

Onboarding and Integration of services and resources in the EOSC Future platform

16 November, 2022



with



The EOSC Future, C-SCALE, DICE, EGI-ACE, OpenAIRE-Nexus, Reliance and ARCHIVER projects are funded by the European Union Horizon Programme calls INFRAEOSC-03-2020 and INFRAEOSC-07-2020 and H2020-ICT-2018-20



EOSC core resource model and components

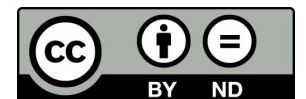
Paolo Manghi, OpenAIRE



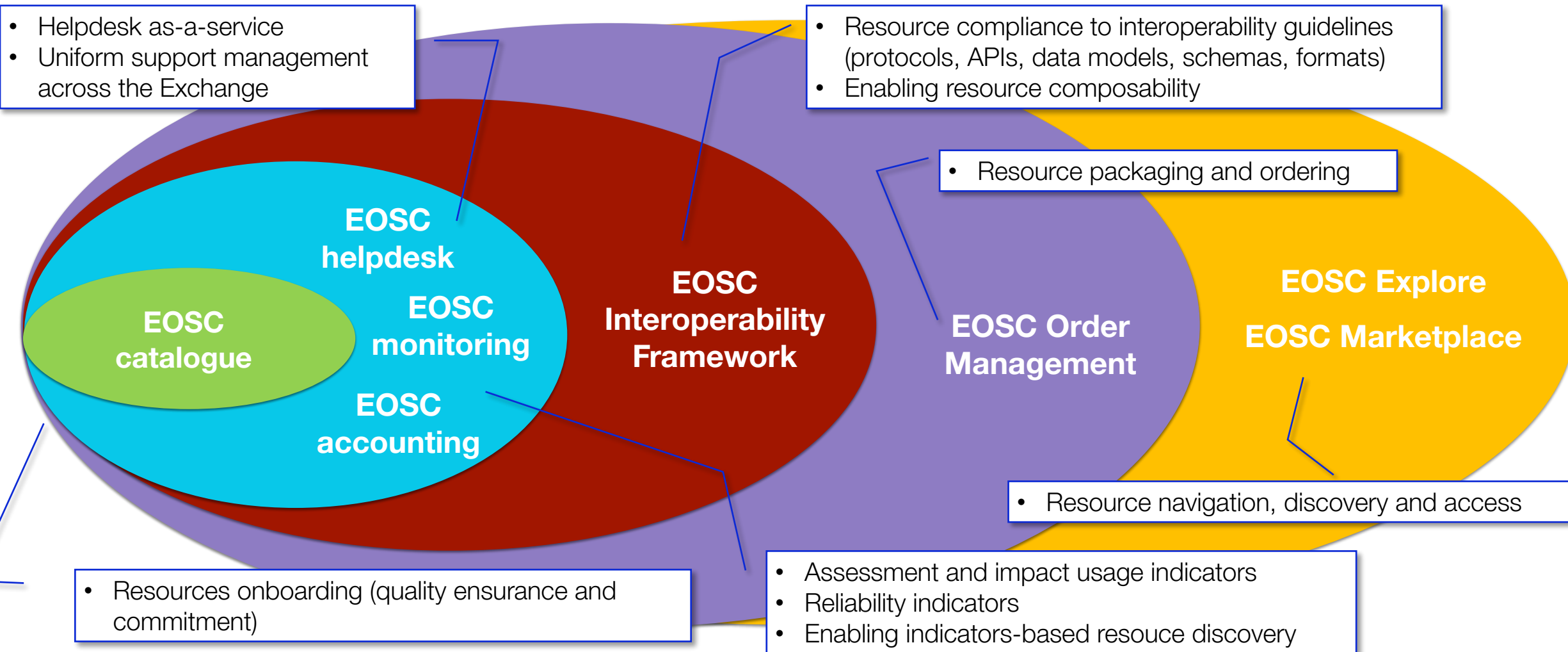
with



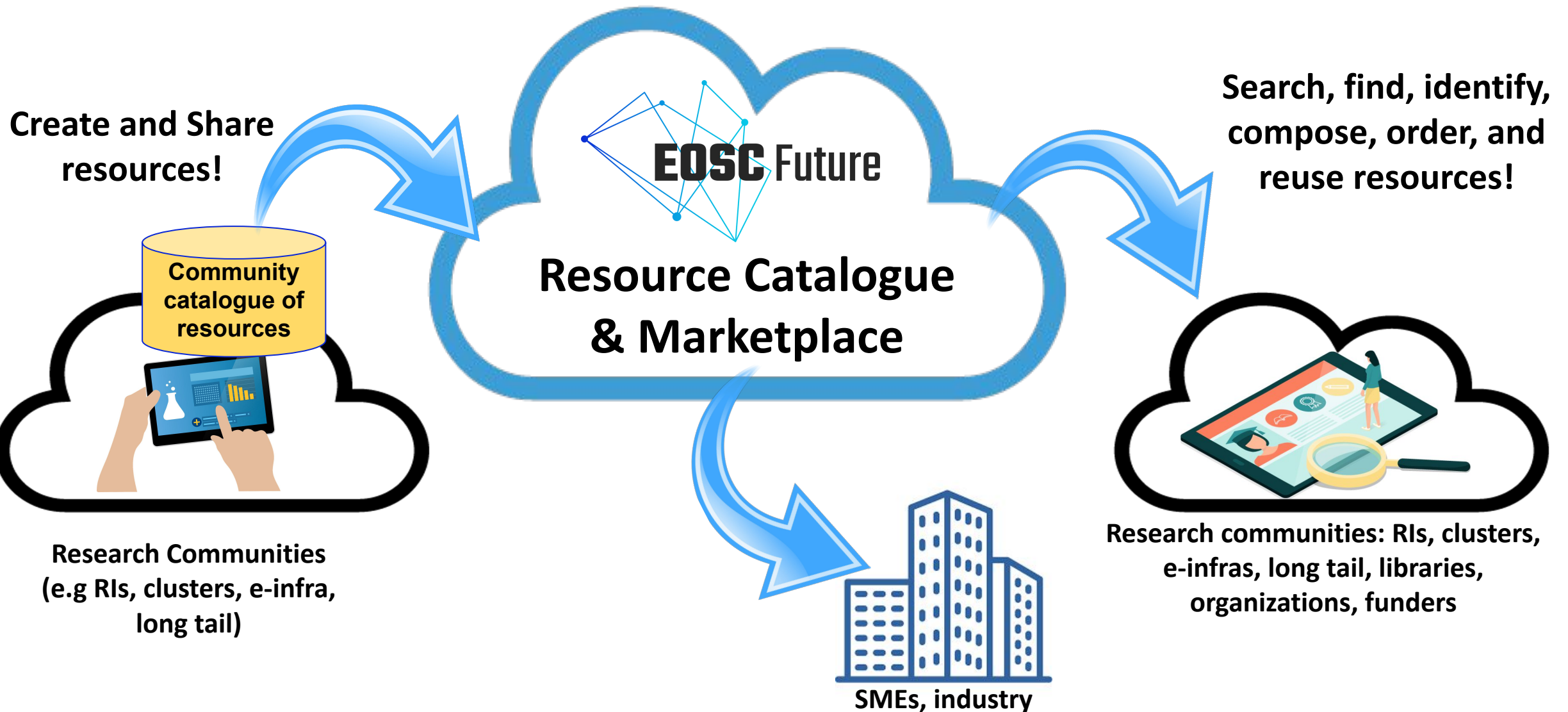
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EOSC Core Services added value



Sharing resources beyond community boundaries



Data Model

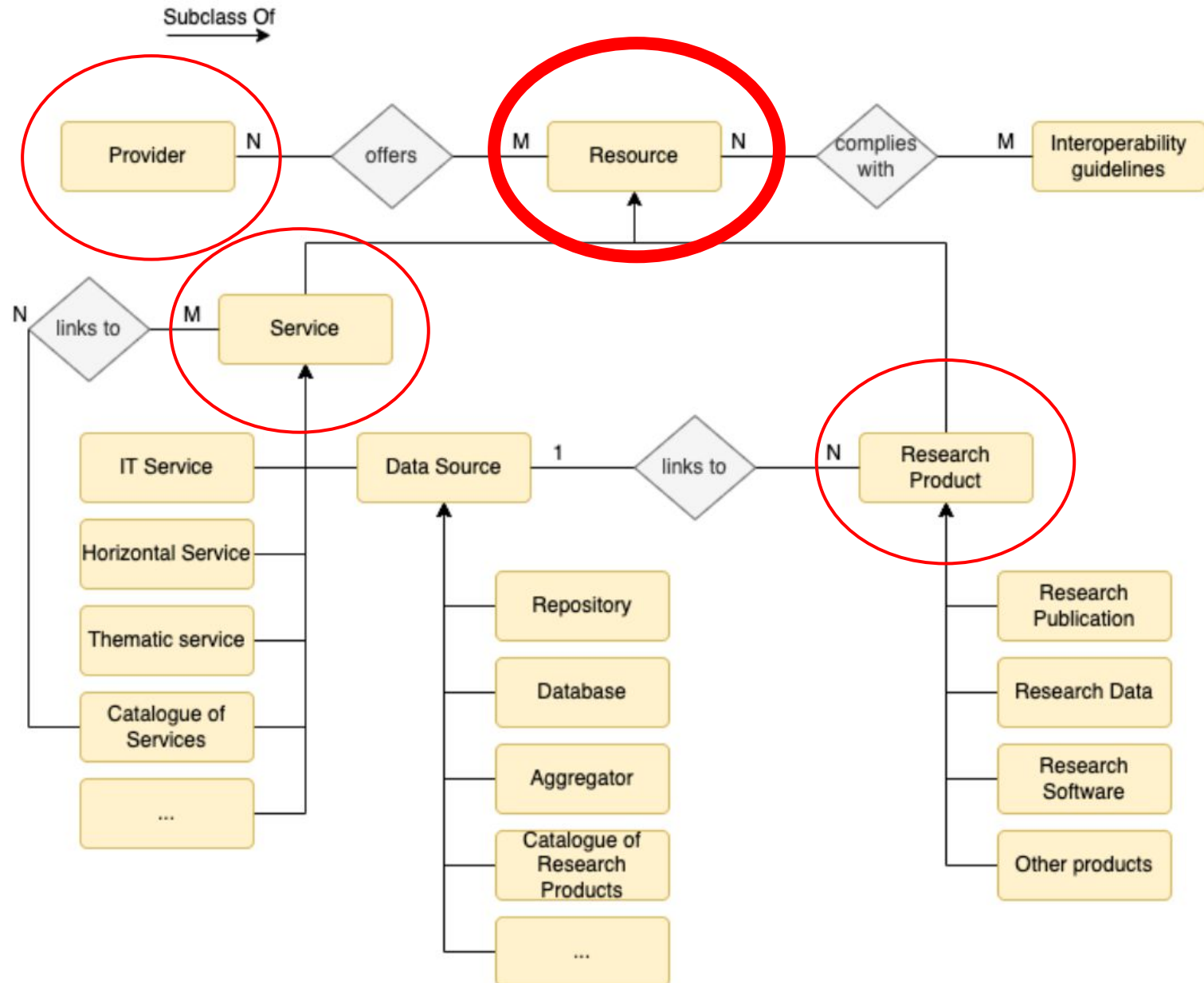
● Services

- Compute Resources
- Orchestrators
- Data management services
- Virtual Research Environments
- Data Analysis tools
- Data Sources
- ...

● Research products

- Datasets
- Software
- Publications
- Others

● Providers



Find and navigate: services and data sources

The image displays three overlapping screenshots of the European Open Science Cloud (EOSC) interface, illustrating how to find and navigate services and data sources.

Left Screenshot (geohazards): Shows the 'geohazards' service page. The header includes the EOSC logo and navigation links. The main content area features a large cloud icon and a description of the Geohazards Exploitation Platform (GEP), which provides access to optical data from the ERS and ENVISAT missions. The page includes tabs for 'ABOUT', 'DETAILS', and 'REVIEWS'.

Middle Screenshot (EGI Cloud Compute): Shows the 'EGI Cloud Compute' service page. The header includes the EOSC logo and navigation links. The main content area features a large cloud icon and a description of the EGI Cloud Compute service, which provides access to virtualized computing resources. The page includes tabs for 'ABOUT', 'DETAILS', and 'REVIEWS'.

Right Screenshot (CESSDA Data Catalogue): Shows the 'CESSDA Data Catalogue' page. The header includes the EOSC logo and navigation links. The main content area features a large database icon and a description of the CESSDA Data Catalogue, which is a one-stop-shop for search and discovery of social science and humanities research data. The page includes tabs for 'ABOUT' and 'DETAILS'.

At the bottom of the image, three logos are displayed, each with an arrow pointing to it from the corresponding screenshot above:

- TerraDUE** (Logo: TerraDUE)
- EGI** (Logo: EGI)
- CESSDA** (Logo: CESSDA)

Find and navigate: research products

Publication . Part of book or chapter of book . 2013
Analyzing Twitter Data
Shamanth Kumar; Fred Morstatter; Huan Liu;
Published: 14 Oct 2013
Publisher: Cambridge University Press

SUMMARY
Abstract
So far we have discussed the collection and management of a large set of Tweets. It is time to put these Tweets to work to gain information about the data we have collected. This chapter focuses on two key aspects of Twitter data for data analysis: networks and text.

Persistent Identifiers
DOI: [10.1017/cbo9781316182635.003](https://doi.org/10.1017/cbo9781316182635.003), [10.1007/978-1-4614-9372-3_4](https://doi.org/10.1007/978-1-4614-9372-3_4)

Subjects
ACM Computing Classification System: InformationSystems_MISCELLANEOUS
free text keywords: Data quality, Sentiment analysis, Visual analytics, World Wide Web, Computer science, Tokenization (data security), Social media, Microblogging, Data enrichment, Geotagging, Disaster monitoring, Latent Dirichlet allocation, symbols.namesake, symbols, Information retrieval, Work (electrical), Key (cryptographic), Network construction, Large set (combinatorics), Topic model, Eigenvector centrality

Download from [View all 2 versions](#)
https://doi.org/10.1007/978-1-4614-9372-3_4
Part Of Book Or Chapter Of Book . 2013

Research Data . Dataset . 2021
Twitter-based population mobility and COVID-19 forecasting in South Carolina R-script and data
Zeng, Mengbo;
Published: 08 Mar 2021
Mendeley

SUMMARY
Abstract
The data and R script are provided to allow for reproducibility of results for all of the information provided within the article ("Spatial-temporal relationship between population #mobility and COVID-19 outbreaks in South Carolina: A time series forecasting analysis").

Persistent Identifiers
DOI: [10.17632/68chg26chh](https://doi.org/10.17632/68chg26chh), [10.17632/68chg26chh.1](https://doi.org/10.17632/68chg26chh.1)

Communities
Communities with gateway
COVID-19
Download from [View all 4 versions](#)
<https://doi.org/10.17632/68chg26chh>
Dataset . 2021
Providers: Datacite
Mendeley Data

Software
twitterscraper software on GitHub
OPEN SOURCE

SUMMARY
Abstract
Scrape Twitter for Tweets

RELATED RESEARCH
5

Download from
Software
Project

Powered by OpenAIRE Research Graph . Last update of records in OpenAIRE: Mar 12, 2022

EUROPEAN OPEN SCIENCE CLOUD
Zenodo
Resources > Aggregators & Integrators > Aggregators & Integrators > Data > Zenodo

Zenodo
A catch-all repository
Organisation: OpenAIRE
☆☆☆☆☆ (0.0 / 5) 0 reviews ☐ Add to comparison ☐ Add to favourites
Access the resource
OPEN ACCESS

[Webpage](#) [Helpdesk](#) [Helpdesk e-mail](#) [Manual](#) [Ask a question about this resource?](#)

ABOUT **DETAILS** **REVIEWS (0)**

Zenodo is a general purpose repository that enables researchers, scientists, projects and institutions to share, preserve and showcase multidisciplinary research results (data, software and publications) that are not part of the existing institutional or subject-based repositories of the research communities. It is founded in the trustworthy CERN data centre. Enables everyone to participate in Open Science. Used by more than 50K researchers and 3K communities all over the world.

SCIENTIFIC CATEGORISATION
Generic

Accounting: tracking Open Science, new forms of discovery, assessment

Generate and share
accounting stats (e.g.
product downloads/
views, service accesses)

