

Joint Service Catalogue for Research

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- Why “a Joint Service Catalogue for Research”
- Work done so far
 - e-Infrastructure Catalogue of Services (CoS)
- Next steps
 - e-InfraCentral project
- Future perspectives
 - e-Infrastructure Commons
 - European Open Science Cloud

What do we mean by “Joint Service Catalogue for Research”?

- Structured information about all services
 - including those available for deployment
- From independent service providers
 - Focus on e-Infrastructures
- Captured from the customer/user viewpoint
 - To help them understanding functionalities, value, payment models, contact points, ordering and request processes, etc
- That support the production or dissemination of research outputs



- For customers & users
 - Simplify discoverability of services
 - Better understand their relevance
 - Identify similar offerings or gaps
- For service providers
 - Provide shared language for service descriptions
 - Increase visibility of service offerings
- For funding agencies
 - Improve communication of what they support
 - Supports evaluation of policy impact

- Various service offerings from different (federated) e-infrastructure providers
- Different ways to define/describe a service
- Different vocabulary about service management
- Different processes to manage service portfolios
- Different standards/frameworks available
 - ISO20K, ITIL, FitSM, ...

Report on work to create a framework to describe a catalogue of services for e-Infrastructure (bottom-up and best effort initiative)



- Dec 2015 – Mar 2016
 - Working group created, several calls organised
- April 2016
 - Workshop at EGI Conference
 - <https://indico.egi.eu/indico/event/2875/session/15/?slotId=0#20160406>
 - Presenting service offerings
 - Sharing best practices on service portfolio management
 - Discussing a common model
- October 2016
 - Session at DI4R Conference
 - <https://www.digitalinfrastructures.eu/content/joint-service-catalogue-research>
 - Disseminating the work done
 - Discussing the way forward with related initiatives (e.g. MERIL) and other stakeholders

- Understand the baseline
 - Current practices and processes in place to manage service offerings
- Reusing existing conceptualisations
 - FitSM: standard for lightweight ITSM
 - ISO 20000: Service management system requirements
 - UK Government Service Design Manual
- Validate with examples
 - From the following initiatives:
 - THOR, EGI, EUDAT, GEANT, OpenAIRE, BlueBRIDGE

Conceptual model

e-Infrastructure Catalogue of Services

Document Information

Date: 04/04/2016

Authors: Sergio Andreozzi, Donatella Castelli, Angela Dappert, Tiziana Ferrari, Malgorzata Krakowian, Johannes Reetz, Andres Steijaert

Abstract: This document outlines a framework for creating a Catalogue of Services (CoS), primarily intended for e-Infrastructure services. It describes services at a high level and makes them discoverable. It can also be used to identify overlapping efforts or gaps in the catalogued service landscape.

The goal of this document is to define a framework that can be used to specify and implement a concrete catalogue. It is not a catalogue itself and does not list or describe services.

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<https://doi.org/10.5281/zenodo.165467>

Examples to test the model

Example Instantiations of the e-Infrastructure Catalogue of Services

Date:

14/04/16

Authors:

Sergio Andreozzi, Angela Dappert, Johannes Reetz, Andres Steijaert

DOI:

10.5281/zenodo.165466

Service name	Cloud compute	Assign Persistent Identifier	B2SAFE
Service ID			
Service webpage	https://www.egi.eu/services/cloud-compute/	https://www.datacite.org/	https://eudat.eu/services/b2safe
Service provider	EGI	DataCite	EUDAT
Service contact	support@egi.eu	https://www.datacite.org/contact	https://eudat.eu/support-request?service=B2SAFE
Service description	Cloud Compute gives you the ability to deploy and scale virtual machines on-demand. It offers guaranteed computational resources in a secure and isolated environment with standard API access, without the overhead of managing physical servers. Cloud Compute offers the possibility to select pre-configured virtual appliances (e.g. CPU, memory, disk, operating system or software) from a catalogue replicated across all EGI cloud providers.	A service to assign persistent identifiers to data sets backed-up by a governance structure	Highly available multi-purpose service that allows community and departmental repositories to implement data management policies on their research data across multiple administrative domains. The service provide an abstraction layer which virtualizes large-scale data resources e.g. to <ul style="list-style-type: none"> guard against data loss in long-term archiving and preservation Optimize access for users from different regions Bring data closer to powerful computers for compute-intensive analysis One usage example is the safe replication.

