

## EGI service portfolio

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### Decision to be taken

- *Approval of the EGI service portfolio as described below*



### Motivation

The first edition of the **EGI service portfolio** was developed during 2013 to improve service orientation and clarify the unique offering that current and potential beneficiaries can request.

This first version focused mainly on services internal to EGI as essential to enable the federation to work together and serve international research communities.

This work was initiated in the context of improving the maturity in managing services by developing and implementing best practices for ensuring clarity of service offering and warranties and meeting the expectations of beneficiaries (see [1]).

Following the improved maturity in designing and delivering services, we are proposing to update the EGI service portfolio to cover both services that are internal to the EGI and services that EGI collectively delivers to the beneficiaries (researchers and SMEs/Industries).

### Performed activities

In July 2015, EGI.eu proposed the establishment of the **Services and Solutions Board (SSB)** as a new body responsible for managing the portfolio of services and solutions regarding EGI.eu and the EGI federated services, ensuring transparency across functions, and advising the EGI Council (see [2]).

Following the creation of the SSB, the group worked extensively to implement the service portfolio management process (SPM) from FitSM (see [3]), to define the templates and to update the EGI service portfolio.

According to the established practice, each service is described in a Service Design and Transition Package (SDTP) document [4] composed of the following sections:

1. Value Proposition
2. Business case
3. Service design
4. Service transition plan

For new services, we have developed an SDTP by filling only section 1 (value proposition) and section 2 (business case). Upon approval of the EGI Council, section 3 (service design) and 4 (transition plan) will be completed.

We have developed SDTPs also for existing services so to align all services to the updated service portfolio.

All SDTPs can be found in [5].

### Expected impact

- *Improve service orientation*
- *Improve capabilities to promote EGI services and their value*
- *Improve management of services*
- *Clarify alignment with the EGI strategy*
- *Facilitate management interoperability in federated environments*
- *Provide a better understanding of all the components, dependencies and processes behind service delivery*

### References

[1] <http://fitsm.itemo.org/>

[2] <https://documents.egi.eu/document/2374>

[3] [https://wiki.egi.eu/wiki/EGI\\_Service\\_Portfolio\\_Management](https://wiki.egi.eu/wiki/EGI_Service_Portfolio_Management)

[4] <https://documents.egi.eu/document/2550>

[5] <http://go.egi.eu/SDTP>

## EGI Service Portfolio

This table presents a summary view of the proposed update to the EGI service portfolio. For each document, you can access individual SDTPs in [5].

Service Category	Service name	EGI	EGI Federation	Research	SME/ Industry	Status
<b>Compute</b>  <i>Aimed at individual researchers, or national and international research collaborations that want to run their data- and computing-intensive experiments.</i>	Cloud Compute	√	√	√	√	Active
	Cloud Container Compute	√	√	√	√	Active
	High-Throughput Compute	√	√	√	√	Active
<b>Storage</b>  <i>Targeted at researchers and research communities that need to access digital resources on a flexible environment.</i>	Object Storage	√	√	√	√	Testing
	File Storage	√	√	√	√	Active
	Archive Storage	√	√	√	√	Active
<b>Data Management</b>  <i>Aimed to help individual researchers, and research communities that have large-scale data management and computational capacity requirements.</i>	File Transfer	√	√	√	√	Active
	Content Distribution	√	√	√	√	Planned
	Federated Data Manager	√	√	√	√	Planned
	Metadata Catalogue	√	√	√	√	Retired
<b>Software and Service Platform</b>  <i>Primarily aimed at Research Infrastructures and Resource Centers already within the EGI community or wishing to become part of it. It can also help other IT service providers that are geographically and/or structurally dispersed, and wish to organize themselves for federated service provision.</i>	Configuration Database	√	√			Active
	Accounting	√	√			Active
	Service Monitoring	√	√			Active
	Helpdesk	√	√			Active
	Attribute Management	√	√			Active
	Identity Provider Proxy	√	√	√		Planned
	Marketplace	√	√	√	√	Planned
	Training Infrastructure	√	√	√	√	Active
Training	√	√			Planned	

	Marketplace					
	Validated Software and Repository	√	√			Active
	Operations Tools	√	√			Active
	Virtual Research Environments	√	√	√	√	Active
	Collaboration and Community Management Tools	√	√			Active
	Configuration Database	√	√			Active
<b>Coordination and Support</b> <i>Primarily aimed at Research Infrastructures and Resource Centres already within the EGI community or wishing to become part of it.</i>	Project Management and Planning	√	√			Active
	Operations Coordination and Support	√	√			Active
	Technical Coordination	√	√			Active
	Security Coordination	√	√			Active
	Community Coordination and Development	√	√			Active
	Strategy and Policy Development	√				Active
	ITSM Coordination	√	√			Active
	Communications and Promotion	√	√			Active
<b>Training and Certification</b> <i>Targets any organization providing or supporting the delivery of IT services.</i>	FitSM	√	√	√	√	Active