Transparency, discovery,
and selection by reuse
indicators

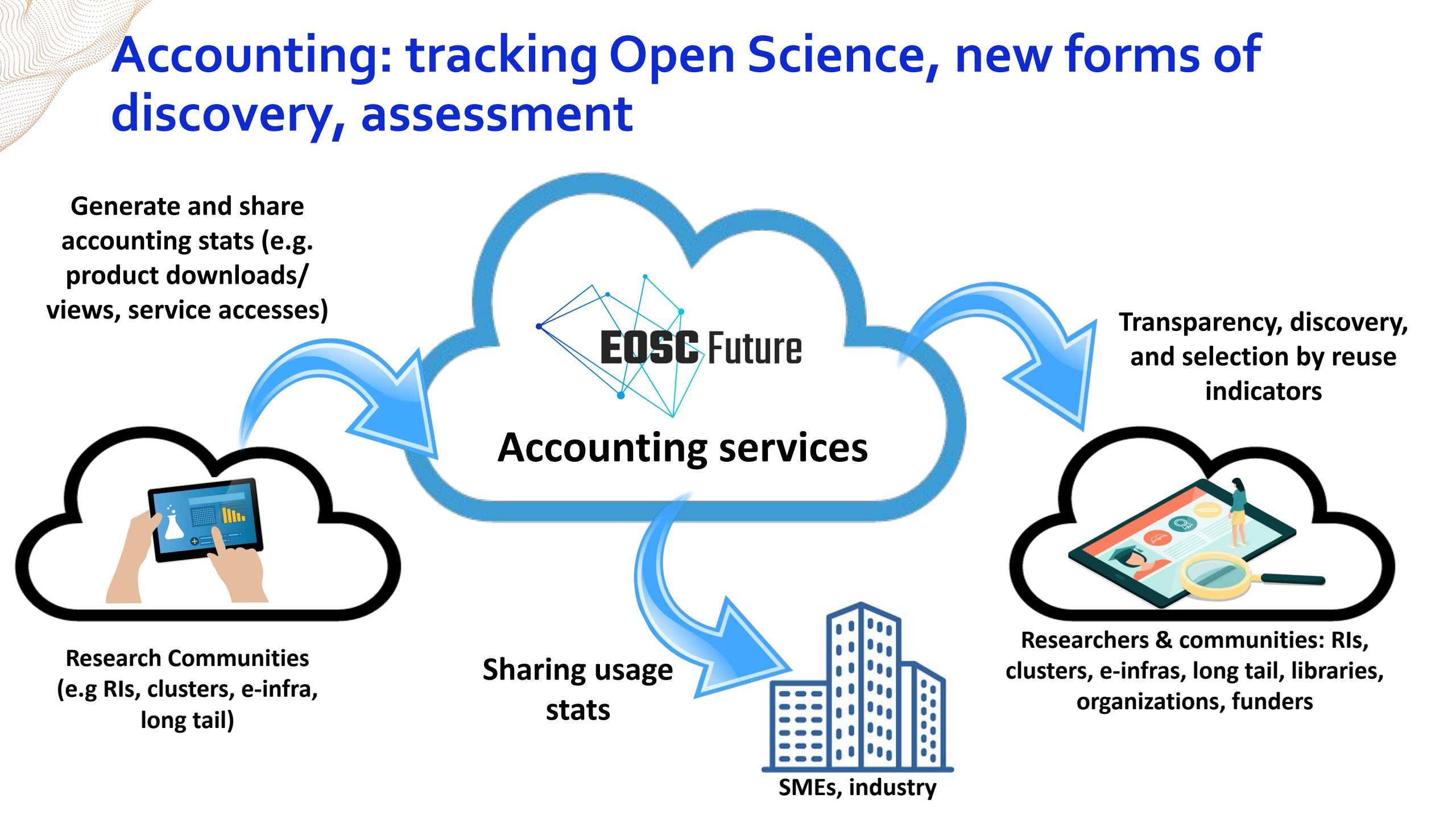
EOSC Future
Accounting services

Sharing usage
stats

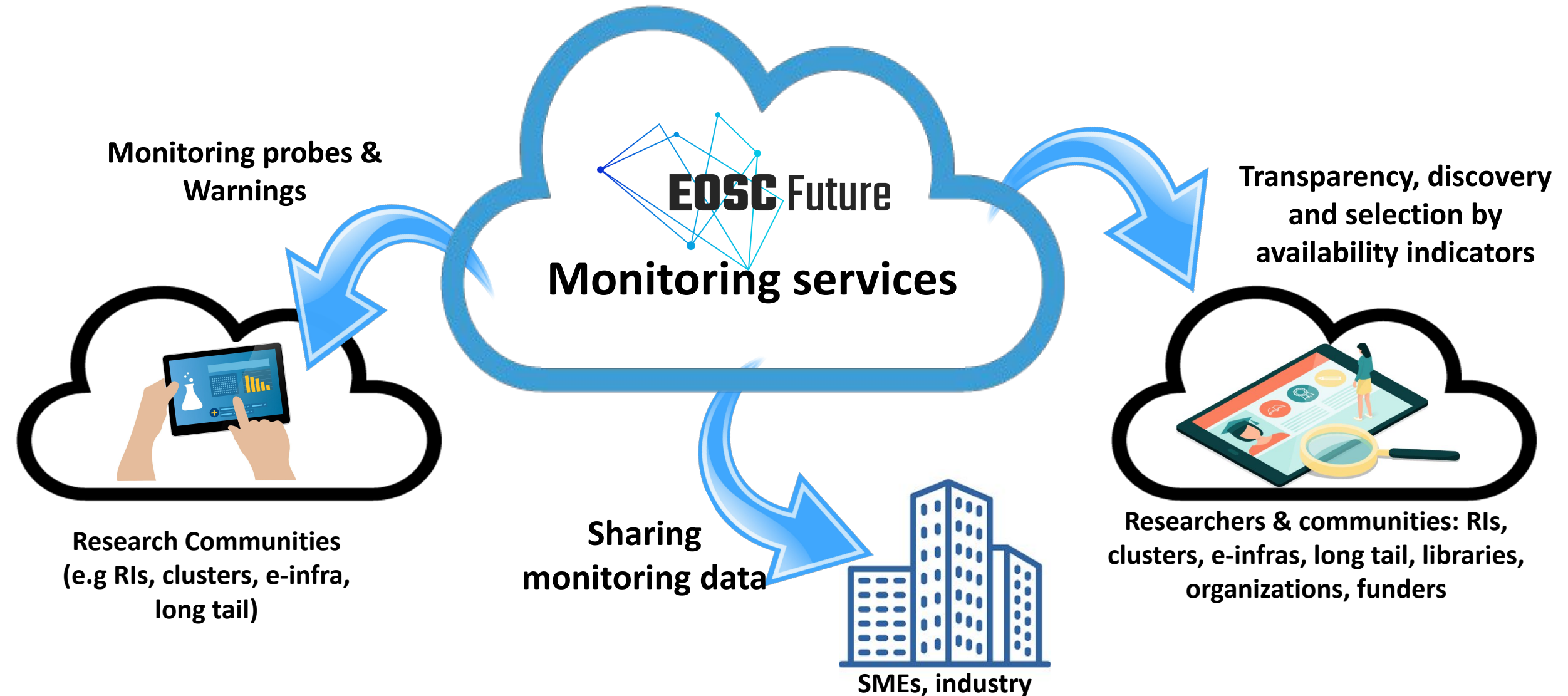
Research Communities
(e.g RIs, clusters, e-infra,
long tail)

Researchers & communities: RIs,
clusters, e-infras, long tail, libraries,
organizations, funders

SMEs, industry



Monitoring: support and discovery



Helpdesk: support

Helpdesk aaS or
Integrated Helpdesk

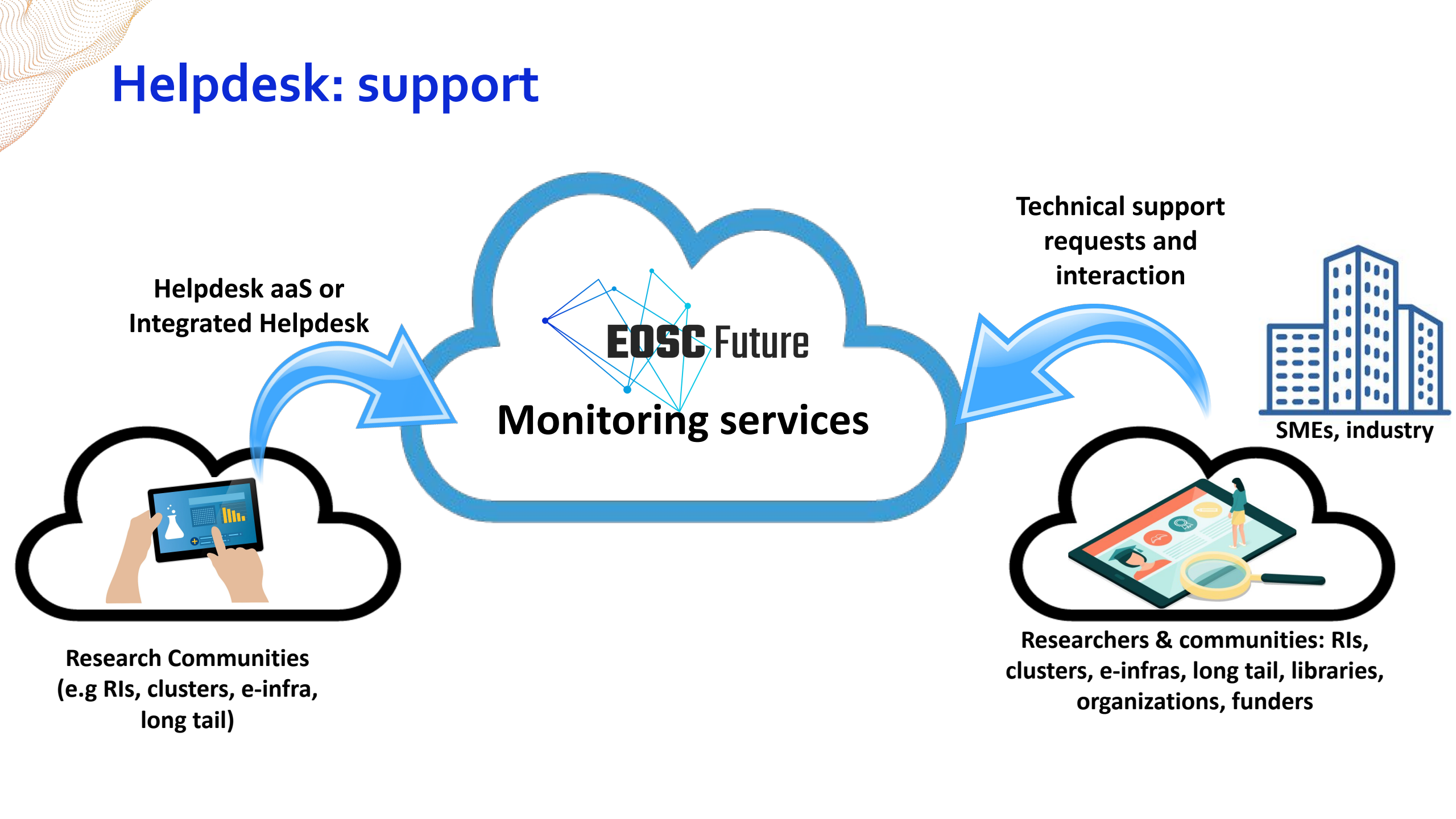
EOSC Future
Monitoring services

Technical support
requests and
interaction

SMEs, industry

Research Communities
(e.g RIs, clusters, e-infra,
long tail)

Researchers & communities: RIs,
clusters, e-infras, long tail, libraries,
organizations, funders





Agenda

- **EOSC Onboarding**

- Onboarding services, catalogues, and data sources (George Papastefanatos) [10m]
- Onboarding research products (Andreas Czerniak) [10m]

- **EOSC Core capabilities**

- EOSC Order Management (Roksana Rozanska) [8m]
- EOSC Monitoring (Themis Zamani) [8m]
- EOSC Accounting
 - Accounting for services (Themis Zamani) [8m]
 - Accounting for research products (Dimitris Pierrakos) [8m]
- EOSC Helpdesk (Pavel Weber) [8m]

- Q&A

EOSC Onboarding



with



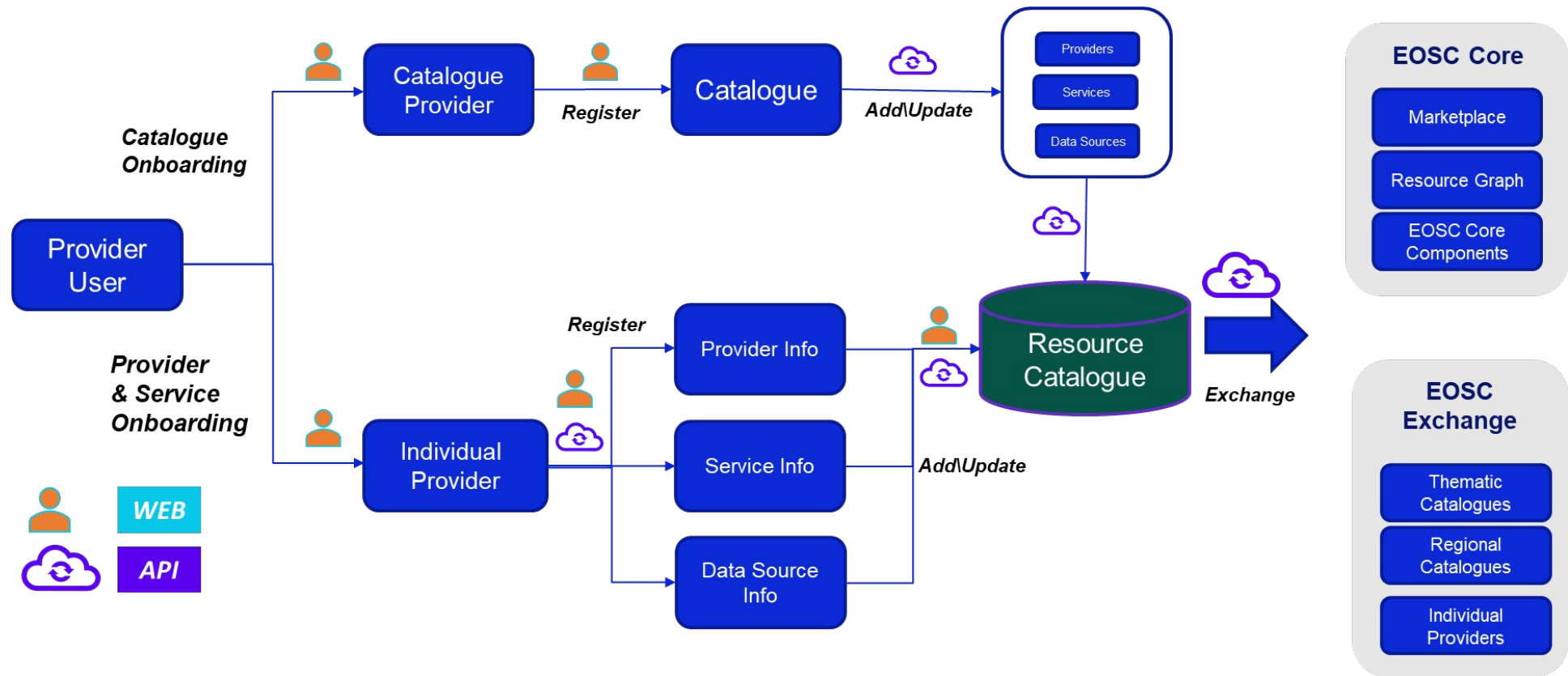
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EOSC Service Onboarding

The background features a series of wavy, horizontal lines composed of small dots. The dots are primarily orange, with a transition to yellow on the left side. The lines create a sense of depth and movement, resembling a stylized landscape or a digital signal.

Onboarding a Service to the EOSC Service Catalogue

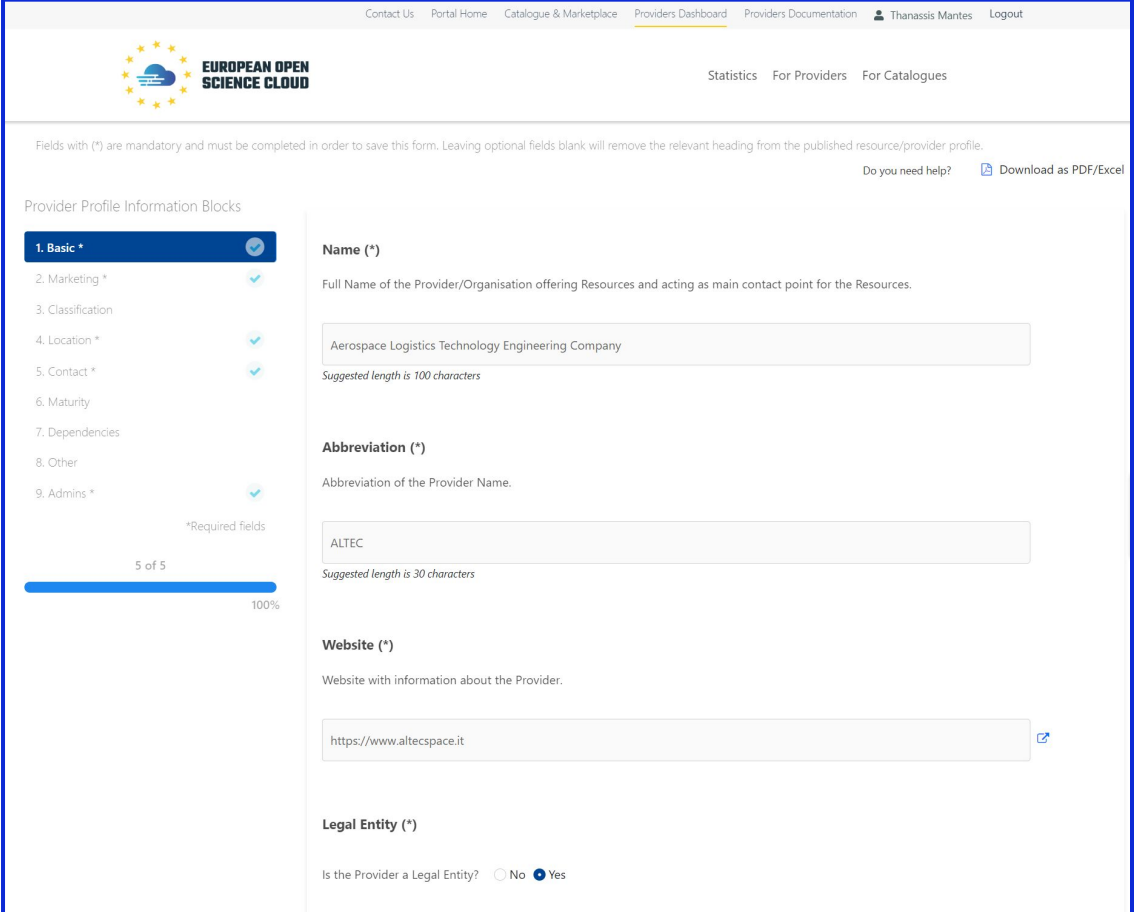


- Extended Onboarding for
 - Providers
 - Services
 - Catalogues
 - Data sources
- Support of Core Services Integration
 - Monitoring
 - Helpdesk
- Support of Horizontal Services
- APIs for Profiles 4.0

Onboarding using the Providers Portal

Steps to follow:

1. **Log in to the Providers Portal and agree to the RoP**
2. **Apply for becoming a Provider. Fill in Providers Profile forms**
3. **After approval by EPOT, register your first service. Fill in Service profile forms**
4. **After approval, register more services in Providers Dashboard**
5. **Done!** (but EPOT will regularly review your services for quality)



The screenshot displays the 'Providers Dashboard' of the European Open Science Cloud. The top navigation bar includes links for 'Contact Us', 'Portal Home', 'Catalogue & Marketplace', 'Providers Dashboard' (highlighted), 'Providers Documentation', 'Thanassis Mantes', and 'Logout'. Below the navigation bar, the 'EUROPEAN OPEN SCIENCE CLOUD' logo is visible, along with links for 'Statistics', 'For Providers', and 'For Catalogues'. A note states: 'Fields with (*) are mandatory and must be completed in order to save this form. Leaving optional fields blank will remove the relevant heading from the published resource/provider profile.' There are also links for 'Do you need help?' and 'Download as PDF/Excel'. The main section is titled 'Provider Profile Information Blocks' and contains a list of blocks: '1. Basic *' (selected), '2. Marketing *', '3. Classification', '4. Location *', '5. Contact *', '6. Maturity', '7. Dependencies', '8. Other', and '9. Admins *'. A progress bar shows '5 of 5' blocks completed, with a '100%' indicator. The 'Basic *' block is expanded, showing fields for 'Name (*)', 'Abbreviation (*)', 'Website (*)', and 'Legal Entity (*)'. The 'Name (*)' field contains 'Aerospace Logistics Technology Engineering Company' with a note 'Suggested length is 100 characters'. The 'Abbreviation (*)' field contains 'ALTEC' with a note 'Suggested length is 30 characters'. The 'Website (*)' field contains 'https://www.altecspace.it' with a link icon. The 'Legal Entity (*)' field has a radio button for 'No' and a selected radio button for 'Yes'.

Datasource Onboarding

- Datasources: A new **type** of resource
- Onboarding steps are the same to the ones used for Services. There are some **extra attributes** for Datasources
- Provider can create a new one or **prefill** data from an existing one from OpenAIRE
- **Harvested** by Research Product Catalog
- Same functionality offered for Services will be applied to Datasources (monitoring, helpdesk, ...)

Data Source Profile Information Blocks

1. Basic * 3*

2. Marketing * 3*

3. Classification * 3*

4. Availability * 2*

5. Location

6. Contact * 4*

7. Maturity * 1*

8. Dependencies

9. Attribution

10. Management

11. Order * 1*

12. Financial

13. Data Source Policies

14. Data Source Content 4*

15. Research Product Policies

16. Research Product Metadata

*Required fields

0 of 8

4%

Jurisdiction (*)

The property defines the jurisdiction of the users of the data source, based on the vocabulary for this property.

Data Source Classification (*)

The specific type of the data source based on the vocabulary defined for this property.

Research Entity Types (*)

The types of OpenAIRE entities managed by the data source, based on the vocabulary for this property.