<https://doi.org/10.5281/zenodo.165466>

Service Model

Target groups

Customer group

User group

Provider

Service Provider

Classification

Service Area

Service Function

Service Type

Identif. & contact

Service Name

Service ID

Service Contact

Service Webpage

Agreement

Terms of Use

SLA

Service Condition

Payment Model

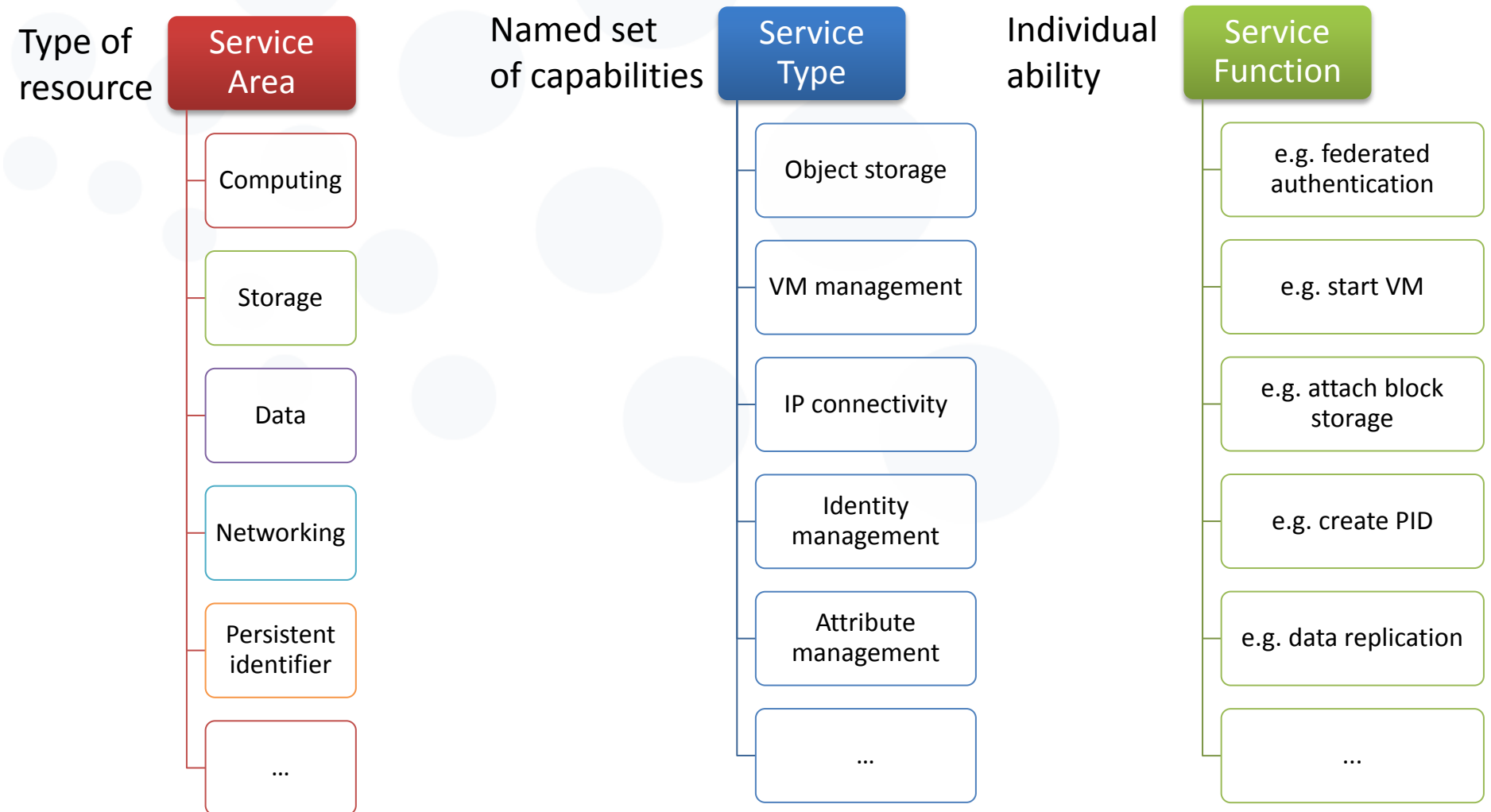
Description & Value

Service Description

Service Value

Service Phase

Classification



Question at DI4R: What should be the scope of the Joint Service Catalogue for Research? Services from ...

