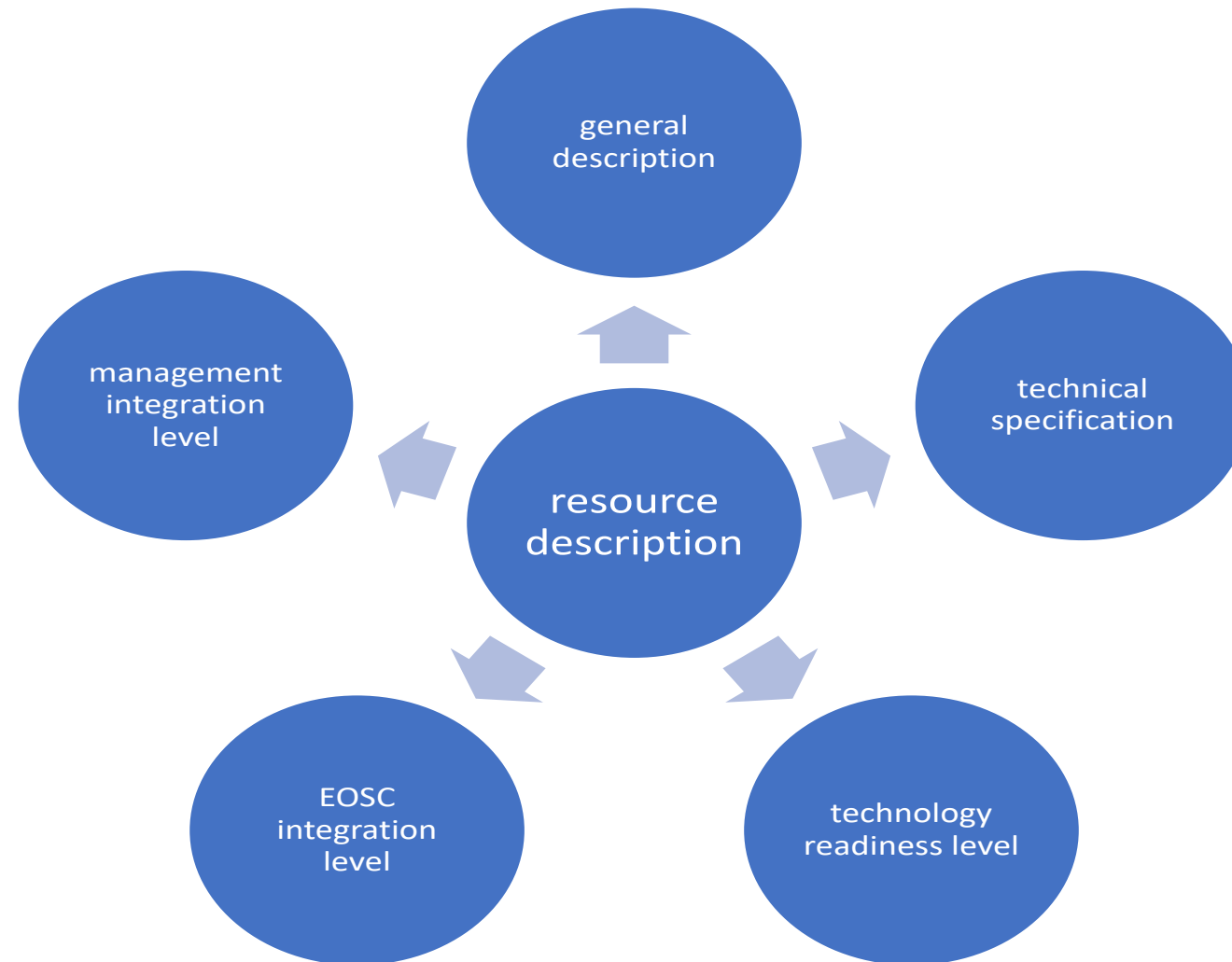
- Resource on-boarding includes five main steps