+ Add Research Entity Types

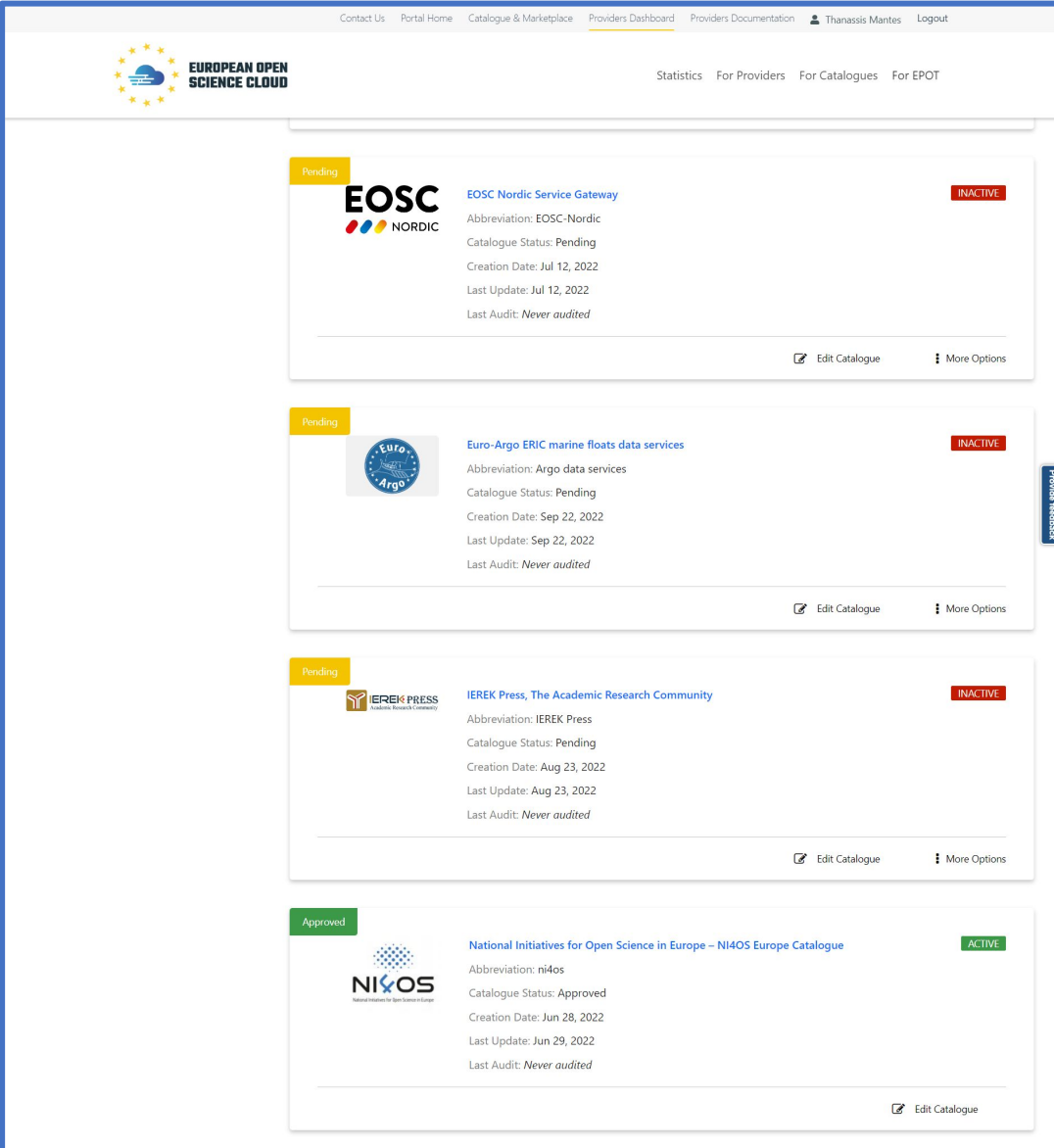
Thematic (*)

Boolean value specifying if the data source is dedicated to a given discipline or is instead discipline agnostic.

☐ No ☐ Yes

Catalogue Onboarding

- External catalogues can **apply** for **batch onboarding** of their Providers and Resources
- **Catalogue Owners are responsible** for their content to **align** with EOSC guidelines
- External Catalogue Resources can **take advantage** of other EOSC **Core functionality** (Monitoring , Helpdesk, etc)
- Catalogue Onboarding done by UI through the Providers Portal



The screenshot displays the 'Providers Dashboard' of the European Open Science Cloud (EOSC). The top navigation bar includes links for 'Contact Us', 'Portal Home', 'Catalogue & Marketplace', 'Providers Dashboard' (active), 'Providers Documentation', 'Thanassis Mantes' (user profile), and 'Logout'. A secondary bar shows 'Statistics', 'For Providers', 'For Catalogues', and 'For EPOT'. The main content area lists four catalogues:

- EOSC Nordic Service Gateway**: Status 'Pending' (yellow tag), 'INACTIVE' (red tag). Abbreviation: EOSC-Nordic. Creation Date: Jul 12, 2022. Last Update: Jul 12, 2022. Last Audit: *Never audited*. Actions: Edit Catalogue, More Options.
- Euro-Argo ERIC marine floats data services**: Status 'Pending' (yellow tag), 'INACTIVE' (red tag). Abbreviation: Argo data services. Creation Date: Sep 22, 2022. Last Update: Sep 22, 2022. Last Audit: *Never audited*. Actions: Edit Catalogue, More Options.
- IEREK Press, The Academic Research Community**: Status 'Pending' (yellow tag), 'INACTIVE' (red tag). Abbreviation: IEREK Press. Creation Date: Aug 23, 2022. Last Update: Aug 23, 2022. Last Audit: *Never audited*. Actions: Edit Catalogue, More Options.
- National Initiatives for Open Science in Europe – NI4OS Europe Catalogue**: Status 'Approved' (green tag), 'ACTIVE' (green tag). Abbreviation: ni4os. Creation Date: Jun 28, 2022. Last Update: Jun 29, 2022. Last Audit: *Never audited*. Action: Edit Catalogue.

A vertical 'Provide feedback' button is located on the right side of the dashboard.

Extended functionality for all resources

- Providers can specify endpoints and info regarding:
 - **Monitoring**
 - **Helpdesk**
- Information provided during onboarding or at a later stage
- Users and providers can see metrics for resources reliability and can benefit from a single helpdesk for any issue across the EOSC ecosystem

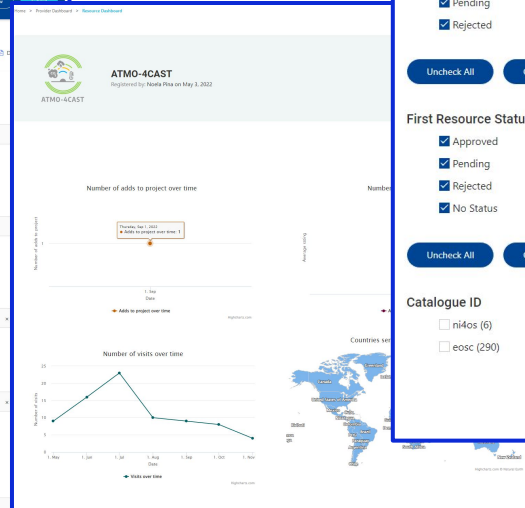
The image displays two overlapping screenshots of a web application interface. The background screenshot shows the 'Monitoring Extension' configuration page for a service named 'mantesat_test.mantesat_1st_service'. It includes a 'Monitored By (*)' field with the value 'EGI', a 'Monitoring Endpoint' section with 'Service Type (*)' set to 'eu.eosc.portal' and 'Endpoint (*)' set to 'https://www.naftemporiki.gr'. A '+ Add GroupName' button is at the bottom. The foreground screenshot shows the 'Helpdesk Extension' configuration page for the same service. It includes a 'Guidelines for' dropdown set to 'Direct Usage', a 'Service' section with 'Name of the resource or service to be shown in the helpdesk fields' set to 'AGROINFO Service' and a '+ Add Service' button, a 'Group (*)' section with 'Support group to be created in the helpdesk for the provider' set to 'Group A' and a '+ Add Group' button, and an 'Organisation' section with 'Name of organisation' set to 'An Org'.

Providers Dashboard – All your resources in one place

A **single** platform for providers to:

- onboard their organization into EOSC portal
- register and manage their resources
- gain rich insights about their offerings in the catalogue

This screenshot shows the 'Add Resource' form in the EOSC portal. The form is titled 'Resource Profile Information (Basic)' and includes several sections: 'Name (*)', 'Abbreviation (*)', 'Resource Organisation (*)', 'Resource Providers', and 'Website (*)'. Each section has a brief description and a 'Required' status. The 'Name' section includes a 'Brief and descriptive name of the Resource as assigned by the Provider' and a 'Suggested length: 3-20 characters' field. The 'Abbreviation' section includes an 'Abbreviation or short name of the Resource' and a 'Suggested length: 3-20 characters' field. The 'Resource Organisation' section includes 'The name of the organization that manages or delivers the resource, or that coordinates the Resource delivery in a federated scenario.' and a 'Suggested length: 3-20 characters' field. The 'Resource Providers' section includes 'The name(s) of (all) the Provider(s) that manage or deliver the Resource in federated scenarios.' and a 'Suggested length: 3-20 characters' field. The 'Website' section includes 'Website with information about the Resource usually hosted and maintained by the Provider.' and a 'Suggested length: 3-20 characters' field. The form also includes a 'Do you need help?' link and a '100%' progress indicator.



This screenshot shows the provider dashboard for 'ATMO-STRESS'. It includes a 'Filters' section with checkboxes for 'Valid', 'Not Audited', 'Invalid And Updated', and 'Invalid And Not Updated'. The 'Provider Status' section includes checkboxes for 'Approved', 'Pending', and 'Rejected'. The 'First Resource Status' section includes checkboxes for 'Approved', 'Pending', 'Rejected', and 'No Status'. The 'Catalogue ID' section includes checkboxes for 'ni4os (6)' and 'eosc (290)'. The dashboard also includes 'Uncheck All' and 'Check All' buttons. The main content area shows a list of resources with columns for 'Name', 'Status', 'Creation Date', 'Last Update', 'Last Audit', and 'Catalogue id'. The resources listed are 'ATMO-STRESS', '100 Percent IT', and 'Academia Sinica Grid Computing Centre'. Each resource entry includes a 'Status' badge (Approved), a 'Creation Date', a 'Last Update', a 'Last Audit', and a 'Catalogue id'. The dashboard also includes a 'Locate provider...' search bar, a 'Results per page' dropdown, an 'Order by' dropdown, a 'Sort by' dropdown, and an 'Export to CSV' button.



Onboarding using a REST API

Individual Providers

1. The Provider Admin **onboards a Provider and a Resource** at the EOSC Portal.
2. **Obtains** an EOSC Portal API token to be used for authorization.
3. Uses the API methods to **register and manage Resources** in the EOSC Portal.

External Catalogues

1. The Catalogue Owner **registers a catalogue** in the EOSC portal
2. **Obtains** an EOSC Portal API token to be used for authorization.
3. Uses the API methods to **onboard & manage Providers & Resources** in the EOSC Portal.

Using the API methods

EOSC Portal API methods:

- **GET methods:** to retrieve information from the EOSC Portal.
- **POST methods:** to create and validate a new Resource at the EOSC Portal.
- **PUT methods:** to update information at the EOSC Portal.
- **DELETE methods:** to delete resources

The available methods are organized in Provider and Resource-specific controllers

EOSC

External APIs for the EOSC registry

provider-controller : Provider Controller

Show/Hide | List Operations | Expand Operations

resource-controller : Operations for Resources

Show/Hide | List Operations | Expand Operations

POST	/resource	Creates a new Resource.
PUT	/resource	Updates the Resource assigned the given id with the given Resource, keeping a version of revisions.
GET	/resource/all	Filter a list of Resources based on a set of filters or get a list of all Resources in the Catalogue.
GET	/resource/by/{field}	Get all Resources in the catalogue organized by an attribute, e.g. get Resources organized in categories.
GET	/resource/byID/{ids}	Get a list of Resources based on a set of ids.
POST	/resource/validate	Validates the Resource without actually changing the repository.
GET	/resource/{id}	Get the most current version of a specific Resource, providing the Resource id.
GET	/resource/{id}/{version}	Get the specified version of a Resource, providing the Resource id and version.



Benefits and added value for service providers

- **Visibility:** EOSC Resource Catalogue makes services findable across disciplinary and institutional boundaries via the EOSC Explore/Marketplace. Resource providers gain extended visibility of their resources
- **Reach out to wider audience:** Third party catalogues and their resources now able to become part of the EOSC Resource Catalogue, reaching out to more researchers and users.
- **Not just services:** Onboarding capabilities are extended to support data sources and related research products in EOSC
- **Added-value functionality:** Integrating resources with EOSC Core Components (Monitoring, Helpdesk, others to follow) improves the maturity of the resources and its utility to potential users



Benefits and added value for service users

- **Combine and compose:** Users will be able follow interoperability relationships from services to interoperable products, facilitating reuse of resources
- **More services to choose from:** Users of both the EOSC and non-EOSC catalogues benefit from a wider range of available services, breaking down the “apparent” silos represented by the catalogues themselves.
- **One-stop research shop:** Users can discover and access a wider variety of EOSC resources, ranging from services and research products, to resource collections (catalogues).
- **Support and metrics:** Increased level of support for users, universal reliability metrics and monitoring



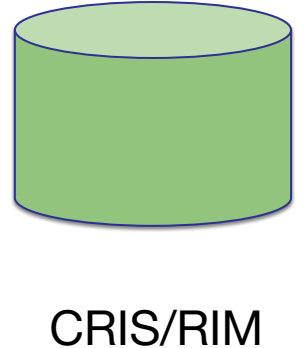
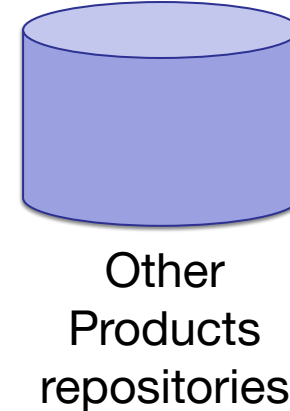
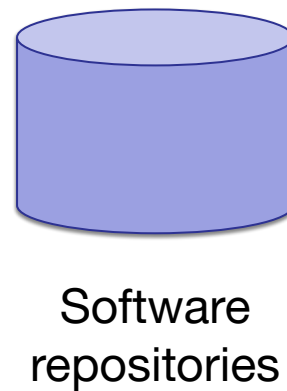
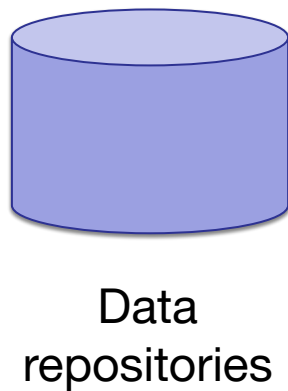
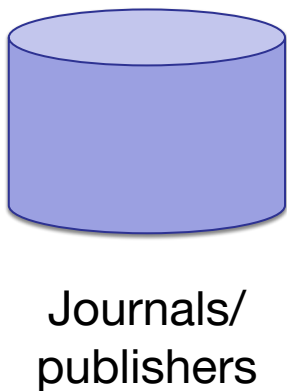
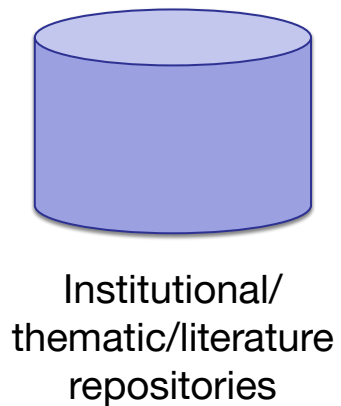
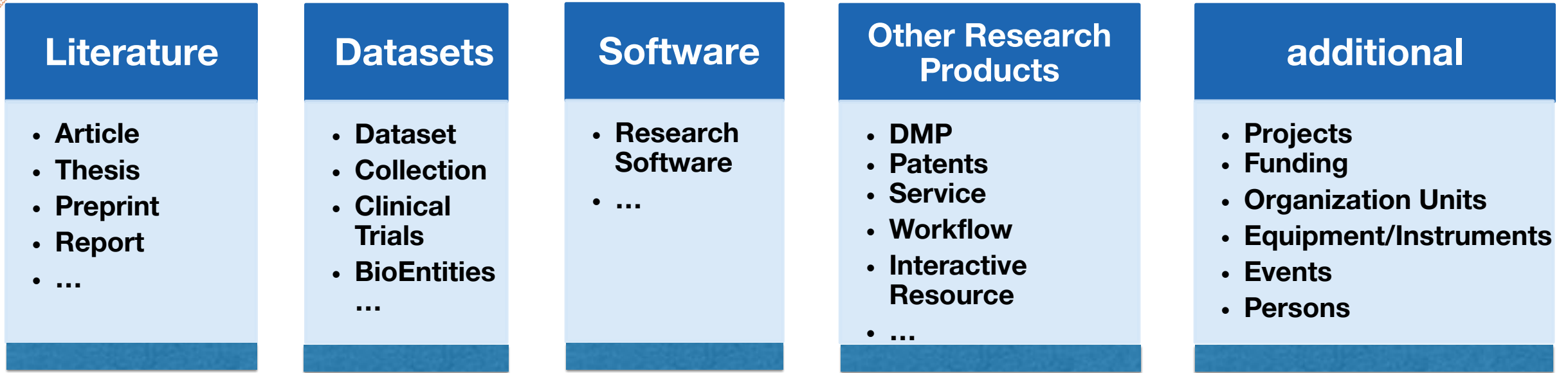
The road ahead

- **Offer/Expand resource collection to/from more sources:** Complete integration for third party Service Catalogues
- **Quality of offered resources:** Implementation of procedures regarding quality of control for all resources onboarded
- **More resources:** Extend Catalogue data model to support new types of resources (Training, etc)
- **Interoperability:** Interoperability Guideline support composability/compliance between services
- **Extended functionality:** Extend APIs, UI etc to support EOSC Interoperability Framework Guideline onboarding and management