European e-infrastructures



National/Regional e-infrastructures



Research infrastructures/communities

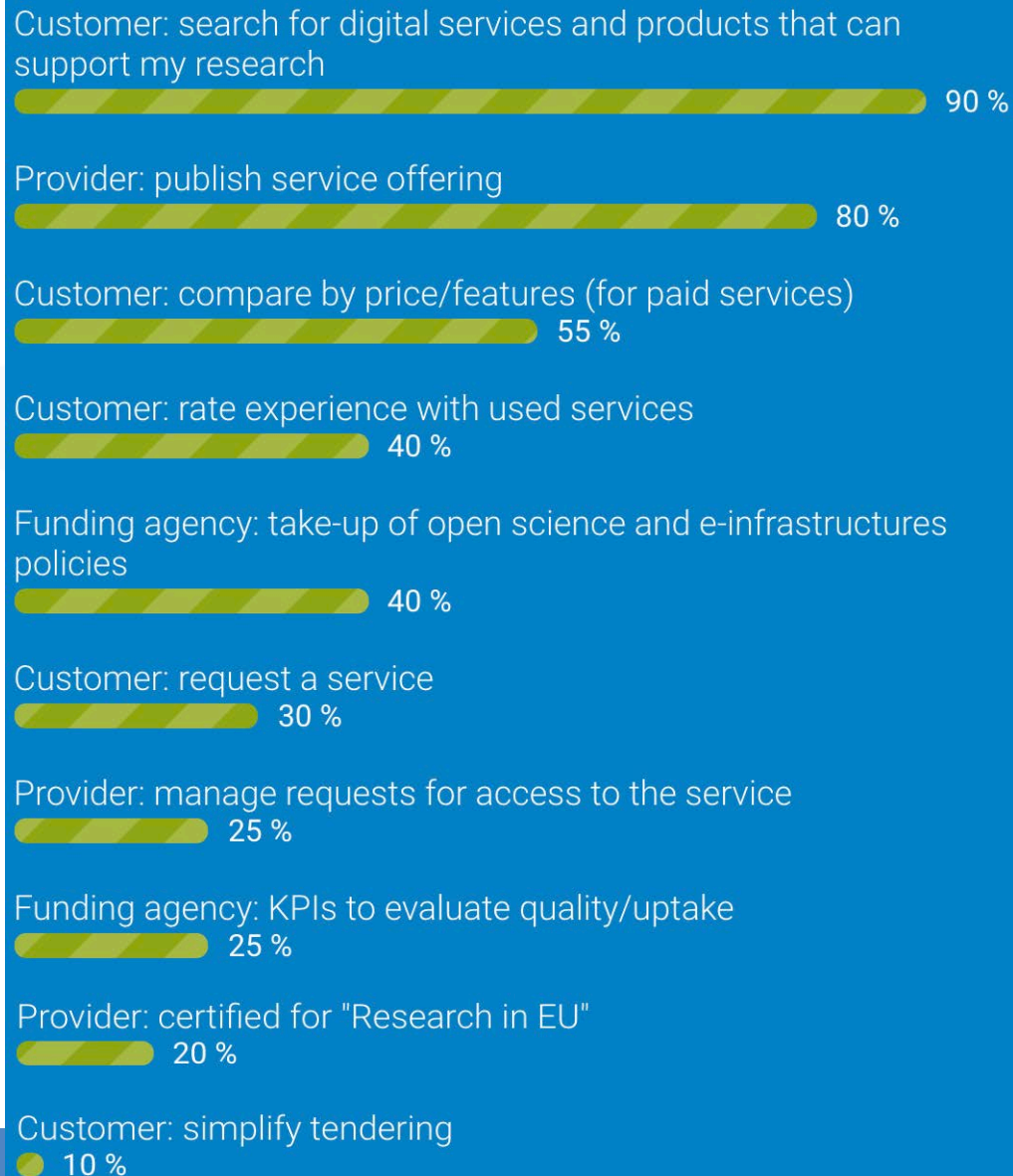


Commercial providers



Answers from the audience: 25 replies

Which functions should be supported by the Joint Service Catalogue?