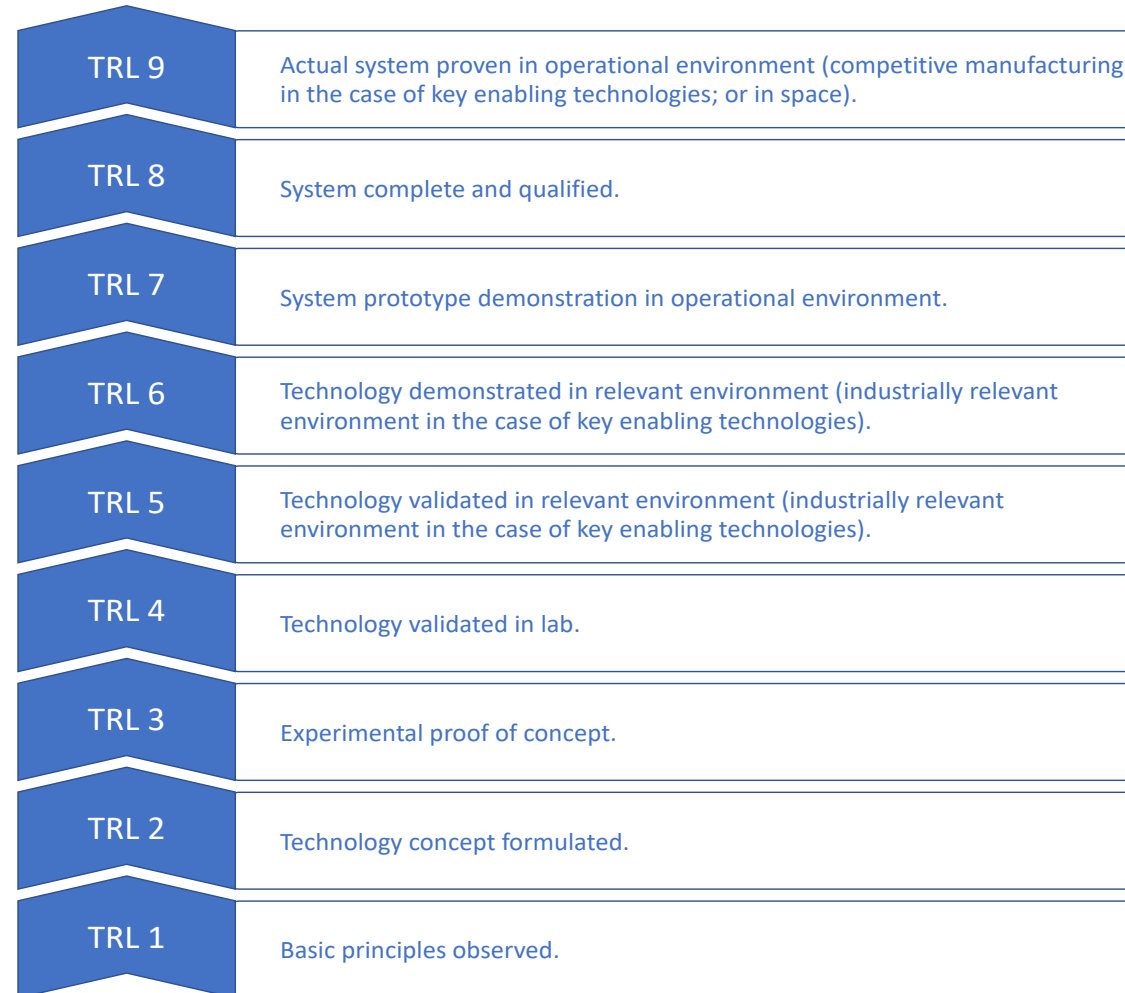
- Services within the NI4OS-Europe project