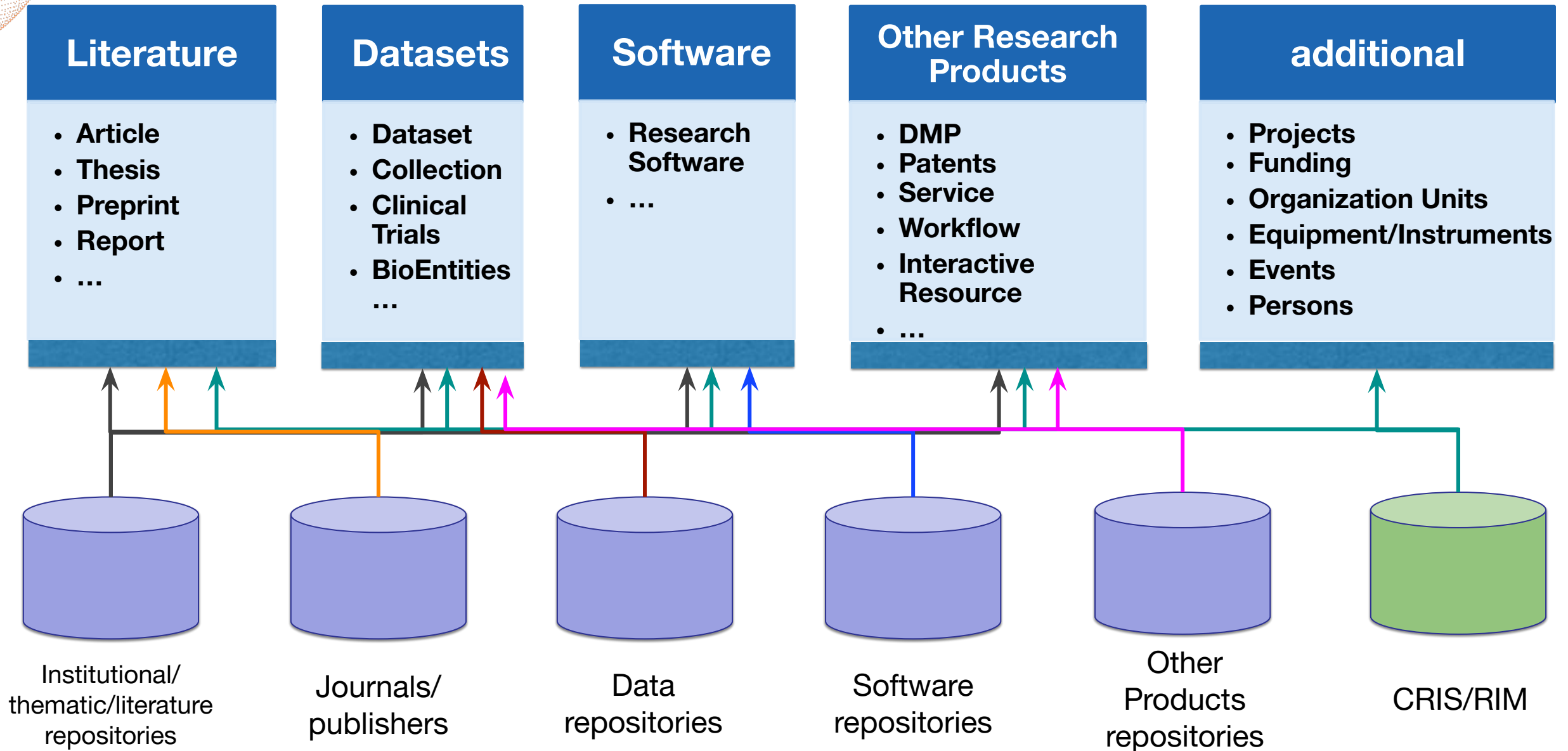
EOSC Research Product onboarding



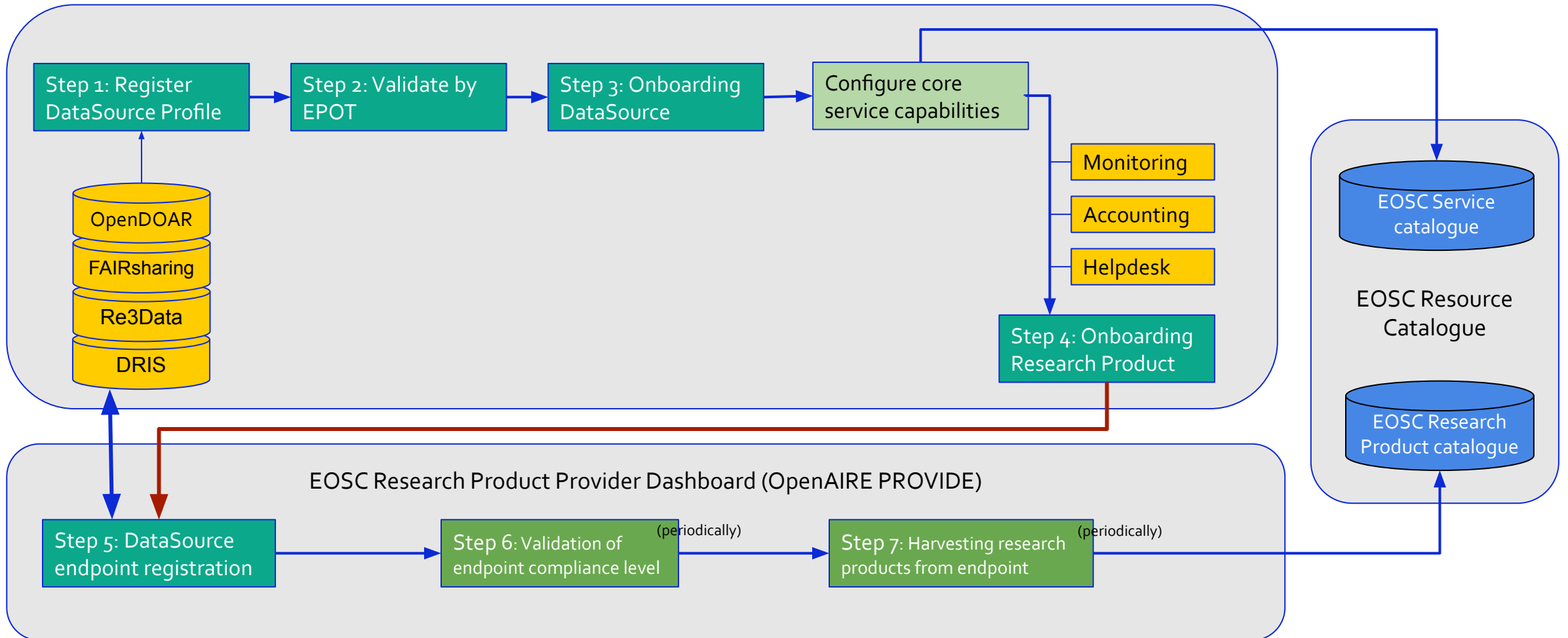
Landscape of Research Products



Landscape of Research Products

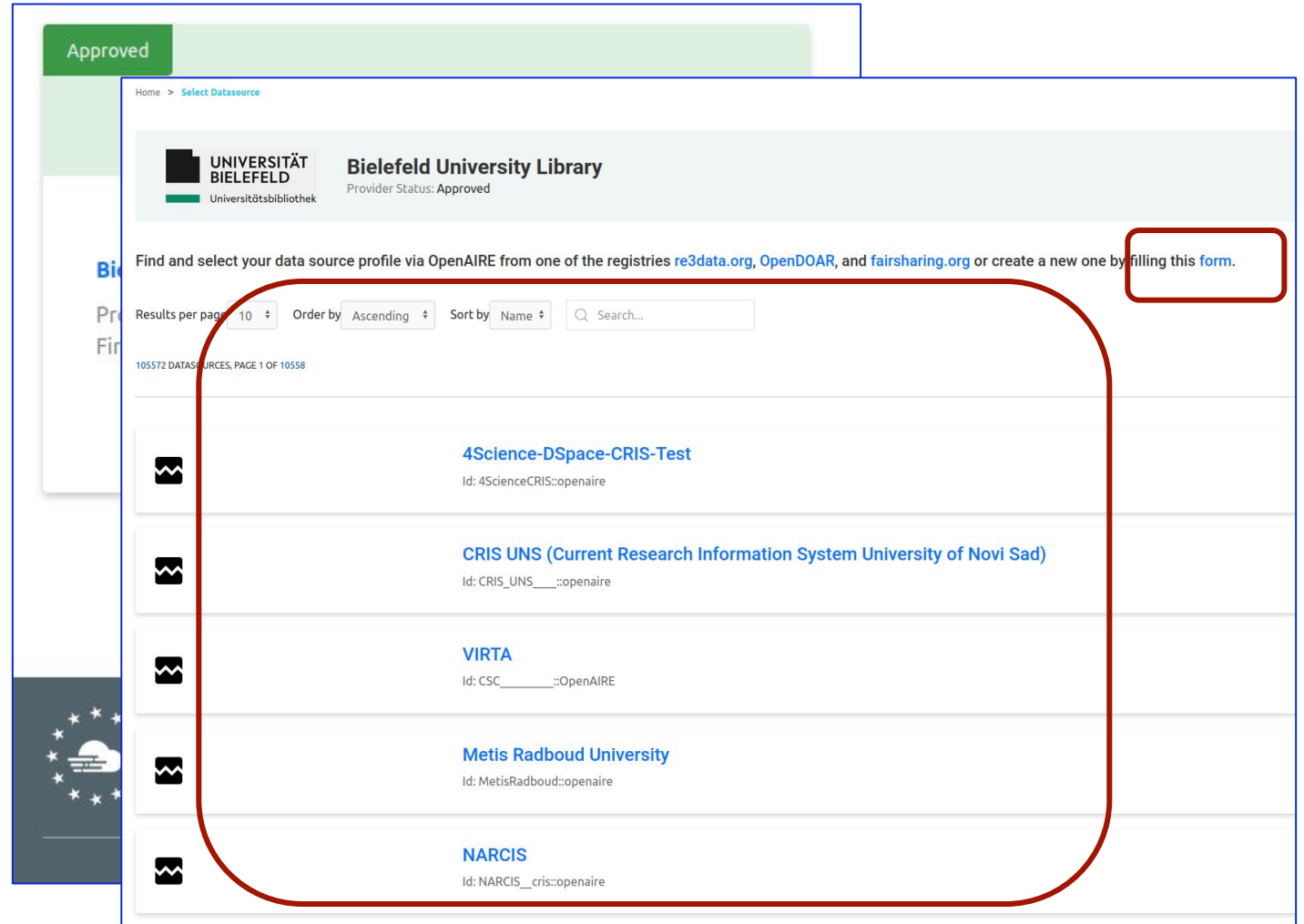


Onboarding data-sources and research products



Data sources through Research Products catalogue

- Service Catalogue and Providers dashboard integration with Research products catalogue (the other 'half' of the EOSC Resource Catalogue)
- Provider can either:
 - Select an already onboarded Data source to OpenAIRE
 - Create a brand new one from scratch



- Data source Policies
- Data source Content (mandatory)
- Research products Policies
- Research products metadata

Add New Data Source

Data Source Name

Fields with (*) are mandatory and must be completed in order to save this form. Leaving optional fields blank will remove the relevant heading from the published resource/provider profile.

Data Source Profile Information Blocks

1. Basic *

2. Marketing *

3. Classification *

4. Availability *

5. Location *

6. Contact *

7. Maturity *

8. Dependencies *

9. Attribution *

10. Management *

11. Order *

12. Financial *

13. Data Source Policies *

14. Data Source Content *

15. Research Product Policies *

16. Research Product Metadata *

0 of 8

4%

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Brief and descriptive name of the Resource as assigned by the Provider.

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+ Add Research Entity Types

Thematic (*)

Boolean value specifying if the data source is dedicated to a given discipline or is instead discipline agnostic. ☐ No ☐ Yes

Extended functionality for all resources

- Providers can specify endpoints and info regarding:
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 - **Helpdesk**
- Information provided during onboarding or at a later stage
- Users and providers can see metrics for resources reliability and can benefit from a single helpdesk for any issue across the EOSC ecosystem

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Fundamentals

Based on the EOSC Interoperability Framework (IF) , the datasource should provide information

- on **Web-Service endpoint** for harvesting (periodically)
- compliant to **OpenAIRE Guidelines** for
 - Literature Repositories v3
 - Institutional and Thematic Repositories v4
 - Data Archive
 - CRIS (Current Research Information System) Managers v1.1.1



Benefits and added value for service providers

- **Visibility:** EOSC Resource Catalogue makes services findable across disciplinary and institutional boundaries via the EOSC Explore/Marketplace. Resource providers gain extended visibility of their resources **and research output**.
- **Reach out to wider audience:** Third party catalogues and their resources now able to become part of the EOSC Resource Catalogue, reaching out to more researchers and users.
- **Not just services:** Onboarding capabilities are extended to support data sources and related research products in EOSC.
- **Bonus functionality:** Integrating resources with EOSC Core Components (Monitoring, Helpdesk, others to follow) improves the maturity of the resources and its utility to potential users



Benefits and added value for service users

- **Cross disciplinary search:** Users will be able to search on resources (services) and research products, like datasets from different domains, as well as, articles, and more.
- **One-stop research shop:** Users can discover and access a wider variety of EOSC resources, ranging from services and research products, to resource collections (catalogues).
- **Accounting on Research Products:** Due to this service, users are able to see the interest in their datasets, and other research products.

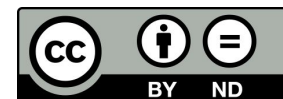
The EOSC Order Management



with



The EOSC Future, C-SCALE, DICE, EGI-ACE, OpenAIRE-Nexus, Reliance and ARCHIVER projects are funded by the European Union Horizon Programme calls INFRAEOSC-03-2020 and INFRAEOSC-07-2020 and H2020-ICT-2018-20



EOSC Order (and Access) Management

Structure

- Why
- How to use it
- How to integrate
- Benefits for users
- Benefits for providers
- The Future



As a Provider you have already **on-boarded your service** to the EOSC Catalogue



When the Researcher enters EOSC Platform

With the Marketplace Projects you can:

- **Organise your resources** and resource orders into a logical blocks to reflect a common scientific purpose
- **Gain support** for the created Marketplace Project
- **Get assistance** from international technical teams who provide advice on the most suitable solutions to address digital needs.

[EOSC Catalogue and Marketplace](#)

Welcome to the Marketplace Projects!

With Marketplace Projects you can organise your resources and resource orders into a logical blocks to reflect a common scientific purpose and gain support for the created Marketplace Project.

Create your first project



As the resources available in the Marketplace are available for all European researchers you can precise your customer typology. Tell us, whether you want to use available EOSC resources in the scope of:

- your own academic research,
- larger community collaboration,
- EC project or maybe,
- R&D work of your company.

and along with a general description of your scientific work you will be able to get assistance from international technical teams who provide advice on the most suitable solutions to address your digital needs. To get this support, after creating a MP Project please go to 'CONTACT WITH EOSC EXPERTS' tab.

When ready to start using EOSC resources, with 'Resources' tab you can select EOSC resources and solutions suitable for your work. Some of them you will be able to start using right away, some will require you to issue access request (Marketplace order). For the latter, Marketplace Projects will be the place to follow the status of your orders, get all relevant information about the resource access when the access is granted and contact the EOSC support if necessary.

So find out how EOSC can support your scientific needs and use our quick creation form to [add your first Marketplace project](#).

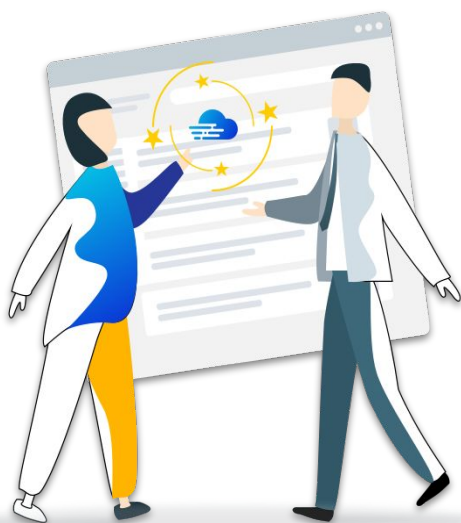
When a researcher enters EOSC Platform

[EOSC Catalogue and Marketplace](#)



EOSC Platform helps to find resources tailored to the Researcher needs

When entering the EOSC catalog researchers can search the resources with **various and specific filters** to help them find the most suitable tools.



[EOSC Catalogue and MarketplaceW](#)

All catalogs (3247553 results)

All catalogs

Filters

Research step

- ☐ Discover research outputs (3247095)
- ☐ Access training materials (66)

clear all

Type of product

- ☐ publication (1891389)
- ☐ dataset (1185529)
- ☐ software (170177)
- ☐ service (365)
- ☐ training (66)
- ☐ data source (27)

clear all

Access right

- ☐ Open access (3178188)
- ☐ Closed (53486)
- ☐ Restricted (11280)
- ☐ Embargo (1282)
- ☐ Ordered required (92)
- ☐ Other (27)
- ☐ Login required on EOSC Pillar, open access on the original resource page (4)
- ☐ Login required (1)

clear all

Scientific discipline

clear all

SUGGESTED

NI4OS Core Services

Training Open Access En

Author names: NI4OS-Europe

DDI Controlled Vocabularies

Training Open Access En

<< < 1 2 3 4 5 >

22 November 2018

EGI Cloud Compute

Service Ordered Required English

Scientific domain: Generic>Generic

Organisation: EGI Foundation

Cloud Compute gives you the ability to deploy and scale virtual machines on-demand. It offers guaranteed and isolated environment with standard API access without the overhead of managing physical servers.

Introduction to Persistent Identifiers

Training Open Access En

This is it! Needed Resource was Found!

I want it!

22 November 2018

B2FIND

[Service](#) [Open Access](#) [English](#)

B2FIND is the EUDAT metadata indexing service and provides a discovery portal which allows users to find data collections within an international and inter-disciplinary scope. It is based on a comprehensive metadata catalogue of research data collections stored in EUDAT data centres and community repositories. Harmonization of the metadata descriptions collected from heterogeneous sources enables not only the...

[Show more](#)

But what is that I will get in fact...

Available offers of a service

For Researchers

OPEN ACCESS

B2FIND is a discovery service based on metadata steadily harvested from research data collections from EUDAT data centers and other community repositories. The service offers faceted browsing and it allows in particular to discover data that is stored through the B2SHARE service.

[Select an offer](#)

For Data Providers

ORDER REQUIRED

To enlarge the discovery of existing datasets, data repository owners can make their research data collections stored in existing data repositories harvestable and discoverable via the public...

[Show more](#)

TECHNICAL PARAMETERS

Data repository name	string
Harvesting method	OAI-PMH - Other
Harvesting endpoint	string
Reference to metadata schema	string

[Select an offer](#)

Both for free but to start to use it...

I know what is offered and I can tell what I need

I can pick the offer which suits me more

High-memory

Optimised instances for tasks that require more memory relative to virtual CPUs. Features: High amount of RAM per CPU core, Up to 240 GB of RAM in total, Reserved instances. Ideal for: Running...

Show more

TECHNICAL PARAMETERS

Number of CPU Cores	2 - 16
Amount of RAM per CPU core	16 - 120 GB
Local disk	10 - 40 GB
Number of VM instances	1 - 50

Show more

Select an offer

GPU

GPU-enabled instances. Features: 1 or 2 GPU cores, 9 CPU cores for each GPU core, large memory. Ideal for: Graphics and general purpose GPU compute applications.

TECHNICAL PARAMETERS

Number of GPU cores	1 - 2
Number of CPU Cores	8
Amount of RAM	24 - 50 GB
Local disk	280

Show more

Select an offer

Parameters

NUMBER OF CPU CORES

- ☐ 8
☐ 12
☐ 16
☐ 20
☐ 24
☐ 28
☐ 32
☐ 64

Select number of cores you want

AMOUNT OF RAM PER CPU CORE

- ☐ 2 GB
☐ 4 GB
☐ 8 GB

Select amount of RAM per core

LOCAL DISK

- ☐ 10 GB
☐ 20 GB
☐ 40 GB

Amount of local disk space

NUMBER OF VM INSTANCES

Type number of VM instances from 1-50

ACCESS TYPE

Access type for this offer is constant

START OF SERVICE

Please choose start date

I know what is offered and I can tell what I need

📖 OPEN ACCESS

For Researchers

B2FIND is a discovery service based on metadata steadily harvested from research data collections from EUDAT data centers and other community repositories. The service offers faceted browsing and it allows in particular to discover data that is stored through the B2SHARE service.

Select an offer

🔒 ORDER REQUIRED

For Data Providers

To enlarge the discovery of existing datasets, data repository owners can make their research data collections stored in existing data repositories harvestable and discoverable via the public...

