

EGI.eu Service Portfolio

Wednesday, 10 April 2013 15:00 (30 minutes)

Impact

The presentation will showcase how EGI's Service Portfolio has evolved, provide the EGI community clarity into what EGI.eu offers and why and also how the work done can be used as an example across the community. Overall, this session will actively engage the community regarding the evolution of EGI.eu's Service Portfolio, present the results of the collaboration with FedSM and allow participants to gain knowledge about the latest developments and future plans.

URL

<http://go.egi.eu/Evolving-EGI-WS-2013>

Summary

Each year EGI.eu reviews the services that are provided to the wider community. As efforts continue to ensure a sustainable infrastructure, it is essential that the services provided are not only clearly presented, but are built to support better management of EGI services, improve customer experiences, thus making users more satisfied, and help attract new user communities. EGI has been working with the FedSM project to support this process, which led to a formalised EGI Service Portfolio that meets best practices defined in ITIL and ISO20000. This presentation will offer participants the methodology used in defining the new service portfolio, the services themselves and experiences gained that can be used by other organisations throughout the EGI Community.

Description

EGI.eu staff made several iterations internally with group managers and presented the preliminary work at a FedSM face-to-face meeting in early Dec 2012. Based on their expert advice and feedback, EGI.eu revised the work, which was presented at the Evolving EGI Workshop held 28-30 January in Amsterdam. Based on Community feedback, this supporting activities of each service was discussed in detail for how these services could be supported in the future and how.

This has ultimately led to an evolved EGI.eu Service Portfolio that can be used as a foundation for sustaining EGI services beyond the life of EGI-InSPIRE.

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Session Classification: Communities and Communication

Track Classification: Community Coordination and Communication (Track Lead: C Gater and S Andreozzi)