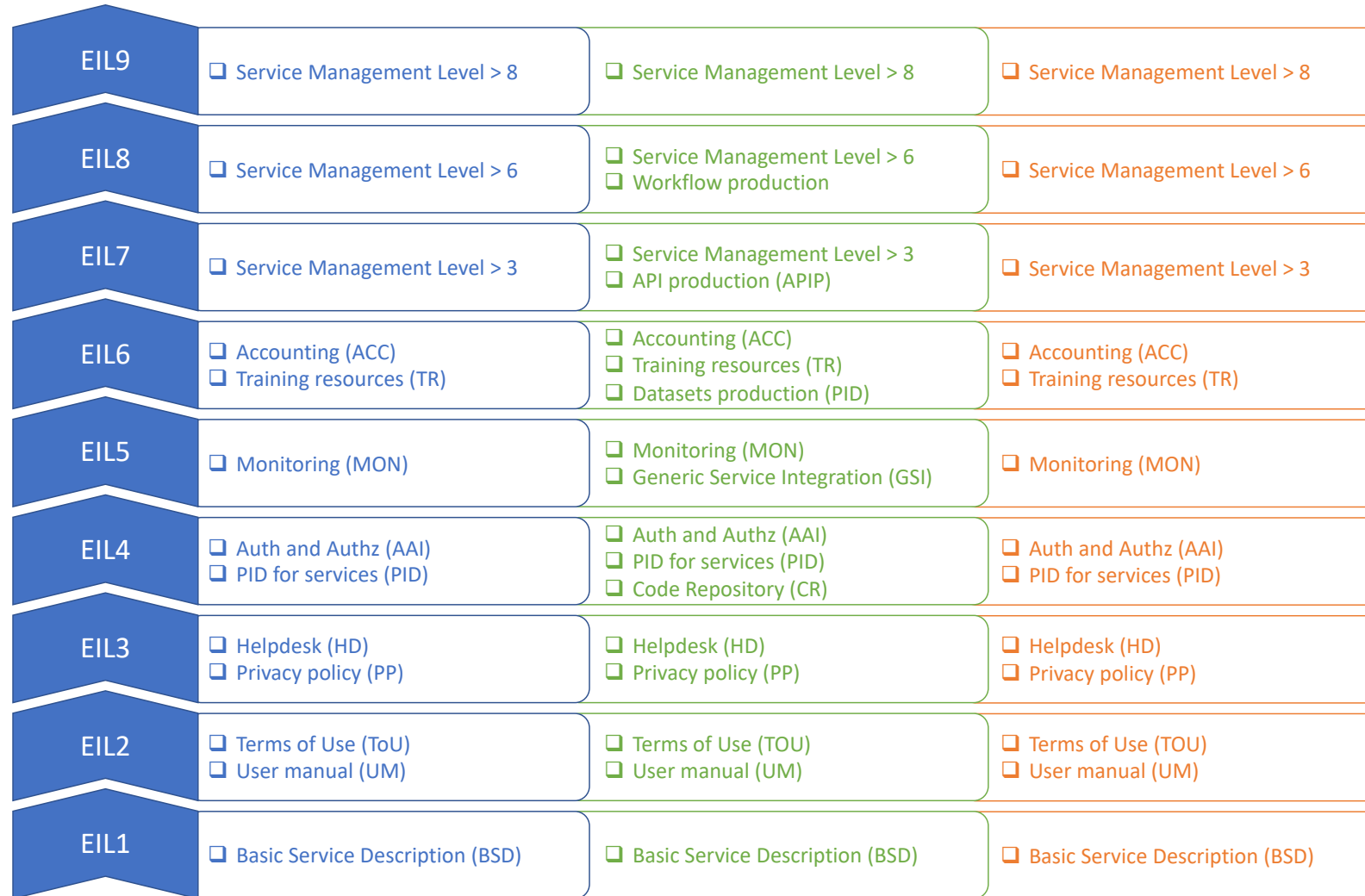
Different aspects of a resource description



Technology Readiness Level (TRL)