Show more

🔧 TECHNICAL PARAMETERS

Data repository name	string
Harvesting method	OAI-PMH - Other
Harvesting endpoint	string
Reference to metadata schema	string

Select an offer

Parameters

DATA REPOSITORY NAME

Type data repository name

HARVESTING METHOD

☐ OAI-PMH

☐ JSON-API

☐ CSW 2.0

☐ Other

Choose harvesting method

HARVESTING ENDPOINT

Harvesting endpoint URL

REFERENCE TO METADATA SCHEMA

Reference URL to md schema

MY PROJECTS

[My scientific project1](#)

My scientific project2

Create new project

EGI Notebook

BUNDLE NEW

[< back to My scientific project2 project resources](#)

DETAILS	ORDER HISTORY	CONTACT WITH RESOURCE PROVIDER
---------	---------------	--------------------------------

Resource name:	EGI Notebook
Resource offer:	EGI Notebook + B2DROP
Order date:	11.10.2022
Resource access:	Order Required
Project name:	My scientific project2
Resource Organisation:	EGI Foundation
Resource Providers:	CESNET

PARAMETERS	
Amount of RAM	1 GB
Number of cores	2
Persistent storage	10 GB

This resource was ordered with resources below (Bundle):

B2DROP	NEW
--------	-----

So I can use it

MY PROJECTS

[My scientific project1](#)

[My scientific project2](#)

[+ CREATE NEW PROJECT](#)

My scientific project1

Created at 12.08.2019 — Single user — drf

EDIT

DUPLICATE

RESOURCES

PROJECT DETAILS

CONTACT WITH PROJECT SUPPORT

PROJECT DETAILS

Project name

ail.com

MY PROJECTS

[My scientific project1](#)

[My scientific project2](#)

[+ CREATE NEW PROJECT](#)

Origin country

Poland

Webpage

<http://www.cyfronet.pl>

USAGE

Reason to request access to the EOSC resources

Not specified

Services

Created at 12.08.2019 — Single user — drf

EDIT

DUPLICATE

RESOURCES

PROJECT DETAILS

CONTACT WITH PROJECT SUPPORT

[B2FIND](#)

[Visit website](#)

[HADDOK](#)

[Visit website](#)

[+ ADD SERVICE TO THIS PROJECT](#)

B2FIND

[Go to the resource](#)

[< back to Services project services](#)

DETAILS

CONTACT WITH RESOURCE PROVIDER

Resource name: [B2FIND](#)

Resource offer: [For Researchers](#)

Added to the project: [26.06.2019](#)

Resource access: [Open Access](#)

Project name: [Services](#)

SLA: [Service Level Agreement](#)

Providers: [EUDAT, Deutsches Klimarechenzentrum](#)

So I can use it

MY PROJECTS

My scientific project1

My scientific project2

Create new project

My scientific project2

Created at 12.08.2019 — Single user — drf

EDIT

DUPLICATE

RESOURCES

PROJECT DETAILS

CONTACT WITH EOSC EXPERTS

Ordered resources

▼ EGI Notebook

BUNDLE

NEW

EGI Cloud Compute

REJECTED

EGI Cloud Compute

REJECTED

B2ACCESS

REJECTED

Open access resources

B2FIND

Visit website

HADDOCK

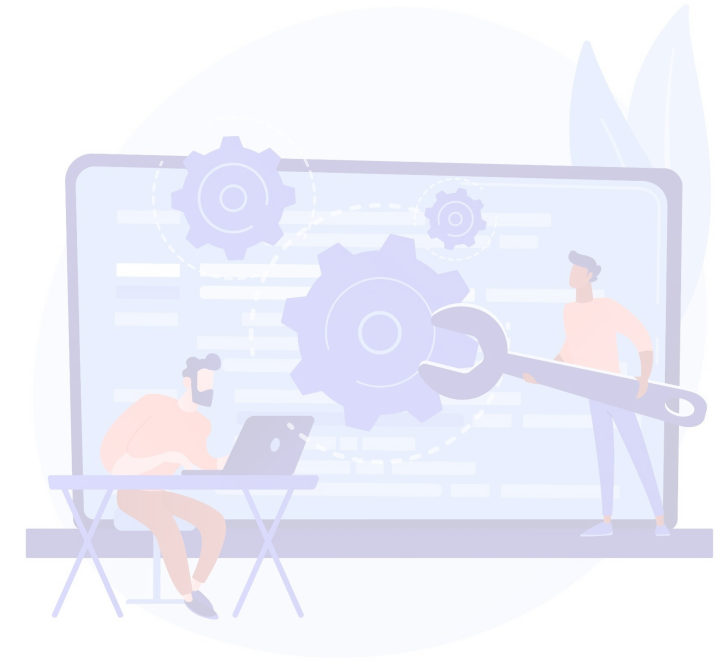
Visit website

DisVis

Visit website

Benefits and added value for service users

- **Transparency of Technical Capabilities**
User is aware of what are the (technical and infrastructure) parameters of the service = idea of how it will be to use it
- **Ability to express what is needed for a specific user use case**
- **One entry point to manage all EOSC-related orders**
- **Possibility to ask for service integrations for a scientific use case**
- **One place to connect all resources used in the scope of one research project (MP projects)**
- **Ability to share and disseminate created projects**





Benefits and added value for provider

- **Better Targeting** Ability to express different capabilities for (different) users
- **Possibility to connect different order management policies** depending on the users type/credibility
- **Gathering context relevant to decision making**
- **Possibility to define ordering metadata, to accurately deliver the service**
- **Dedicated channel to communicate with the user**

How to join EOSC Order Management



Home > Compute > EGI Cloud compute



EGI Cloud compute

Computational tools to model complexes of proteins and other biomolecules
Provided by [EGI Federation](#)

★★★★☆ (4.75/5) 5 opinions [Add to compare](#)

DESCRIPTION

OPINIONS (5)

Integrative modeling of biomolecular complexes with the user-friendly, EGI HADDOCK portal

HADDOCK is a web portal that offers computational tools for structural biologists to model the structure of proteins and other biomolecules via a user-friendly interface. The portal offers a number of interactive tools that allow researchers to place restraints on their models. HADDOCK deals with several classes of problems, including protein-protein, protein-nucleic acids and protein-ligand docking.

HADDOCK (High Ambiguity Driven protein-protein DOCKing) is an information-driven flexible docking method for modeling biomolecular complexes. HADDOCK distinguishes itself from ab-initio docking methods by encoding information from identified or predicted protein interfaces in ambiguous interaction restraints. HADDOCK can deal with a large class of modeling problems including protein-protein, protein-nucleic acids and protein-ligand complexes.

Besides the application software, the service also provides automated pre- and post-processing, task scheduling and monitoring for running the application, so that the researcher does not need to worry about application porting and procuring the necessary compute infrastructure.



Vouchers allow researchers to "shop around" and choose the provider that gives them the best value for money for their compute needs.

Service offers

Portal Home Catalogue & Marketplace



EUROPEAN OPEN
SCIENCE CLOUD

Edit Offer

Name *

General purpose

Description *

Base performance instance type. Features:
Accessible in opportunistic or reserved ways, CPU cores could be over 100.
Ideal for: Web services, Micro-services, Development environments, Building server, Small database, Test environments.

Order type *

order_required

☒ Disable ordering via EOSC Marketplace and provide the order URL of the resource

Order url

Url should start with http or https [e.g. <http://webpage.org>]. This url will be available on service order

OFFER PARAMETERS

OFFER PARAMETERS

Constant

Input

Select

Multiselect

Date

Range

Quantity price

Select parameter

Name *

Number of CPU Cores

Values *

1 X 2 X 4 X 8 X

+ start typing to add

Value type *

integer

Unit

Select parameter

Name *

Amount of RAM per CPU core

Values *

1 X 2 X 4 X

Order management summary

- The user facing part exposing the offerings and allowing the user to ask for the access (place the order) using the parameters defined by the provider, and providing the information on the scientific purpose for it
- User facing part **supporting the management of the issued orders or access requests**, keeping the user updated on their status and offering the communication channel with the provider in the scope of the order
- Provider facing UI allowing to create and manage their offers for a given service along with the list of parameters to be filled in by the user when placing an order
- Provider facing UI gathering orders issued by the users, allowing to manage them



Order Management is facilitating the **interaction between consumers and providers** that leads to **service utilization**.

Order management summary

These components are available in the **EOSC Catalogue and Marketplace**.

- **Offerings API** Exposing functions that are **necessary to manage offerings** from provider's order management system, including their **technical parameters and ordering configuration**
- **Ordering API** which enables integration with the **ordering process**. External Order Management Systems (OMSes) can use it to keep order processing on their side, but still **providing users with a consistent order workflow and support**.





Integration

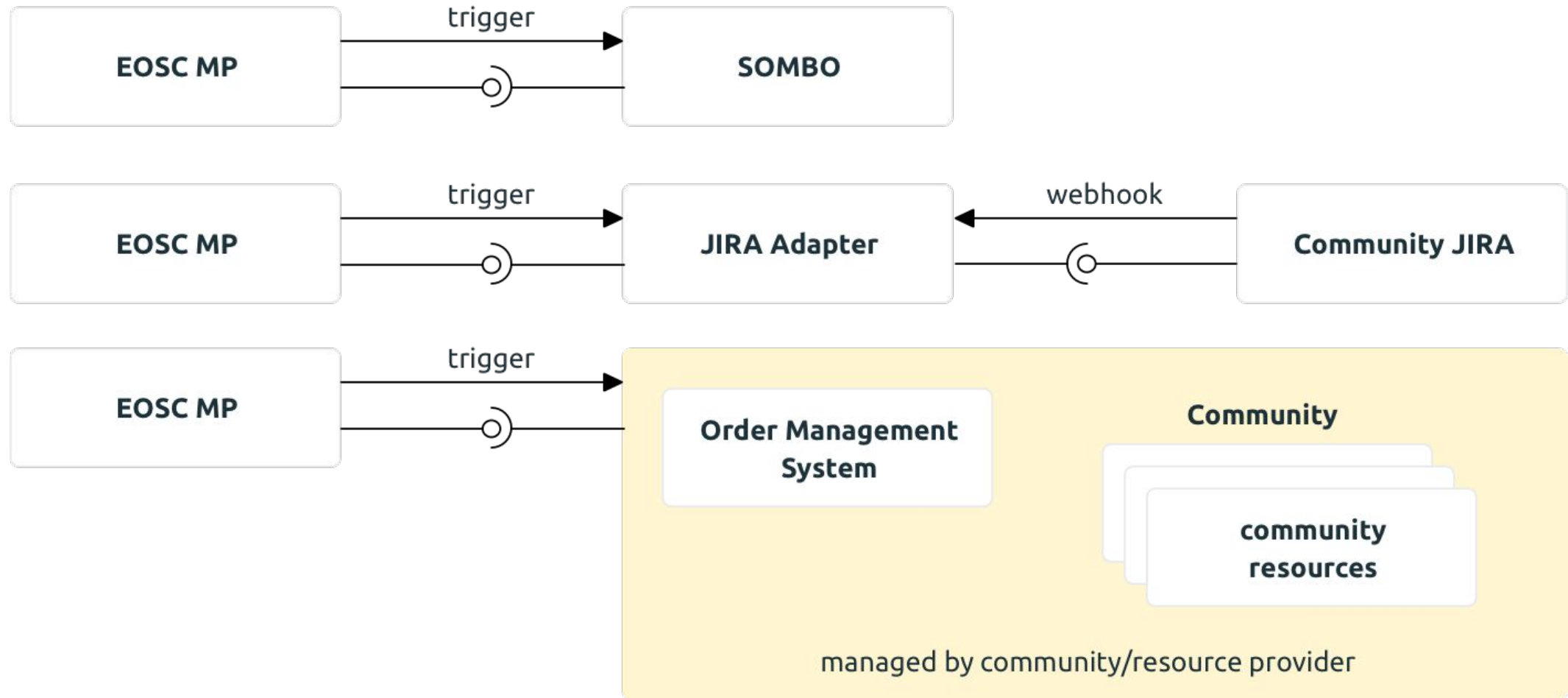
WHO?

- Providers using JIRA for order management purposes
- Providers with mature service delivery sustaining their own OMS

WHY?

- Having EOSC Front-Office as a new channel for potential customers
- Sustaining one tool as a OMS for the service provider
- **Added value for your potential users:**
 - **valuable and useful to users. since they benefit from the existing order management framework.** Users value the use of a common ordering framework – both for single services and for bundles of services that can be “ordered” simultaneously.
 - With more providers joining the EOSC OMS (using one of the integration options) EOSC **user has one central place to manage EOSC resource** orders and communicate in the scope of these orders

Integration



EOSC Order Management: The Future



- Virtual Access and other procurement models support
- EOSC Service Accounting Integration
- EOSC Service Monitoring Integration



r.wilk@cyfronet.pl
a.pulapa@cyfronet.pl

EOSC Order Management: The Future



**Use Cases
Cooperation**

**We build EOSC
together!**

October 2023

1. 'Composability indicators' associated to EOSC resources
2. Researchers can access fully integrated/ end-to-end workflows for various research topics
3. **Execution framework**

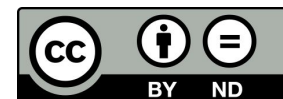
The EOSC Monitoring



with



The EOSC Future, C-SCALE, DICE, EGI-ACE, OpenAIRE-Nexus, Reliance and ARCHIVER projects are funded by the European Union Horizon Programme calls INFRAEOSC-03-2020 and INFRAEOSC-07-2020 and H2020-ICT-2018-20



Structure

What is the need and how it is covered

Benefits for providers

Benefits for users

How to use it

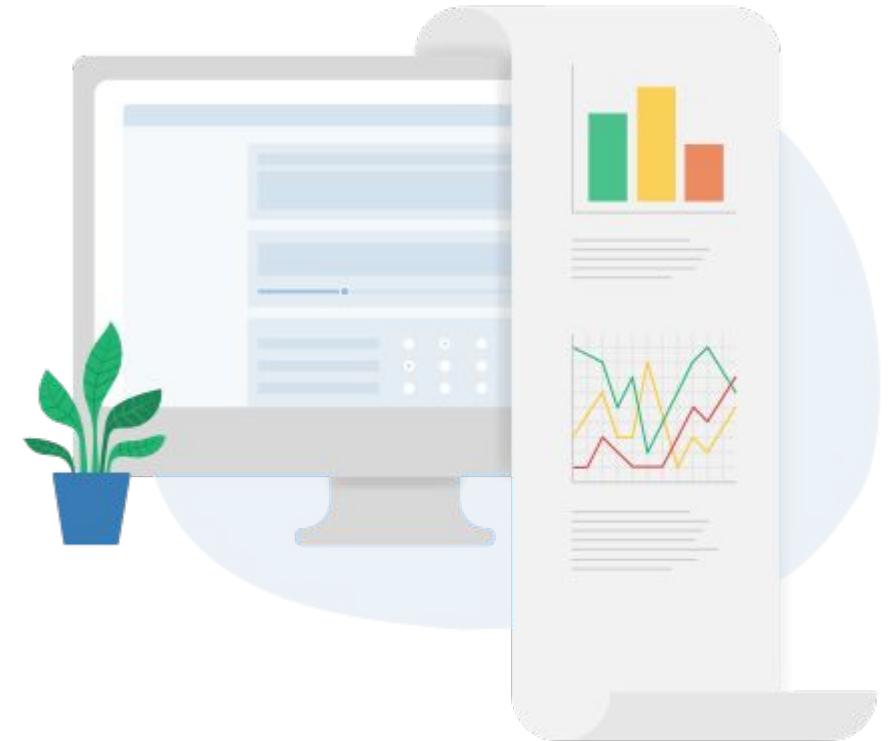
Architecture picture

Integration Options



As a Provider you have already
**on-boarded or planning to
on-board your service** to the EOSC
Catalogue

EOSC Monitoring

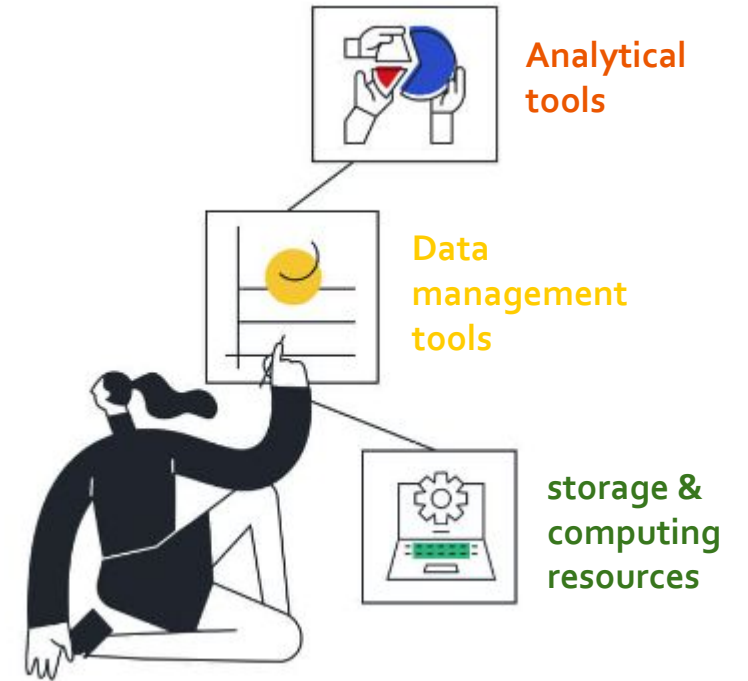


BUT lets focus on the story

Daily Life of a researcher



Researchers are looking for services to cover their daily needs.



What is the need for Monitoring

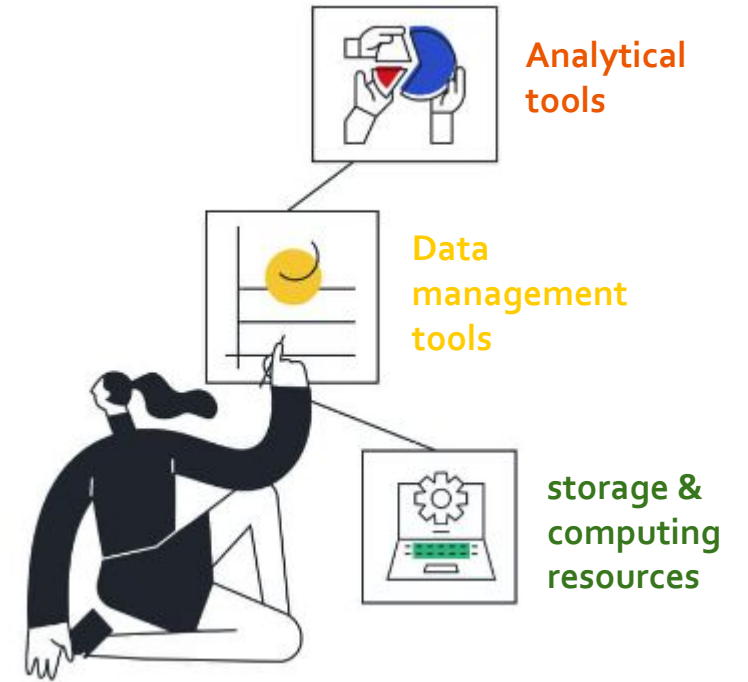


Common Steps for all

- 1 Search**
based on some criteria
- 2 Evaluates**
- 3 Start using it**

FOR Features
Availability

Researchers are looking for services to cover their daily needs.



What is the need for Monitoring

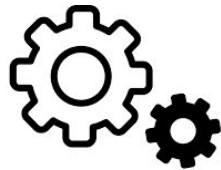
Researchers are looking for services to cover their daily needs.

Common Steps for all

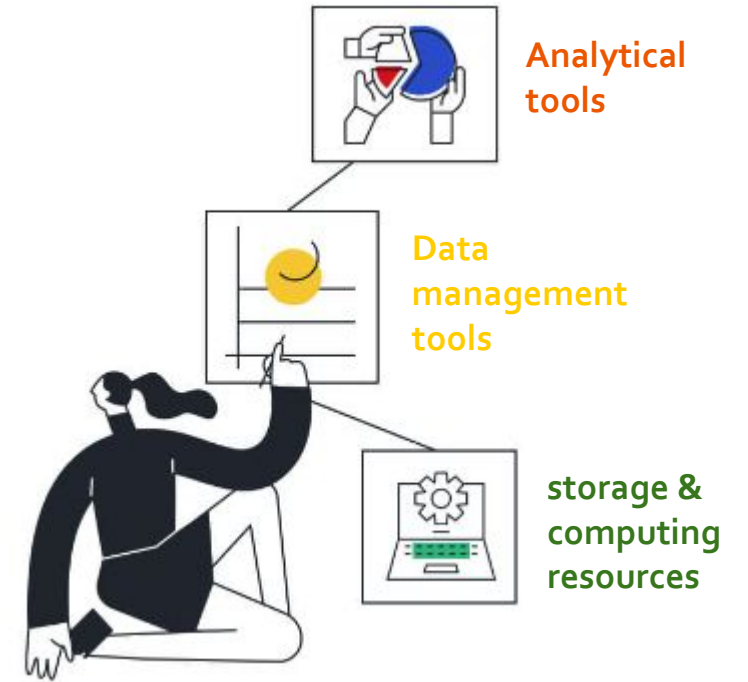
1 Search
based on some criteria

2 Evaluates

FOR Features
Availability



When the user starts using the service , things don't look always as expected



What is the need for Monitoring

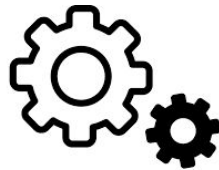
Researchers are looking for services to cover their daily needs.

