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

Managing expectations – OLAs, SLAs. Defining metrics & Measuring/reporting them

Regular reviews, feedback collection, surveys

Effective communication

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)
**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)

EOSC SMS is based on FitSM [https://www.fitsm.eu/](https://www.fitsm.eu/)
Thank you for your attention