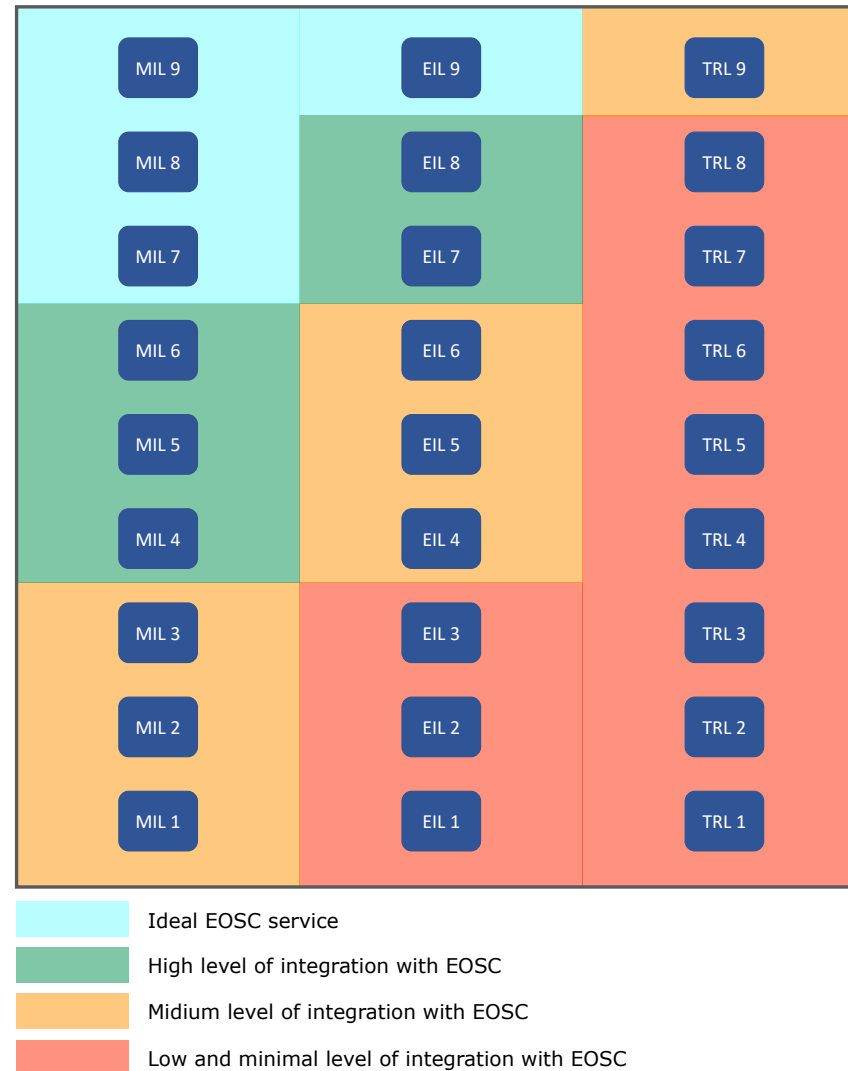
EOSC Integration Level



Management Integration Level



Cumulative levels of integration



□ SPM – Service portfolio management

PR1 Service Portfolio Management (SPM)

REQUIREMENTS

- PR1.1 A service portfolio shall be maintained. All services shall be specified as part of the service portfolio.
- PR1.2 Design and transition of new or changed services shall be planned.
- PR1.3 Plans for the design and transition of new or changed services shall consider timescales, responsibilities, new or changed technology, communication and service acceptance criteria.
- PR1.4 The organisational structure supporting the delivery of services shall be identified, including a potential federation structure as well as contact points for all parties involved.

□ NI4OS-Europe implementation

- AGORA SPMT
- On-boarding team will plan design and transition
- Contact points are part of each service description in the AGORA



The screenshot shows the NI4OS web interface. On the left is a navigation menu with categories like Societal Grand Challenges, ESFRI Types, ESFRI Domains, MERIL Scientific Domains, and Resource Categories. The main area displays a table of Resource Categories with columns for Category Title and Supercategory. The table lists various categories such as Aggregators & Integrators, Applications, Compute, Consultancy & Support, Data, Data Analysis, Data Management, Data Storage, Development Resources, and Education & Training.