Common Steps for all

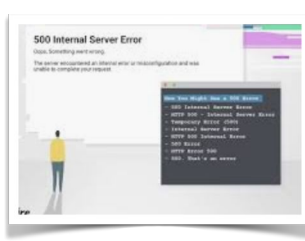
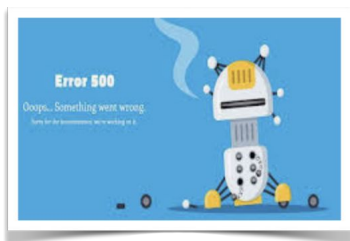
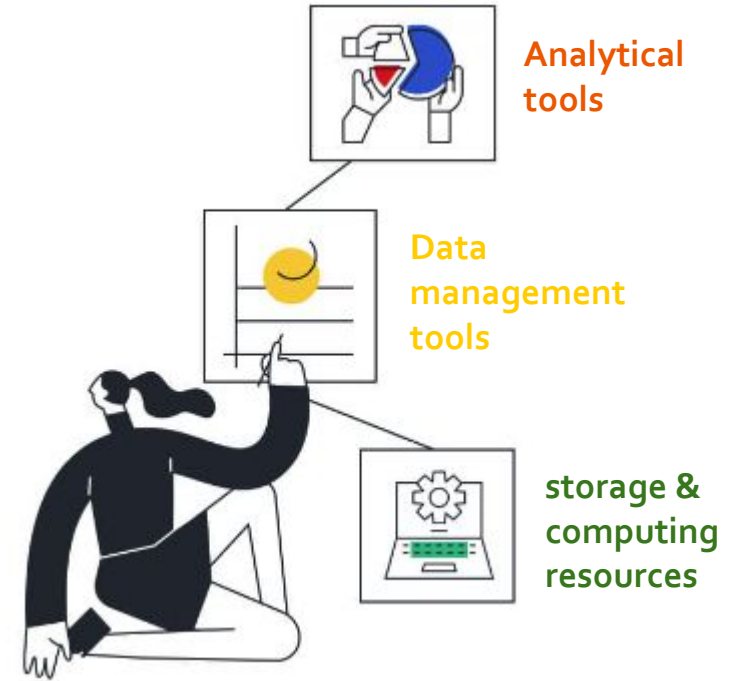
1 Search
based on some criteria

2 Evaluates

FOR Features
Availability



When the user starts using the service , things don't look always as expected



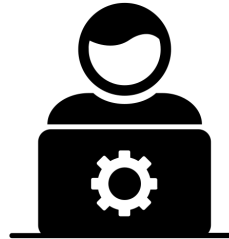
Server Error in '/' Application.

The resource cannot be found.





PROVIDER



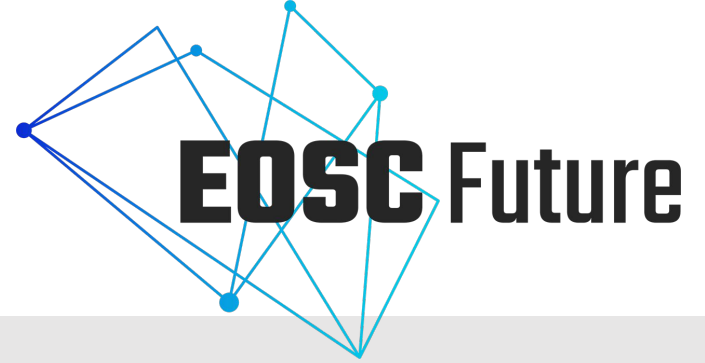
USER



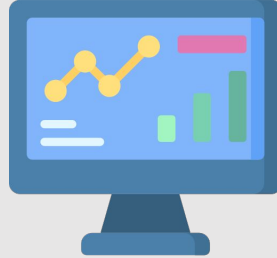
Added value of the EOSC Platform EOSC Monitoring

EOSC Monitoring is the **key service needed to gain insights** into the Resources Onboarded in EOSC. It is continuous and on-demand to quickly detect, correlate, and analyse data for a fast reaction to anomalous behaviour.

What is the need for Monitoring



SOLUTION



EOSC Monitoring continuously checks the service so

- Providers provide a more reliable service with better availability
- Users select the service without facing unexpected service errors.

Researchers are looking for services to cover their daily needs.

Common Steps for all

1 Search based on some criteria

2 Evaluates the service

EOSC enhancement to Step 2

EOSC Monitoring .
Checks and report status /
availability of the service in
various intervals



Analytical
tools



Data
managemen
t tools



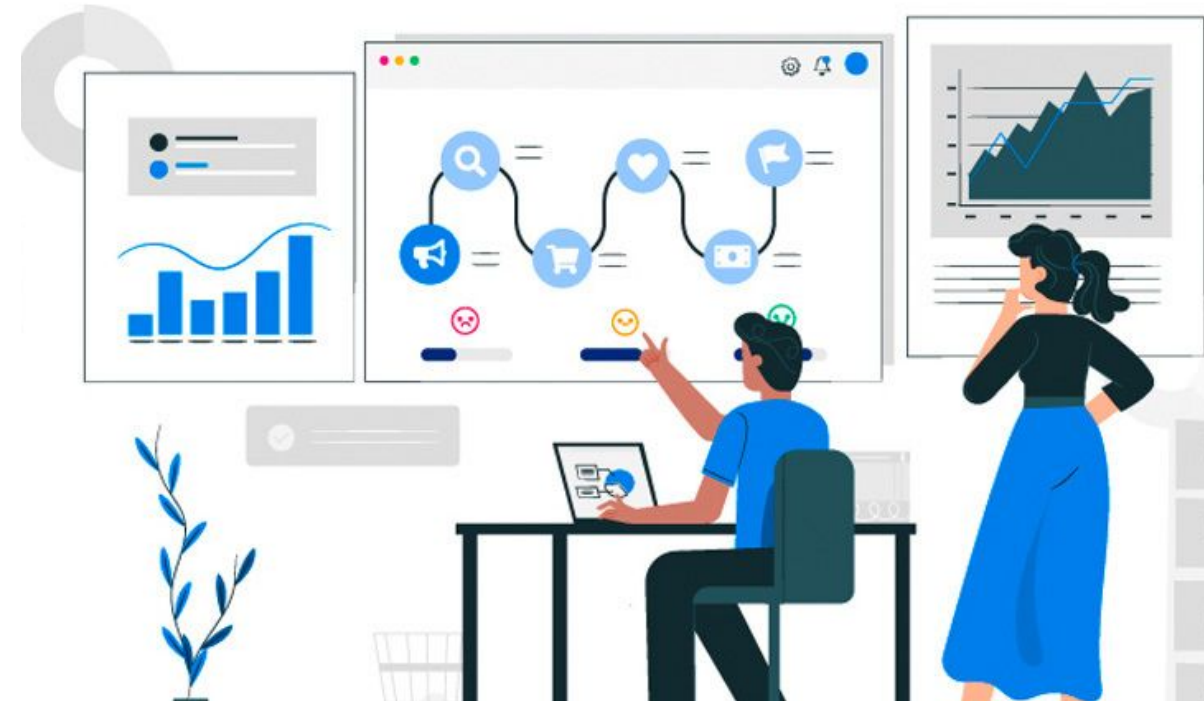
storage &
computing
resources



What EOSC Monitoring is?

EOSC Monitoring Service is trying to emulate the user behaviour and constantly monitor the Services to provide:

- Real time status reports
- Real time alerts
- Availability and reliability reports
- A service to help Providers
 - Increase customer satisfaction
 - Diagnose and prevent internal, or user related issues
- A way to build trust with your users or potential new customer



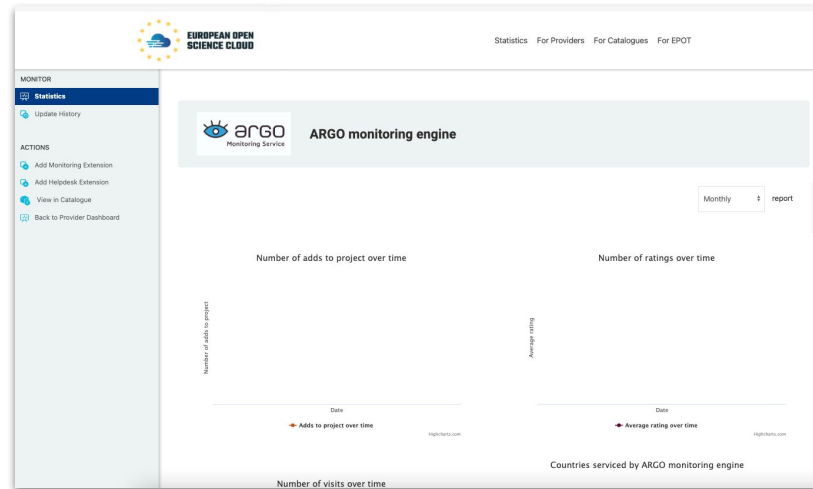
How Can I Start using EOSC Monitoring



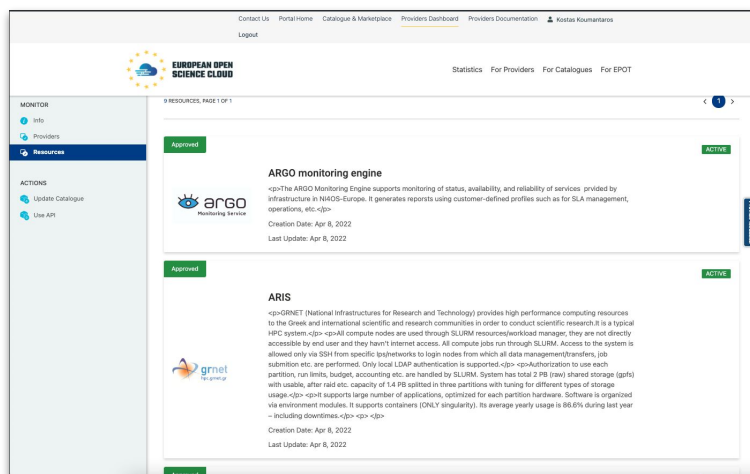
BASE MONITORING

Enabled by default to all on-boarded services

Step 2: Select the Resource



Step 3: Add data



Provider onboards the service to the Marketplace



**ONBOARD
YOUR
SERVICE**

Publish your service

Provider onboards the service to the Marketplace



ONBOARD YOUR SERVICE

Publish your service

DESCRIPTION

Base Monitoring of the service (simple health check)

- Does your **service** respond in a request?
- Is the **service** certificate valid?

FEATURES

Alerting (Real Time)
Reporting
Observability of the status

ADDED VALUE

Diagnose and prevent internal ,
or user related issues.

Increase UP-time of the service



BASE MONITORING STARTS

Automatically



Provider onboards the service to the Marketplace

01
STEP

ONBOARD YOUR SERVICE

Publish your service

DESCRIPTION

Base Monitoring of the service (simple health check)

- Does your **service** respond in a request?
- Is the **service** certificate valid?

FEATURES

Alerting (Real Time)
Reporting
Observability of the status

ADDED VALUE

Diagnose and prevent internal ,
or user related issues.

Increase UP-time of the service

02
STEP

BASE MONITORING STARTS

Automatically



DESCRIPTION

With extra Business Value based on the functionalities of the service .

- Can the **user** login to the service
- Can the **logged in user** download a file

FEATURES

Better Trends

ADDED VALUE

Better Insights of the
service

Understand exactly how
real users experience your
service.

Increase customer
satisfaction

03
STEP

ENABLE USER PERSPECTIVE MONITORING

On Provider
demand



How I can see the results



PROVIDER



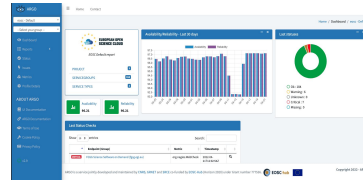
BASE MONITORING

Enabled by default to all on-boarded services

USER PERSPECTIVE MONITORING:

If you want more ... you have to enable the monitoring extension

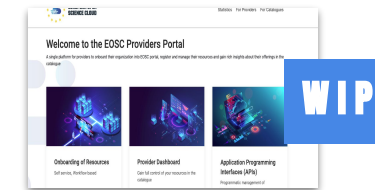
RESULTS



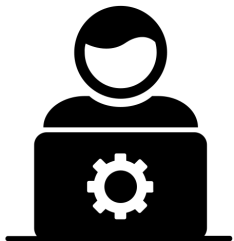
EOSC Monitoring UI



Marketplace

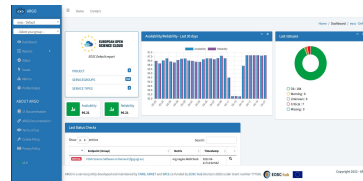


Providers Portal



USER

RESULTS

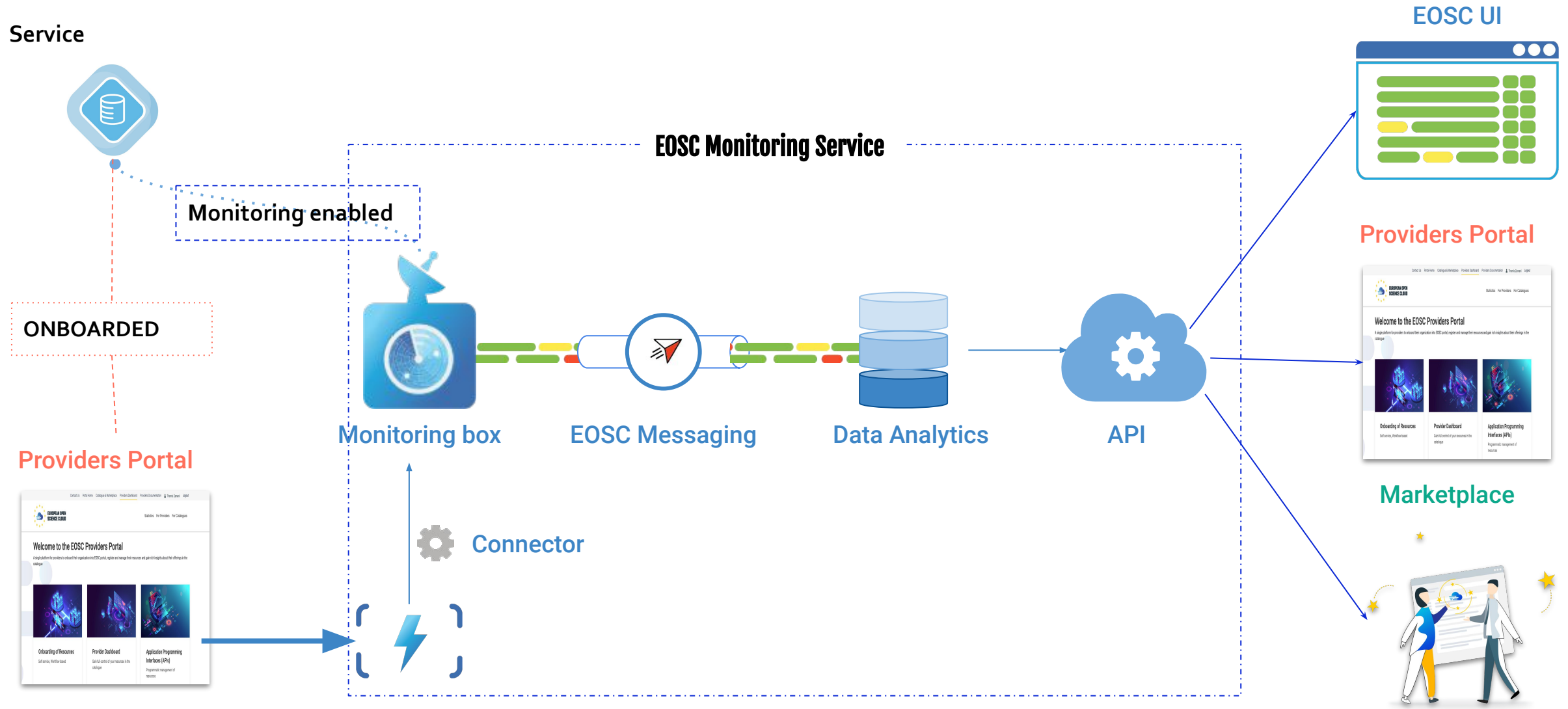


EOSC Monitoring UI



Marketplace

Architecture picture



4 Integration Options

Monitor an Onboarded Service (central one)



MOST POPULAR

Integration Option 1

Monitor an Infrastructure (community)



Integration Option 2

Integrate External Monitoring service

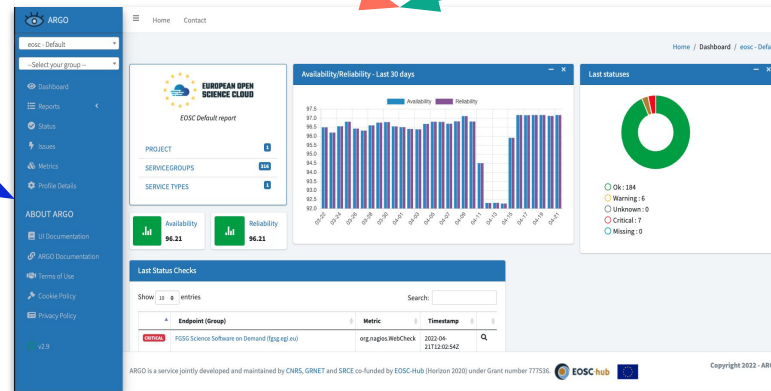


Integration Option 3

Third-party services exploiting EOSC Monitoring data



Integration Option 4



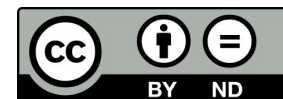
The EOSC Accounting



with



The EOSC Future, C-SCALE, DICE, EGI-ACE, OpenAIRE-Nexus, Reliance and ARCHIVER projects are funded by the European Union Horizon Programme calls INFRAEOSC-03-2020 and INFRAEOSC-07-2020 and H2020-ICT-2018-20





Structure

What it is

Benefits for providers

Benefits for users

How to use it

Architecture picture

EOSC Accounting for services





Outline

- What is it
- Benefits for providers
- Benefits for users
- Architecture picture
- How to use it

Accounting for Services: What is it

The Accounting System is a platform that is responsible for **collecting**, **aggregating**, and **exchanging** the metrics between different infrastructures, providers, and projects.



BETA

Functionalities of the service

- Accepting input from several different resources, define and support metrics for them.
- Store metrics into a data store.
- Search, filter, offer data for a specific time period via API, UI
- Be able to aggregate data (WiP).
- Offering the aggregated input to several different clients (WiP).

Accounting for Services: What is it? - API

BETA

Essentially, the main functions of the service are expressed by a REST API. supports all the resources

Highly available and reliable API that is capable of handling a significant load of requests so as to act as an exchange and aggregating point for accounting data.

Project

GET /accounting-system/projects Returns all Projects to which a client has access.

Provider

GET /accounting-system/providers

POST /accounting-system/providers

POST /accounting-system/providers

POST /accounting-system/providers

GET /accounting-system/providers/{providerId}

GET /accounting-system/providers/{providerId}

GET /accounting-system/projects/{project_id}/providers/{provider_id}/acl Returns all Access Control entries that have been created for a particular Provider.

GET /accounting-system/providers/{providerId}

POST /accounting-system/providers/{providerId}

DELETE /accounting-system/providers/{providerId}

PATCH /accounting-system/providers/{providerId}

Installation

POST /accounting-system/installations Generates a new Installation.

GET /accounting-system/installations

DELETE /accounting-system/installations/{installationId}

PATCH /accounting-system/installations/{installationId}

Metric

GET /accounting-system/installations/{installationId}/metrics Returns all Metrics under a specific Installation.

POST /accounting-system/installations/{installationId}/metrics Assigns a new Metric to a specific Installation.

GET /accounting-system/installations/{installationId}/metrics/{id} Returns an existing Metric.

DELETE /accounting-system/installations/{installationId}/metrics/{id} Deletes an existing Metric.

BETA



**EUROPEAN OPEN
SCIENCE CLOUD**

[Projects](#)
[Providers](#)
[Installations](#)
[Metrics Definitions](#)
[Metrics Units](#)
[Metrics Type](#)
[Metrics](#)

Manage

View

Filter

Browse

<https://accounting.eosc-portal.eu/>

OpenAIRE Nexus
[Associates a new provider](#)

Browse metrics +

Browse by Project
Browse by Project and Provider
Browse by Installation

Please select an installation

installation v

Select the date range ?

