EOSC Symposium
EOSC SMS
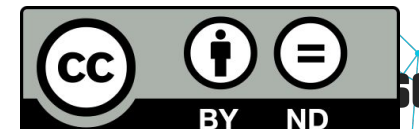
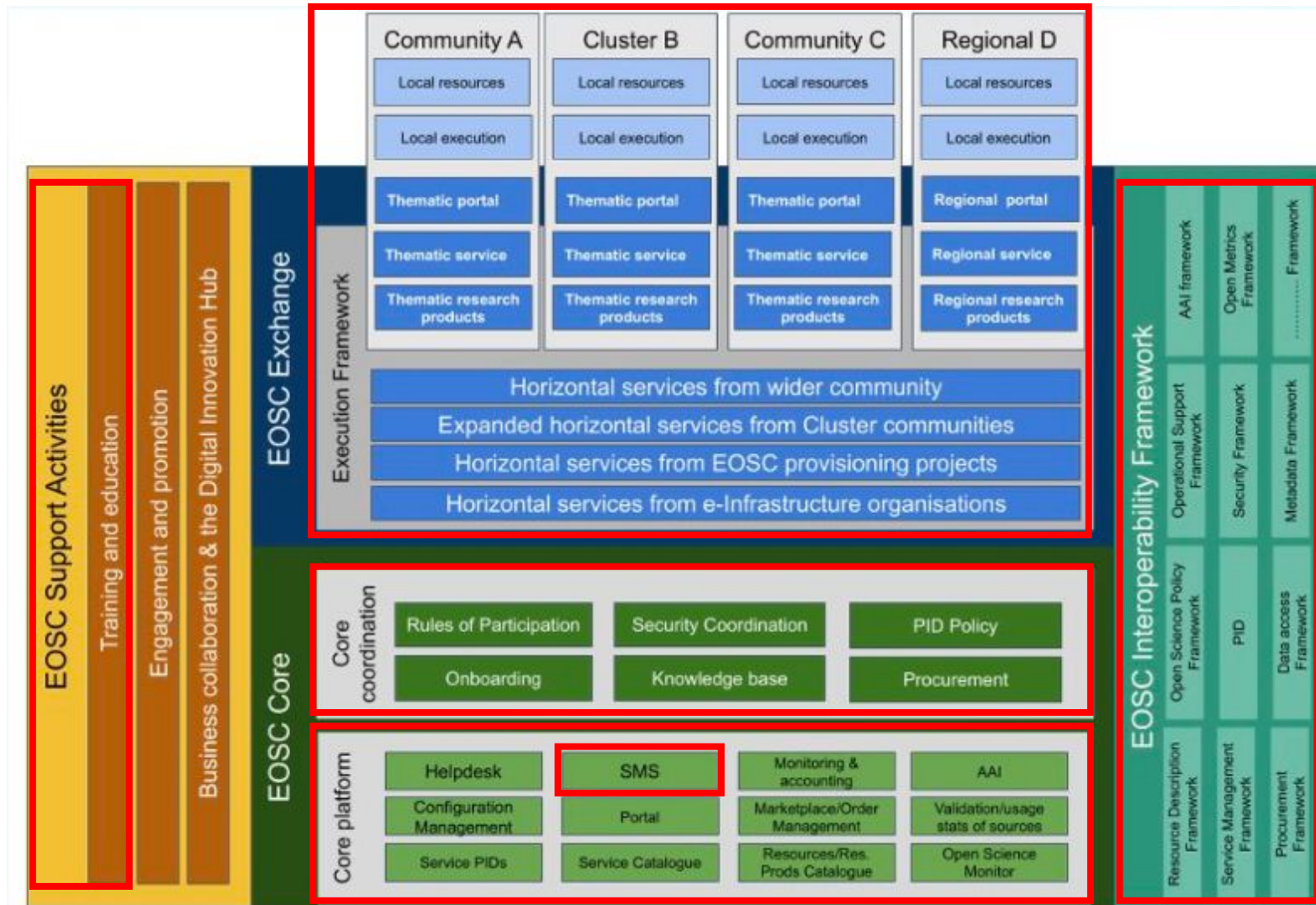*Matthew Viljoen*