Category Title	Supercategory
Aggregators & Integrators	Aggregators & Integrators
Applications	Sharing & Discovery
Compute	Access physical & e-Infrastructures
Consultancy & Support	Training & Support
Data	Sharing & Discovery
Data Analysis	Processing & Analysis
Data Management	Processing & Analysis
Data Storage	Access physical & e-Infrastructures
Development Resources	Sharing & Discovery
Education & Training	Training & Support

❑ ISM – Information Security Management

PR6 Information Security Management

REQUIREMENTS

- PR6.1 Information security policies shall be defined.
- PR6.2 Physical, technical and organizational information security controls shall be implemented to reduce the probability and impact of identified information security risks.
- PR6.3 Information security policies and controls shall be reviewed at planned intervals.
- PR6.4 Information security events and incidents shall be given an appropriate priority and managed accordingly.
- PR6.5 Access control, including provisioning of access rights, for information-processing systems and services shall be carried out in a consistent manner.

❑ NI4OS-Europe implementation

- ❑ Security policies and policy templates defined and published at the projects wiki page
- ❑ Each service provider will implement necessary measures
- ❑ Project wise CSIRT will be established as part of the pre-production environment
- ❑ Possible integration with the help-desk system
- ❑ Security and privacy contacts already collected from all service provider

❑ ISRM – Incident and Service Requests Management

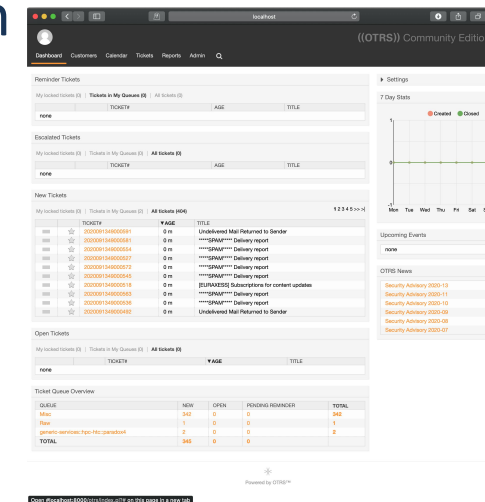
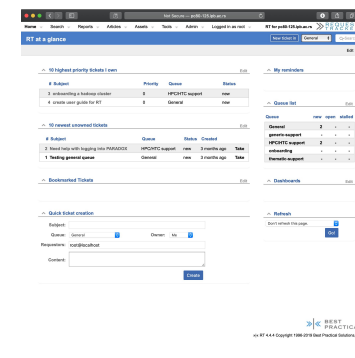
PR9 Incident & Service Request Management

REQUIREMENTS

- PR9.1 All incidents and service requests shall be registered, classified and prioritized in a consistent manner.
- PR9.2 Prioritization of incidents and service requests shall take into account service targets from SLAs.
- PR9.3 Escalation of incidents and service requests shall be carried out in a consistent manner.
- PR9.4 Closure of incidents and service requests shall be carried out in a consistent manner.
- PR9.5 Personnel involved in the incident and service request management process shall have access to relevant information including known errors, workarounds, configuration and release information.
- PR9.6 Users shall be kept informed of the progress of incidents and service requests they have reported.
- PR9.7 There shall be a definition of major incidents and a consistent approach to managing them.

❑ NI4OS-Europe implementation

- ❑ Project ticketing system is part of the pre-production environment
- ❑ Started with RT based solution, moved to OTRS for compatibility with EOSC
- ❑ All service providers will have access to the system



❑ PM – Problem Management

PR10 Problem Management

REQUIREMENTS

- PR10.1 Problems shall be identified and registered based on analysing trends on incidents.
- PR10.2 Problems shall be investigated to identify actions to resolve them or reduce their impact on the services.
- PR10.3 If a problem is not permanently resolved, a known error shall be registered together with actions such as effective workarounds and temporary fixes.
- PR10.4 Up-to-date information on known errors and effective workarounds shall be maintained.

❑ NI4OS-Europe implementation

- ❑ Reporting capabilities of the help desk system will be used to identify root cause problems causing incidents

❑ CRM –Customer Relationship Management

PR7 Customer Relationship Management

REQUIREMENTS

- PR7.1 Service customers shall be identified.
- PR7.2 For each customer, there shall be a designated contact responsible for managing the customer relationship and customer satisfaction.
- PR7.3 Communication mechanisms with customers shall be established.
- PR7.4 Service reviews with the customers shall be conducted at planned intervals.
- PR7.5 Service complaints from customers shall be managed.
- PR7.6 Customer satisfaction shall be managed.