📅 2022-10-12 - 2022-11-10 v

Submit

Metrics Table

Parameters:
Project > OpenAIRE Nexus

Show 10 entries

Search:

Start	End	Value	Unit	Metric Type	Metric Description	Project	Provider
2021-01-01T00:00:00Z	2022-08-08T11:39:29.464Z	6.6824212E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-08-09T11:39:29.473Z	6.6824204E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-08-24T11:39:29.603Z	6.6824116E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-08-27T11:39:29.591Z	6.68241E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-08-30T11:39:29.780Z	6.682408E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-09-13T11:39:29.526Z	7.3236128E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-09-17T11:39:29.546Z	7.3674672E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-09-20T11:39:29.574Z	7.4008624E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-09-23T11:39:29.530Z	7.4255784E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	openaire
2021-01-01T00:00:00Z	2022-10-01T08:37:07.405Z	7.4905216E7	API reqs	aggregated	API requests aggregated since 2021-01-01	OpenAIRE Nexus	uniwaw

Providers

genetic haematopoietic

- Estonian Scientific Computing Infrastructure ?
- Open Biomedical Engineering e-platform for Innovation through Education ?
- University of Minas Gerais ?
- ELIXIR United Kingdom ?
- Predictia Intelligent Data Solutions SL ?

lar cells

- Fraunhofer SCAI ?
- Centerdata ?
- Austrian Centre for Digital Humanities and Cultural Heritage ?
- Predictia Intelligent Data Solutions SL ?
- Collaborative Open Access Research and Development ?

- OpenAIRE ?
- EUROPEAN ORGANIZATION FOR NUCLEAR RESEARCH ?
- University of Warsaw ?
- Data Revenue ?

Search:

Previous
1
Next

People participating in EOSC Accounting for Services

Organizations participating



Projects testing the Service





Benefits

For Providers

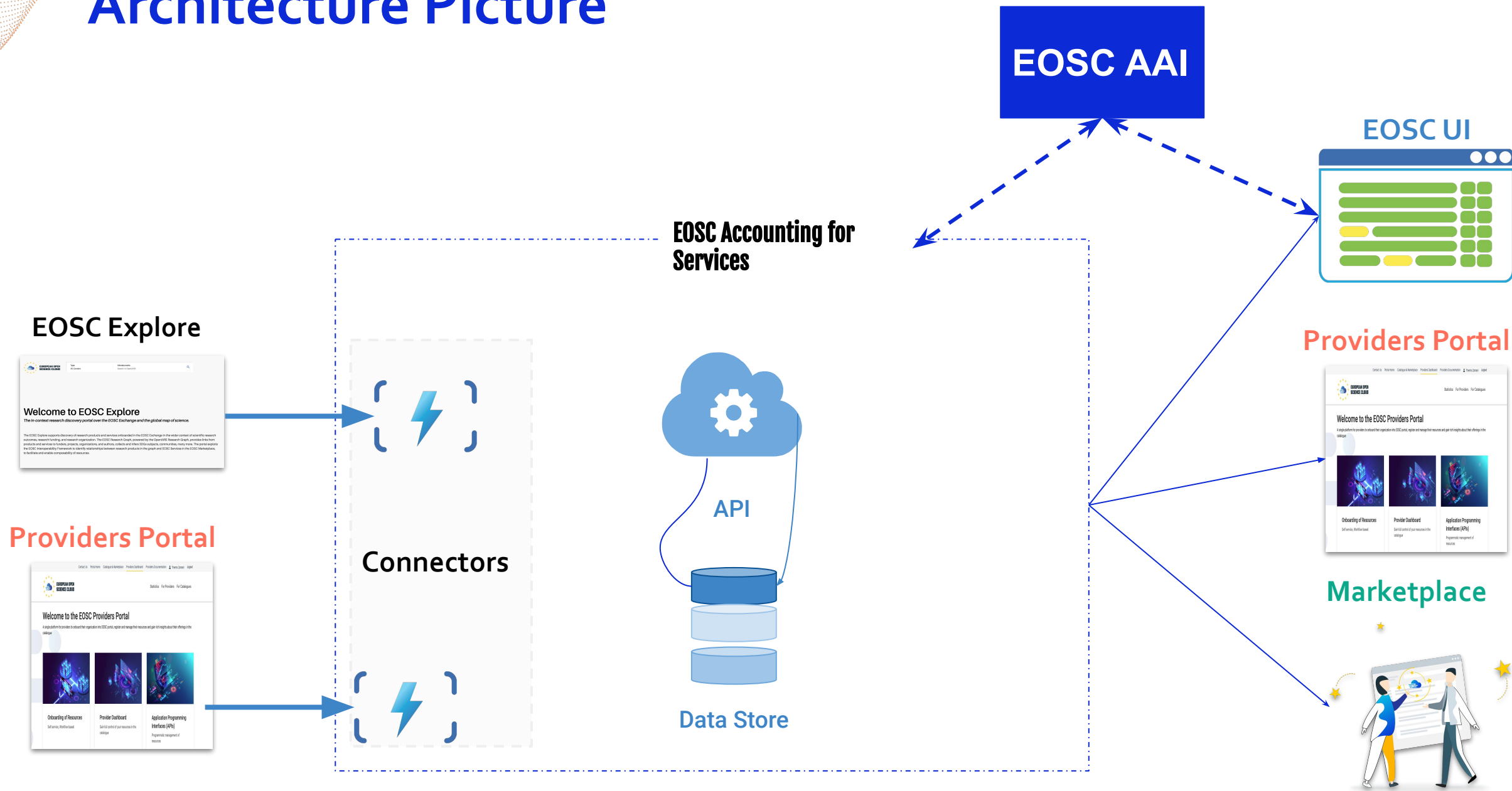
- Provides a unified/generic way to expose the metrics of a Service that show the usage/impact by EOSC Users.

- Provides a unified/generic way to expose the usage of service per Project, Provider and Service.

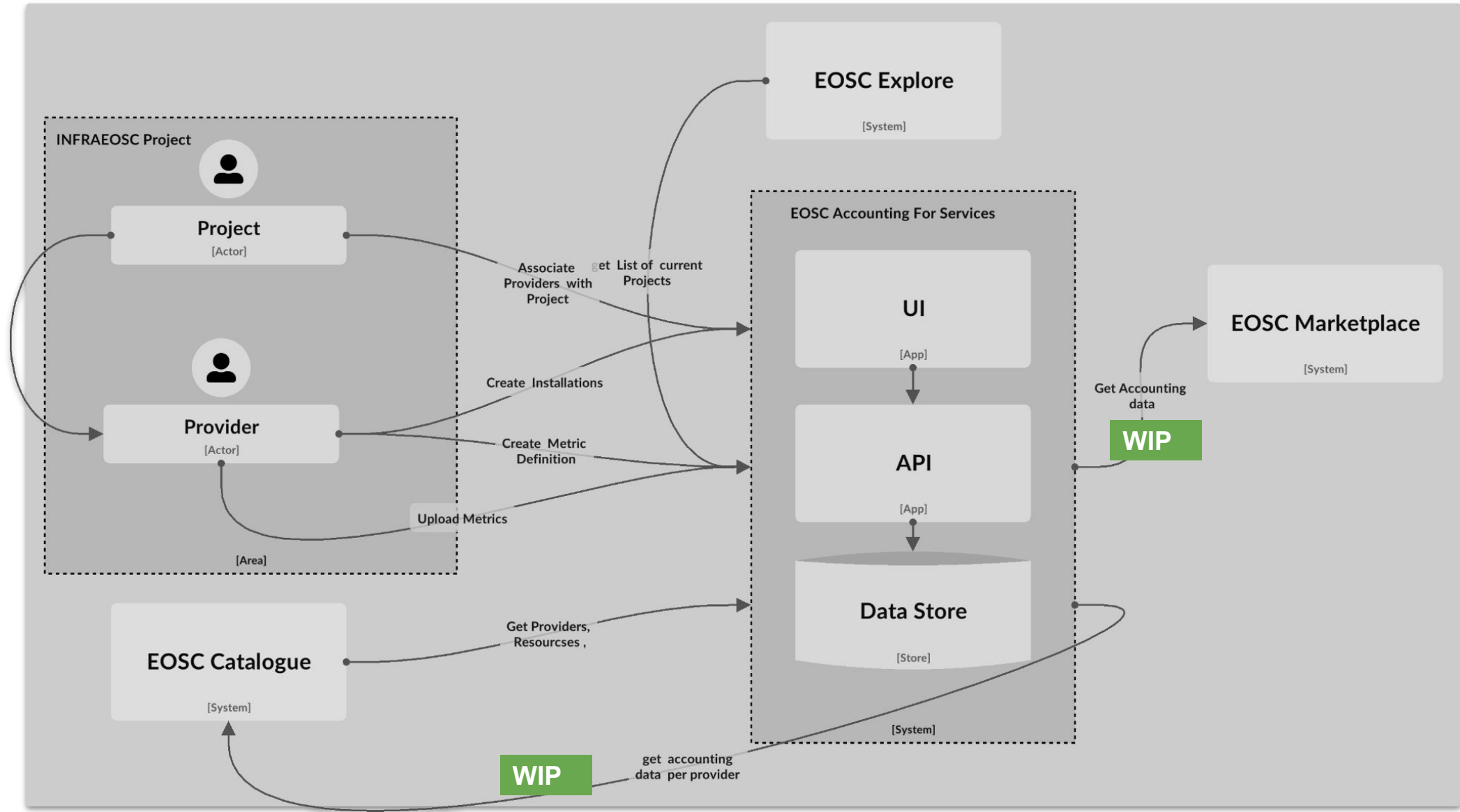
For End Users

- Provides a unified/generic way to see the usage of service per Project, Provider and Service.

Architecture Picture



EOSC Accounting for Services: How to use it?



EOSC Accounting for research products





Accounting for Research products

- The EOSC Accounting for Research Products is able to aggregate from data sources (via push and pull protocols) **usage indicators** for different types of **EOSC research products** at the level of PIDs
 - Usage indicators:* download and views (more in the future)
 - Research Products:* publications, datasets, software, etc.
- It exploits **open standards and protocols** for both collecting data and exporting data
- It integrates the aggregated usage statistics with the **EOSC Research Products**
- It is powered by the **OpenAIRE UsageCounts Service**

Research product Accounting Architecture

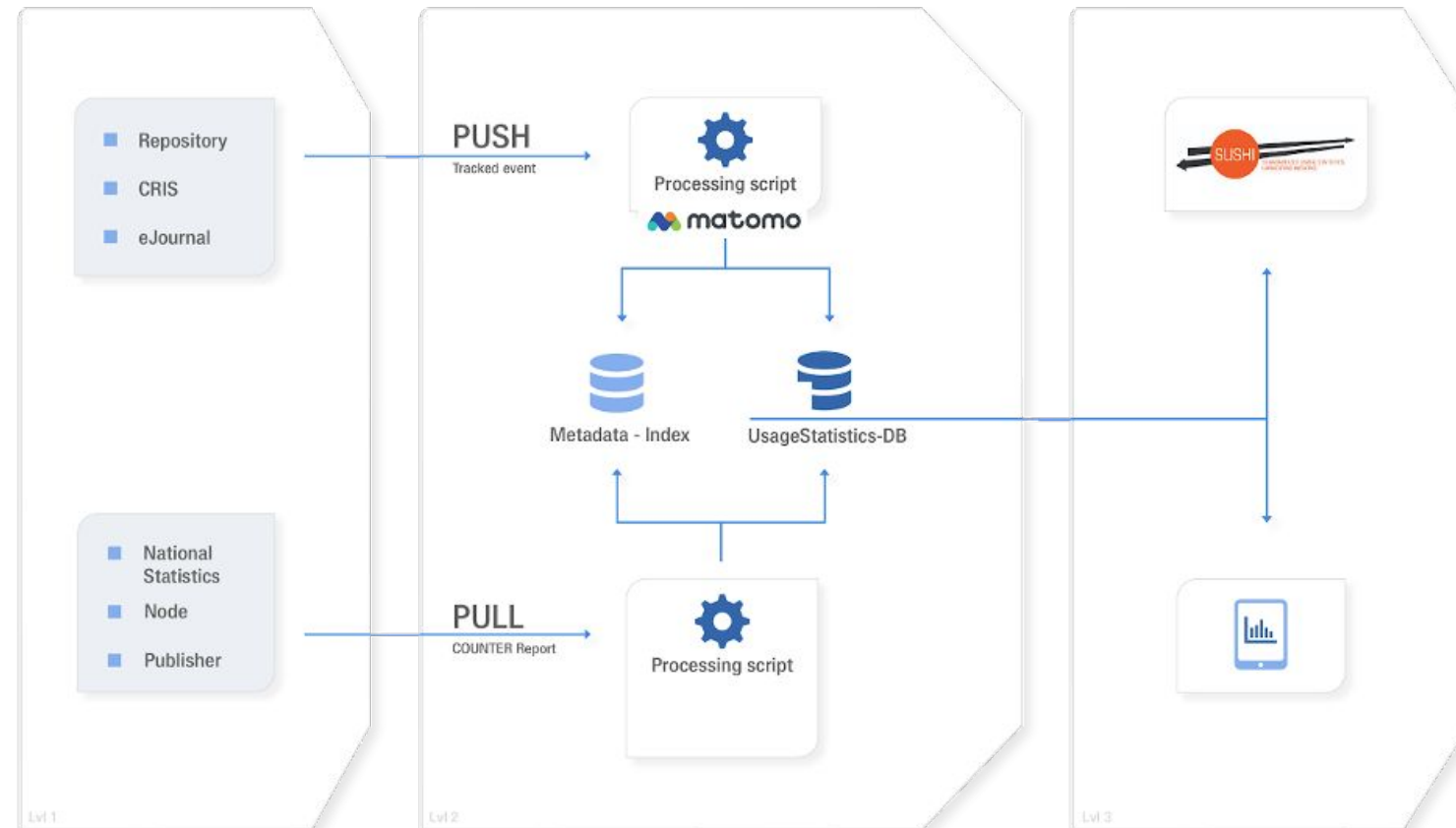
The Service collects usage activity from events (metadata views, full text downloads) related to research products of the EOSC Research Graph, creates and deploys aggregated statistics for these products.

PUSH Workflow

- Server side real-time tracking using Matomo's Analytics Platform API.
- Generic Log file parser: A python script that parses log files and sends the usage events to Matomo Analytics platform (not in real time).
- IP Anonymization is supported.

PULL Workflow

- Collecting consolidated statistics reports from aggregation services using protocols such as SUSHI-Lite.





Research product Accounting FactSheet

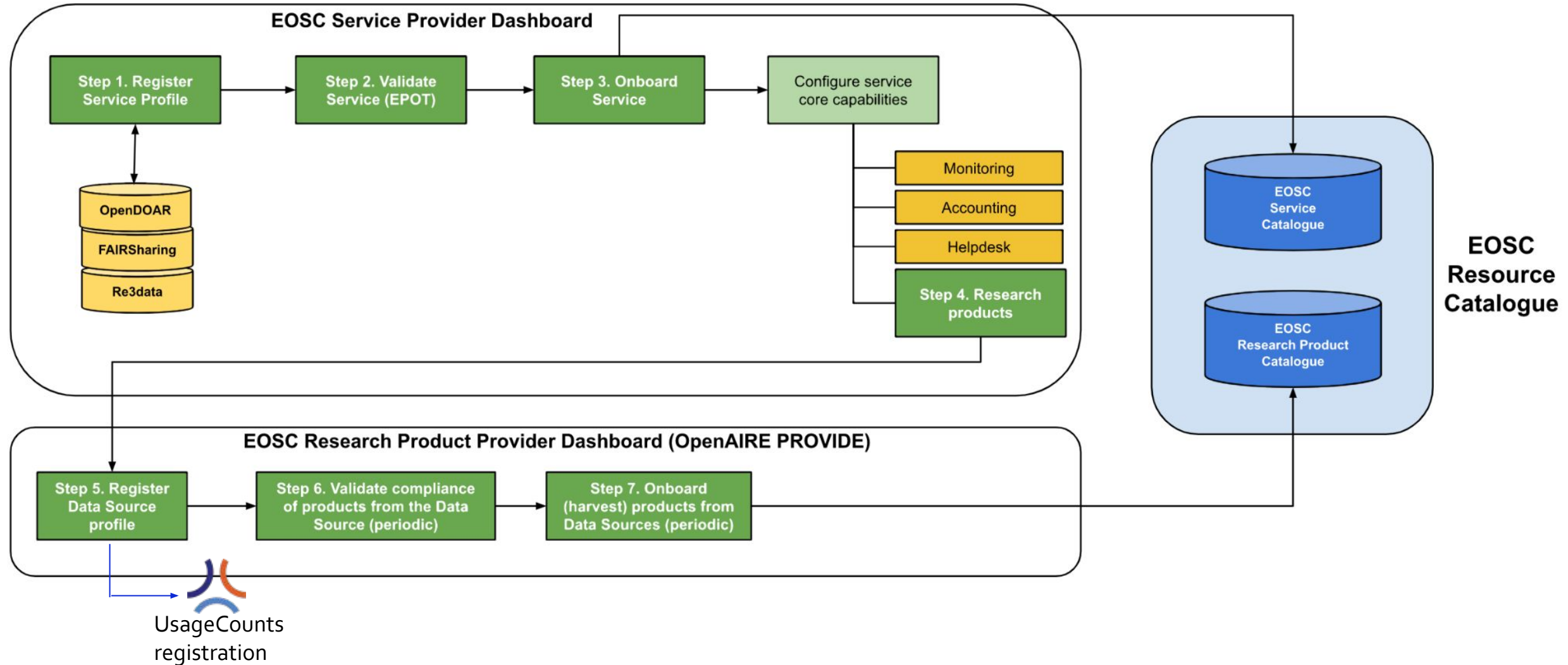
- Statistics on usage activity of Research Products
- Complements existing citation mechanisms and assists stakeholders like (institutional repository managers, research communities, research organizations, funders, and policy makers) to track and evaluate research from an early stage
- Provision of COUNTER CoP standardized usage statistics reports via SUSHI-Lite API
- Enrichment of EOSC Resource Catalogue with usage statistics indicators visible to end-users and enabling “popularity”-driven discovery and selection



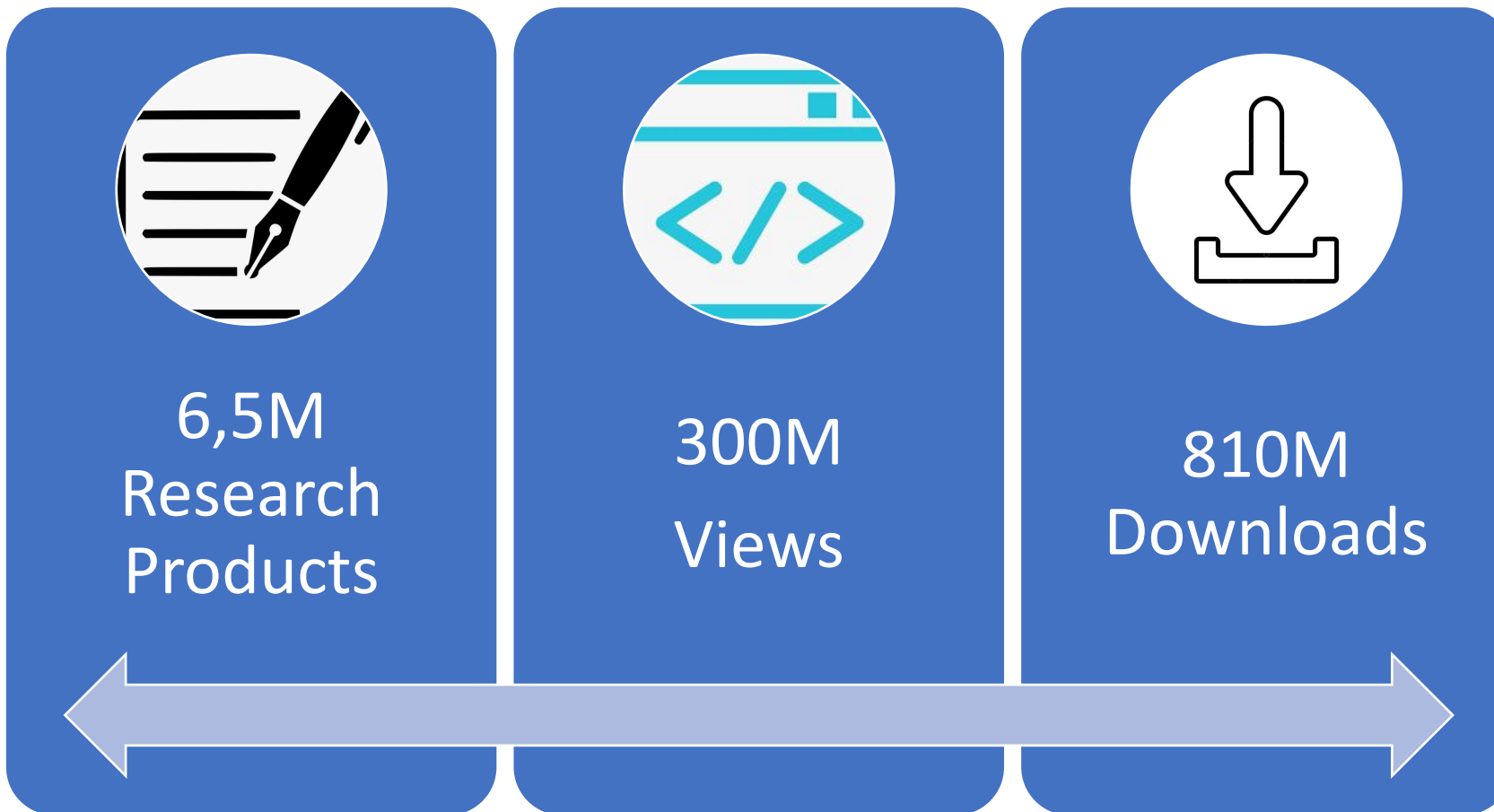
Benefits

- For **data source providers**: an “umbrella system” that provides information on the overall impact of the data source
- For **research product providers**: provides aggregated usage statistics of the research products (at PID level) by collecting data from data sources all over the world (beyond the EOSC)

Join via EOSC Research Product Provider Dashboard



UsageCounts in Numbers (October 2022)



The EOSC Helpdesk

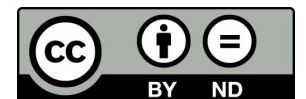
Pavel Weber (KIT)



with



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Helpdesk - what it is?