Answers from the audience: 20 replies

- Scope
 - Choice between integrated view of a service from a federation vs. concrete instances from individual provider
 - Types of providers eligible to appear
 - Functionalities to be supported (e.g., search, request, ...)
- Governance
 - How to decide who is eligible to be listed
 - How to resolve conflicts
- Management
 - Who is responsible to ensure quality and freshness of information
 - How to integrate service catalog management processes

Next Steps: e-InfraCentral Project

eInfraCentral: the project

- H2020 CSA action under the INFRASUPP-03-2016 call
- Duration: 30 month – Start date: Jan 2017
- Consortium: 9 partners
 - including 5 major e-infrastructures
 - a representative from e-IRG



- To ensure that, by 2020 a **broader and more varied set of users** (including industry) **discovers** and **accesses** the existing and developing **e-infrastructure capacity**
- A common approach to **defining** and **monitoring e-infrastructures services** to **increase the uptake** of and **enhance understanding** of where improvements can be made in delivering e-infrastructure services

eInfraCentral: 3 core objectives

1. Structure an open and guided discussion between e-infrastructures to **consensually define a common catalogue for their services**
2. Develop a **single entry point (one-stop shop) for end users to browse the service catalogue**, and enhance the monitoring of key performance indicators that focus on availability and quality of services and user satisfaction
1. Draw **policy and sustainability lessons for the future development of a European e-infrastructure 'market place'** as an extension of the common service catalogue and portal so that it includes a much broader range of e-infrastructures and services

- End 2016
 - Project advisory board set-up and liaison with e-IRG work planned
- Jan 2017
 - Working groups and consultation with users including launch of survey on requirements
- Spring 2017
 - Assessment user group established
- Summer 2017
 - Service catalogue portal prototype release

Another piece of related work: EGI-Engage study on Procurement

- The EGI-Engage project is conducting a study on **cross-border procurement of e-Infrastructures services**
 - Leader: CERN
 - 4 RIs involved: DARIAH, EPOS, BBMRI and LifeWatch
 - Focusing on opportunities, barriers, use cases and best practices
 - Essential building block to design business models for the EOSC
 - The **report** will be **ready** at the end of February 2017
- Proposal:
 - March 2017: e-IRG to disseminate the report to and solicit feedback:
 - e-IRG delegates: to understand MS funding strategies to support e-Needs
 - ESFRI projects: to understand e-Needs in relationship to business models
 - Jun 2017: session at e-IRG workshop in Malta to discuss results

Future Perspectives

Joint Service Catalogue and the e-Infrastructure Commons

From the e-IRG roadmap 2016 (draft v4)

- The use of a marketplace as a single point of access to all e-Infrastructure services and tools
- The marketplace can make use of several technologies and services, ..., **a searchable service catalogue** and ...

The work on the Joint Service Catalogue can be an essential building block of the searchable catalogue for the e-Infrastructure Commons

Joint Service Catalogue and the European Open Science Cloud

- EOSC: federated, globally accessible environment where researchers, innovators, companies and citizens can **publish**, **find** and **re-use** each other's **data** and **tools** for research, innovation and educational purposes
 - P4: Frame the EOSC as the EU contribution to an Internet of FAIR Data and Services underpinned with open protocols
 - G4: Federate the gems

The work on the Joint Service Catalogue can be expanded to include the services of the EOSC that comply with the Rules of Engagement

- Joint service catalogue for research
 - Integrated customer view of service offerings from multiple e-infrastructures providers
 - Simplify finding services
- “e-Infrastructure Catalogue of Services”
 - Common conceptual service model
 - Alignment of language & thinking about services
- eInfraCentral project
 - From concept to implementation
- Medium/Long term goal
 - e-Infrastructure Commons
 - European Open Science Cloud

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- PRACE: Giovanni Erbacci
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- MERIL: Julija Baginskaite, Ana Helman
- FitSM: Owen Appleton

Thank you for your attention



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