* The service provider publishes a service (AppDB, GOCDB, e-GRANT)
  1. The service provider (SP) registers a new service in the Service Catalogue (AppDB, GOCDB)
  2. The SP can assign a SLA to the new service (e-GRANT)
  3. The SP assigns a price to the new service (can be 0, for free) (AppDB, GOCDB)
  4. The SP can define a policy to access the service (AppDB, GOCDB)
  5. The new service is available in the service catalogue
* The customer discovers the existing services (AppDB, GOCDB)
  1. The customer accesses the Service Catalogue and get the list of offered services (AppDB, GOCDB)
  2. The customer can look for a service with specific characteristics/requirements (search engine) (AppDB, GOCDB)
  3. The customer can read the details of a service: description, SLA, price, SPs list, etc. (AppDB, GOCDB)
  4. The customer asks for more information about a service to a specified contact point (AppDB)
  5. The customer asks for more information to the service catalogue support team (AppDB)
* The customer directly selects and buys a service (AppDB, GOCDB, e-GRANT, Billing system)
  1. The customer accesses the Service Catalogue and look for a service (AppDB, GOCDB)
  2. The customer chooses the service to buy (AppDB)
  3. The customer may negotiate the SLA through a broker or accept the pre-defined SLA associated to the service (AppDB, GOCDB, e-GRANT)
  4. The customer buys the service (AppDB, Billing system)
* The customer selects a service through a broker (AppDB, GOCDB, e-GRANT, Billing system)
  1. The customer lists the requirements that should be satisfied by the service he’s looking for (AppDB, GOCDB. e-GRANT)
  2. The broker identifies the best service according to the customer’s requirements (e-GRANT)
  3. The broker offers the selected service to the customer (AppDB, e-GRANT)
  4. The customer evaluates the offered service, may negotiate the SLA through a broker or accept the pre-defined SLA associated to the service (AppDB, GOCDB, e-GRANT)
  5. The customer buys the service (AppDB, Billing system)
* The customer reviews and rates a service and/or a service provider (AppDB)
  1. The customer selects a service from the list of bought services (AppDB)
  2. The customer reviews and rates the service and/or the service provider (AppDB)
* The customer wants to check the status of his orders (AppDB)
* The customer consults the consumption/usage (AppDB, Accounting system)
* The customer manages the service (add/remove users, define quotas ?) (AppDB, GOCDB)
* A Service Provider manages the publishes services (AppDB, GOCDB, e-GRANT)
  1. A Service Provider registers into the service catalog
  2. Hide previously published services / changes the conditions associated / highlight the services / announce a maintenance break (AppDB, GOCDB, e-GRANT)
* A Service Provider checks the information associated to services (AppDB, Accounting system)
  1. The SP controls the accounting information related to their services (usage, number of users, average consumption). They can control either by service published or total. (AppDB, Accounting system)