❑ NI4OS-Europe implementation

- ❑ User database is maintained as part of NI4OS-AAI system
- ❑ Services also have contact persons assigned in the AGORA SPMT
- ❑ Surveys will be used to evaluate user satisfaction
- ❑ A rating system will be in place to rate services

❑ SCAM –Service Availability and Continuity Management

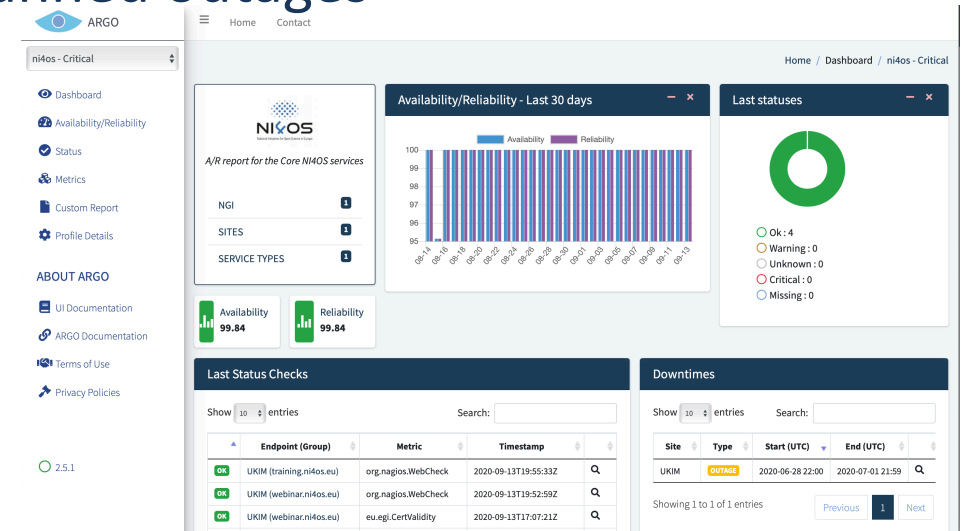
PR4 Service Continuity & Availability Management

REQUIREMENTS

- PR4.1 Service availability and continuity requirements shall be identified taking into consideration SLAs.
- PR4.2 Service availability and continuity plans shall be created and maintained.
- PR4.3 Service availability and continuity planning shall consider measures to reduce the probability and impact of identified availability and continuity risks.
- PR4.4 Availability of services and service components shall be monitored.

❑ NI4OS-Europe implementation

- ❑ ARGO monitoring tool will be used to monitor and report the availability of the services to be on-boarded
- ❑ GOCDDB will be used to announce planned outages



❑ SLM – Service Level Management

PR2 Service Level Management

REQUIREMENTS

- PR2.1 A service catalogue shall be maintained.
- PR2.2 For all services delivered to customers, SLAs shall be in place.
- PR2.3 SLAs shall be reviewed at planned intervals.
- PR2.4 Service performance shall be evaluated against service targets defined in SLAs.
- PR2.5 For supporting services or service components provided by federation members or groups belonging to the same organisation as the service provider or external suppliers, OLAs and UAs shall be agreed.
- PR2.6 OLAs and UAs shall be reviewed at planned intervals.
- PR2.7 Performance of service components shall be evaluated against operational targets defined in OLAs and UAs.

❑ NI4OS-Europe implementation

- ❑ AGORA service is used to maintain the service catalogue
- ❑ SLA and other agreements templates are published on the wiki
- ❑ ARGO tool will be used to evaluate the targets of the agreements

❑ SRM – Service Reporting Management

PR3 Service Reporting

REQUIREMENTS

- PR3.1 Service reports shall be specified and agreed with their recipients.
- PR3.2 The specification of each service report shall include its identity, purpose, audience, frequency, content, format and method of delivery.
- PR3.3 Service reports shall be produced. Service reporting shall include performance against agreed targets, information about significant events and detected nonconformities.