EOSC Symposium, session:EOSC SMS, Prague, November 17, 2022

The Service Management System in EOSC-Future
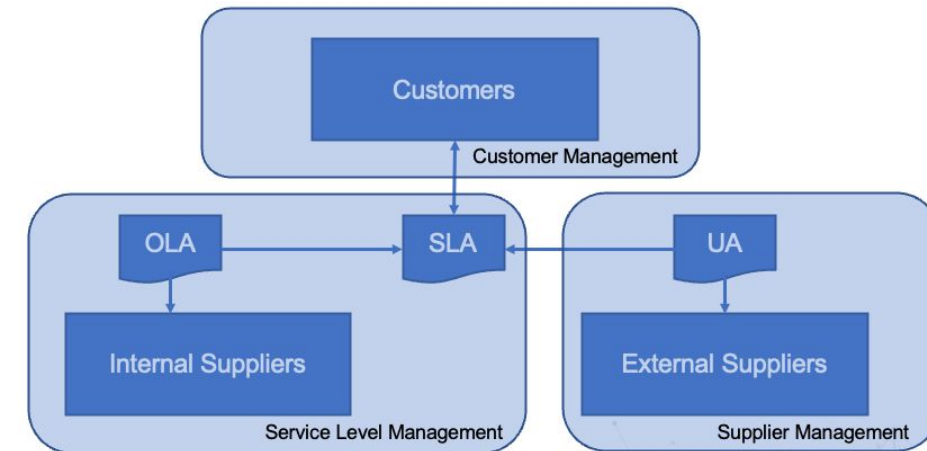
Service Delivery in a Federated Environment

- Service = *A means of delivering value to customers by facilitating outcomes customers want to achieve, but without the ownership of specific costs and risks.* (ITIL)

- Service Delivery = *Process of providing a service to the customers/internal clients of an organisation*

- SMS = *Overall management system that controls and supports management of services within an organisation or federation* (FitSM)

Understanding stakeholders & their requirements

Regular reviews, feedback collection, surveys

Managing expectations – OLAs,SLAs.

Defining metrics & Measuring/reporting them

Effective communication

Customers

Customer Management

OLA   SLA   UA

Internal Suppliers   External Suppliers

Service Level Management   Supplier Management

Additional complexity: Multiple layers of Service Management Systems (at EOSC, its participating federations, (EGI,EUDAT,OpenAIRE,..) and partners/Linked Third Parties (GRNET,JISC,CSC,KIT…)

SLM - the Core Participation Agreement

An indication of intent to enable delivery of production services within EOSC Future, covering:

Service hours (95% reliability, 98% availability excluding scheduled downtimes)
Support channels (via EOSC Helpdesk)
Response time incident targets (5/3/1 working days depending on ticket priority)
Limitations of service delivery
Contact person of service
Reporting (10 monthly)
Violation handling
Escalation procedures
IS and DP (links to EOSC Security Operational Baseline & DPMS)
AUP (link to EOSC Future WISE AUP)
Responsibilities (of provider, EOSC Future)
Review of agreement (yearly)

One agreement per participating lead provider (e-Infrastructure)

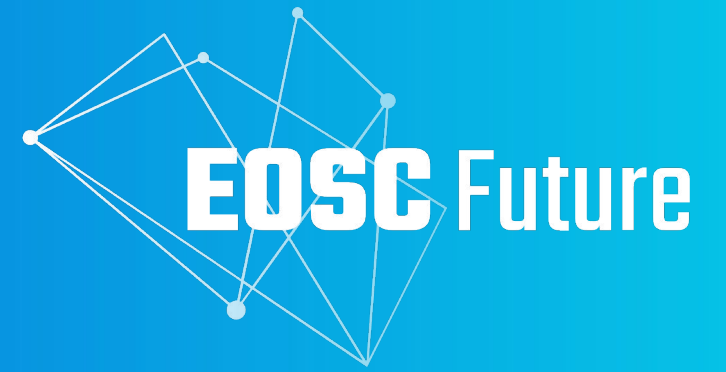eoscfuture.eu   @EOSCFuture   EOSCfuture   EOSC Future

EOSC SMS and Core Delivery (EOSC-Future WP7)

SMS Overview - Status

- Service Portfolio Management (SPM)
- Service Level Management (SLM)
- Service Reporting Management (SRM)
- Incident and Service Request Management (ISRM)
- Capacity Management (CAPM)
- Service Availability & Continuity Management (SACM)
- Supplier and Federated member Relationship Management (SFRM)
- Configuration Management (CONFM)
- Problem Management (PM)
- Continuous Service Improvement (CSI)
- Service Ordering (SO)
- Customer Relationship Management (CRM)
- Change Management (CHM) and Release and Deployment Management (RDM)
- Information Security Management (ISM)

Process advanced
Process functioning
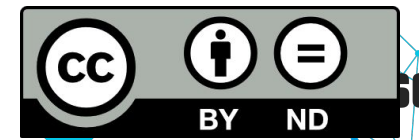
EOSC SMS is based on FitSM https://www.fitsm.eu/

5

Thank you for your attention

EOSC Symposium

@EOSCFuture