The **Helpdesk** in the EOSC ecosystem is a backbone service which facilitates:

- Instant communication
- Proactive support for the EOSC customers/users
- Stable operation of the EOSC Services
- Support for service providers and research communities of the EOSC.

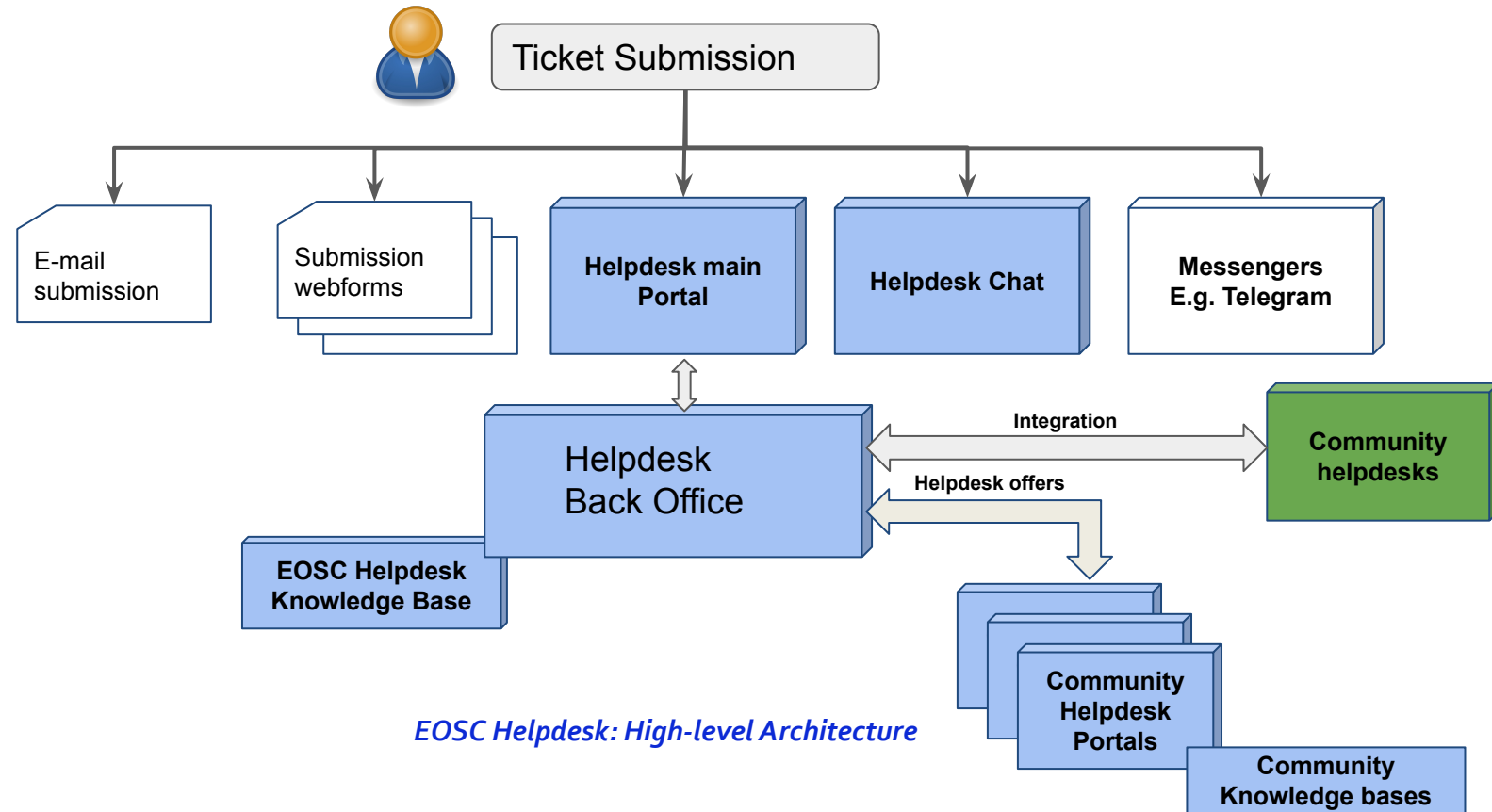


Communicate, Assist, Co-create

Helpdesk Architecture and Capabilities

- Multiple ways to submit tickets
- Capabilities of Helpdesk BO:

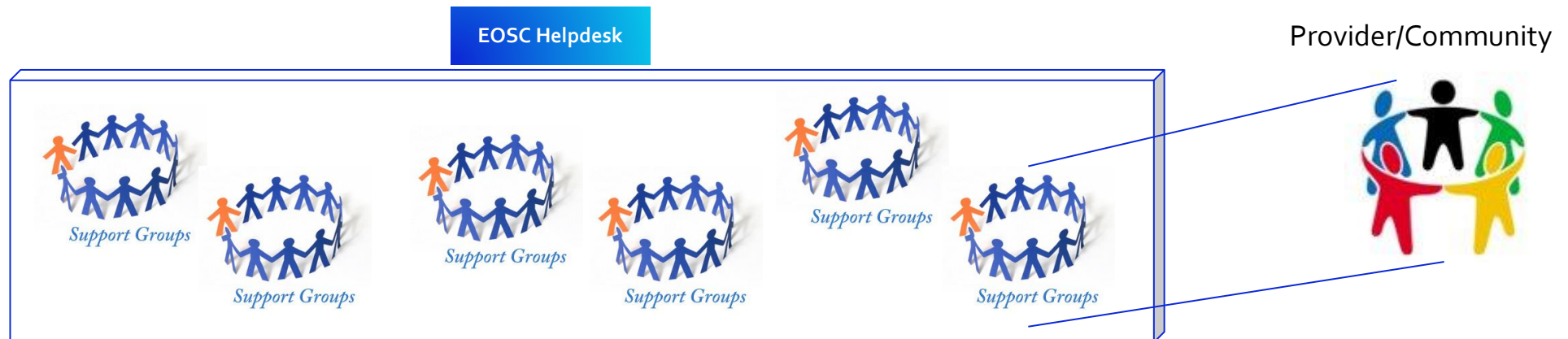
- Dashboard
- Support groups
- Smart search
- Escalation procedure
- Customizable Notifications



- Helpdesk as-a-Service
- Integration with Community Helpdesks via REST API

Benefits for Providers

- Providers can benefit from all EOSC Helpdesk platform features, integration with central EOSC Support, still having **isolated** environment, **multiple support groups**, use the EOSC Helpdesk as-a-service to support their own users.
- Multiple ways for users to contact provider (email, via helpdesk portal, webform, chat if requested)
- Focus on efficient support and workflows, and not on service hosting and administration



Integration Options for Provider

Three main integration options for Providers:

- **Direct usage (as-a-service):**

- Support group or multiple groups
- Implementation of custom workflows

Use case: CESSDA

- **Ticket redirection:**

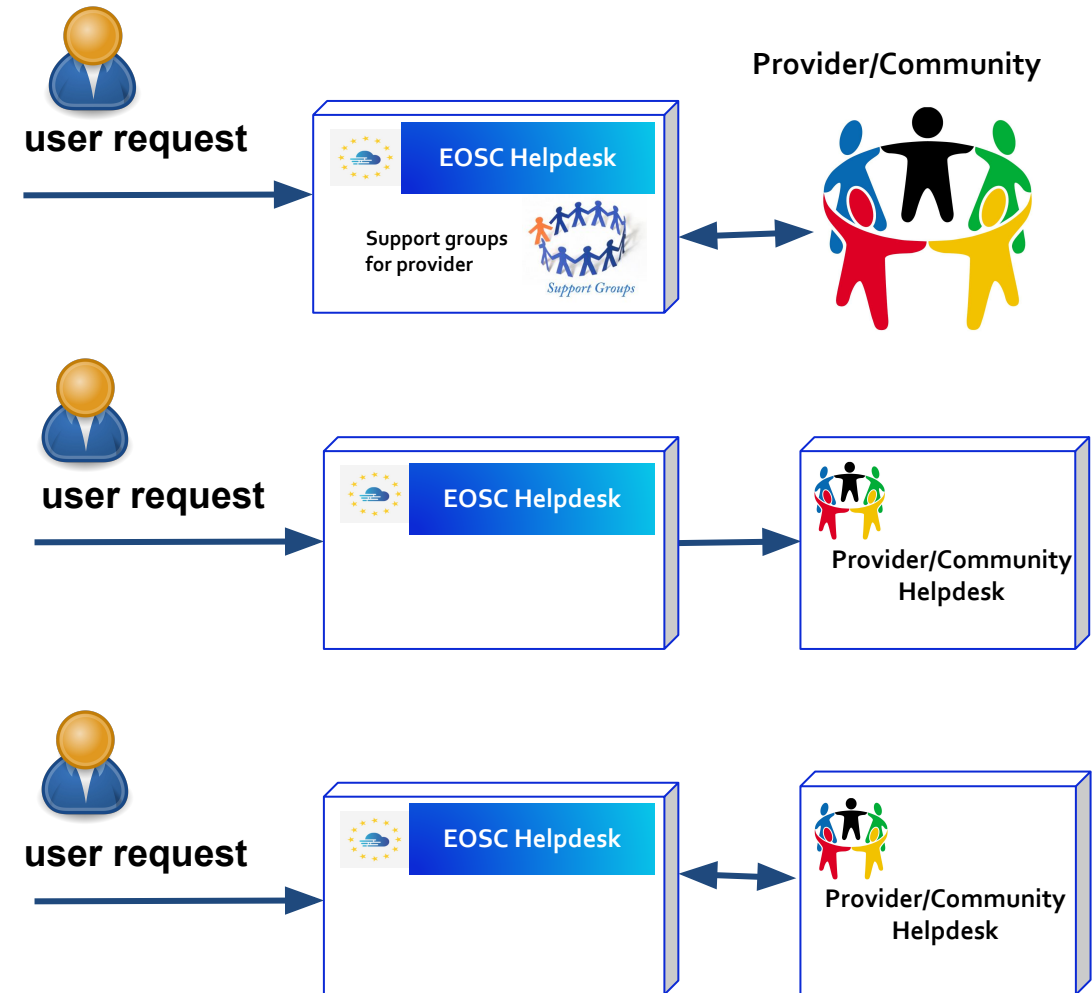
- EOSC Helpdesk just a contact point which redirects tickets to provider's mailing list or ticket system

Use case: EUDAT

- **Full integration**

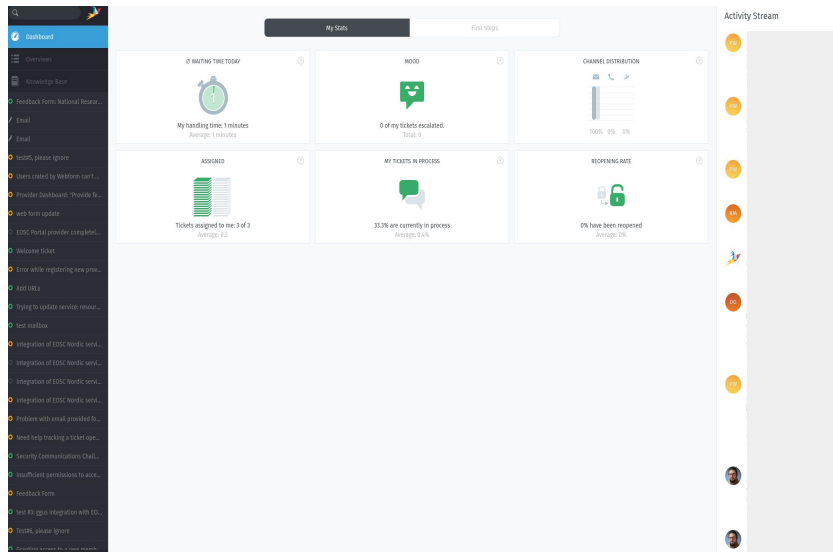
- Bidirectional synchronization of tickets in EOSC and provider's helpdesk
Prerequisite: provider's helpdesk API in place

Use case: EGI GGUS

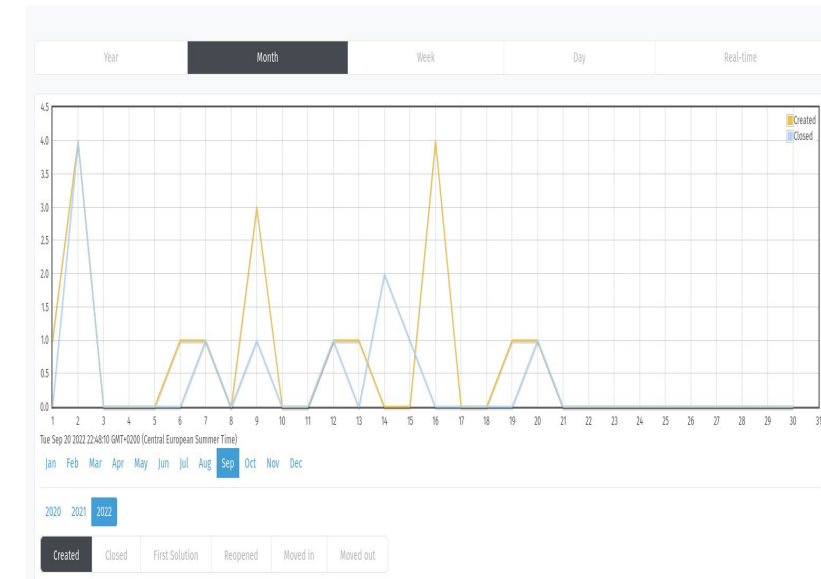


Direct Usage (as-a-service): What you get now

- Central dashboard for users and for agents
 - Multiple ways to submit and manage the tickets
 - Overviews (open, closed etc.)
 - Statistics
 - Custom workflows (filters, automatic assignment to different groups, automatic escalation procedure, notifications)
 - Integrations with messagers: Telegram, Slack, Mattermost, RocketChat etc.



The Feedback Form is titled 'Feedback Form' and includes a text area for user input. The form is currently displaying a message from the user: 'Hi there, just to let you know, I'm having issues with the EOSC Portal resource update form at the moment. The form does not seem to load completely, with a spinner overlaid on top of it. (I believe this is because a JS web request to load a list of providers is failing to return any data, but I could be missing something.) I have tried with a couple of different resources for our provider "test" on a couple of different browsers with the same result. Many thanks,'. The form also includes a 'Submit' button and a 'Cancel' button.



Benefits for Users

EOSC Helpdesk:

- Enables self-service for the users.
- Channel of instant communication with supporters of any service integrated with helpdesk.
- Increases the level of support that is available, as well as giving users access to an increasingly common and consistent helpdesk experience.

The users are more satisfied with community services and could focus better on their main tasks



Onboarding/integration with Helpdesk in practice

- Check KB documentation and integration options:
<https://eosc-helpdesk.eosc-portal.eu/help/>
- Choose an integration option
- Send initial request:
 - via Providers Dashboard extension (providing initial information via form)
 - via helpdesk dashboard at <https://eosc-helpdesk.eosc-portal.eu>
 - via E-mail: help@eosc-portal.eu
 - Webform at <https://eosc-portal.eu/contact-us>
 - via Telegram: @EOSC Helpdesk https://t.me/EOSCHelpdesk_bot
- Implementation phase

Helpdesk Knowledge Base

European Open Science Cloud Knowledge Base > EOSC Helpdesk Documentation > For EOSC Providers and Communities

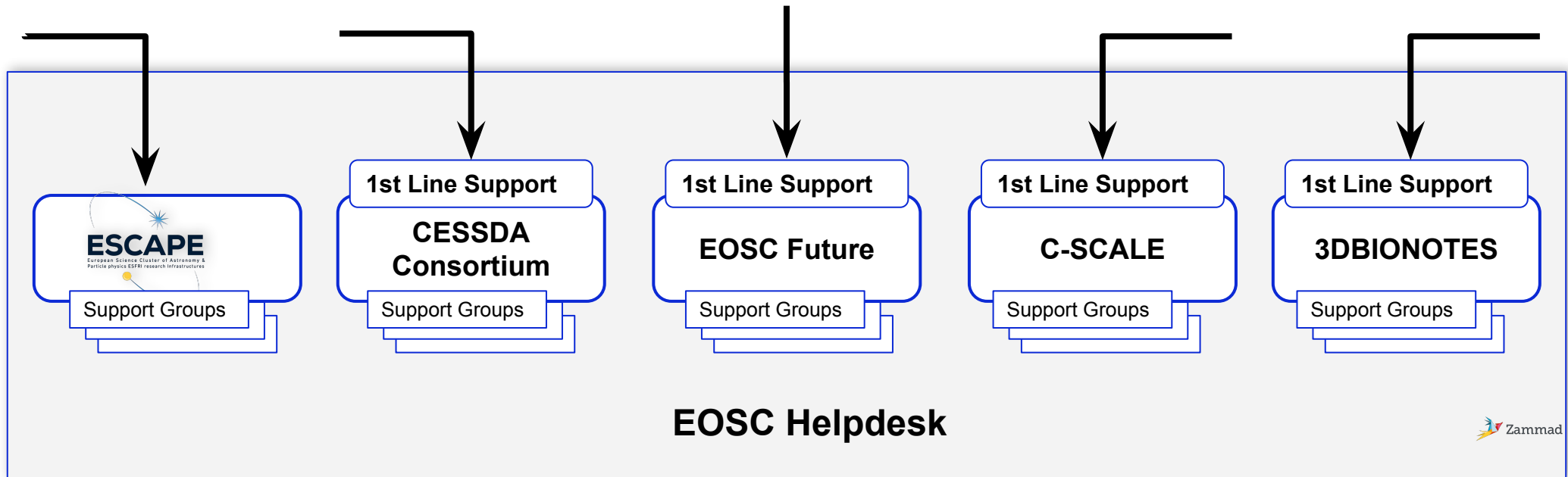
For EOSC Providers and Communities

- What is EOSC helpdesk and what benefits it provides for EOSC community
- Integration Options with EOSC Helpdesk
- How to integrate with EOSC Helpdesk

EOSC Helpdesk: Now

EOSC Helpdesk is in production since March, 2022.

- Communities: EOSC Future, CESSDA, C-SCALE (implementation), ESCAPE Projects (implementation), 3DBIONotes (implementation)
- Over 300 registered users, 60 agents



EOSC Helpdesk : 2023

- Integrate more communities and EOSC Providers in EOSC Helpdesk
- More customization capabilities for Helpdesk as-a-service integration
- Analysis and implementation of further requirements of EOSC communities