❑ SRM – Service Reporting Management

- ❑ NI4OS Accounting system is used to generate usage reports of the services

❑ CAPM – Capacity Management

PR5 Capacity Management

REQUIREMENTS

- PR5.1 Service capacity and performance requirements shall be identified taking into consideration SLAs.
- PR5.2 Capacity plans shall be created and maintained.
- PR5.3 Capacity planning shall consider human, technical and financial resources.
- PR5.4 Performance of services and service components shall be monitored based on monitoring the degree of capacity utilisation and identifying operational warnings and exceptions.

❑ NI4OS-Europe implementation

- ❑ Each service provider, according to the SLA shall plan the capacities
- ❑ Capacity utilization will be measured based on the outputs of the monitoring (ARGO) and accounting tools.

❑ RDM – Release and Deployment Management

PR13 Release & Deployment Management

REQUIREMENTS

- PR13.1 A release policy shall be defined.
- PR13.2 The deployment of new or changed services and service components to the live environment shall be planned with all relevant parties including affected customers.
- PR13.3 Releases shall be built and tested prior to being deployed.
- PR13.4 Acceptance criteria for each release shall be agreed with the customers and any other relevant parties. Before deployment the release shall be verified against the agreed acceptance criteria and approved.
- PR13.5 Deployment preparation shall consider steps to be taken in case of unsuccessful deployment to reduce the impact on services and customers.
- PR13.6 Releases shall be evaluated for success or failure.

❑ NI4OS-Europe implementation

- ❑ Each service provider shall plan its release and deployment.
- ❑ Communication channels will be used to inform the users of the planned

❑ CONFM – Configuration Management

PR11 Configuration Management

REQUIREMENTS

- PR11.1 Configuration item (CI) types and relationship types shall be defined.
- PR11.2 The level of detail of configuration information recorded shall be sufficient to support effective control over CIs.
- PR11.3 Each CI and its relationships with other CIs shall be recorded in a configuration management database (CMDB).
- PR11.4 CIs shall be controlled and changes to CIs tracked in the CMDB.
- PR11.5 The information stored in the CMDB shall be verified at planned intervals.
- PR11.6 Before a new release into a live environment, a configuration baseline of the affected CIs shall be taken.

❑ NI4OS-Europe implementation

- ❑ Service providers, depending on their maturity and capability, will deploy CMDB

❑ CSI – Continual Service Improvement Management

PR14 Continual Service Improvement Management

REQUIREMENTS

- PR14.1 Opportunities for improvement shall be identified and registered.
- PR14.2 Opportunities for improvement shall be evaluated and approved in a consistent manner.

❑ NI4OS-Europe implementation

- ❑ Improvement opportunities will be identified by the service providers, based on the user recommendations and technology development
- ❑ Service providers will define procedures for continual improvement

□ CHM – Change Management

PR12 Change Management

REQUIREMENTS

- PR12.1 All changes shall be registered and classified in a consistent manner.
- PR12.2 All changes shall be assessed and approved in a consistent manner.
- PR12.3 All changes shall be subject to a post implementation review and closed in a consistent manner.
- PR12.4 There shall be a definition of emergency changes and a consistent approach to managing them.
- PR12.5 In making decisions on the acceptance of requests for change, the benefits, risks, potential impact to services and customers and technical feasibility shall be taken into consideration.
- PR12.6 A schedule of changes shall be maintained. It shall contain details of approved changes, and proposed deployment dates, which shall be communicated to interested parties.
- PR12.7 For changes of high impact or high risk, the steps required to reverse an unsuccessful change or remedy any negative effects shall be planned and tested.

- NI4OS-Europe implementation
 - Service providers will implement change management procedures

Conclusion

- ❑ Standards are important
- ❑ Tools are also important
- ❑ But people are even more important
- ❑ Some changes (rearangements) of the levels are possible
 - ❑ Based on the lessions learned from the initial on-boarding of the services

Thank you for your attention

- Questions, comments, discussion...