Service management and rules of engagement with service providers (in EOSC)
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FAIR inspired...
Content from this slides deck is derived and adapted from:

Andrew Smith (ELIXIR), Pascal Kahlem (ELIXIR), Damien Lecarpentier (CSC) “Principles of Engagement in the EOSC” presented at the EOSC Stakeholder Forum, Brussels, on November 29\textsuperscript{th}, 2017

The FAIR aspects, questions, and examples are original materials and do not necessarily reflect work done in the context of the EOSCpilot project.

... so make sure to direct your (constructive) critiques to me!
Activities

- Wide and shallow review of rules/Principles of existing eInfra, RIs, data initiatives
- Assessing legal, organisational rules, and how services are included and evaluated
- In-depth analysis of smaller number of these

Findings

- Large variation in the services provided and organization type
- Large variation in how they integrate service providers
- Large variation in how the services run by providers are evaluated and monitored
- Large variation in pricing policy
Assumptions:
- Agree a set of Principles for Service Providers and Users
- Acceptance that as EOSC itself evolves and matures, the PoE should also evolve and mature

Consideration of the right ‘barrier to entry’
- Low barrier - an EOSC open to all service providers and users?
- High barrier - an EOSC for only a few?
- Mixed model - certain services have different criteria?

How does FAIR enter into play?
- *How FAIR should a service be to be eligible for inclusion in EOSC?*
Some Challenges

- EOSC vision & architecture still open!
  - subject to much discussion
  - wide variety of opinions (one stop shop VS federated model)

- High level of anxiousness within the community!
  - what will EOSC do for me? What will I need to do?
  - will EOSC replace my infrastructure?

- Concept of “principles” is also ambiguous
  - what matters for some is irrelevant for others
  - principles are both inclusive and exclusive

- Endorsement from the community is key for the EOSC success!
1. To support wide participation, innovation and sustainability the EOSC needs to be **open to all players**.

2. Principles of Engagement (PoE) specify the **conditions under which stakeholders** (in particular RI & e-Infra service providers) **participate**.

3. These PoE can be used to **brand providers in the EOSC as trustworthy and compliant with the PoE**.
4. The EOSC service catalogue is **inclusive**. It includes a broad range of services which are **described in a standardised and transparent way** (services must fill in the EOSC service description template to be registered in the catalogue).

5. Some **services can be further promoted** (e.g. as EOSC+ services) when meeting additional requirements in line with EOSC values and principles (e.g. Open Science) and which are likely to evolve over time.

6. **FAIR Principles** to support a more transparent inclusion and adoption of interoperable services within EOSC.
Principles of Engagement for Service Providers (customer facing services)

For all EOSC service providers

- **Principle #1:** EOSC services shall be *registered* in the (appropriate) EOSC service catalogue
  
  To be registered the service must be *described* according to the EOSC service description template which includes information such as the service availability, functionalities, maturity, support, terms of use and contractual framework.

- **Principle #2:** ....

- **Principle #3:** ....

- **Principle #N:** EOSC services shall comply with the FAIR principles?
  
  How FAIR should a service be to be eligible for inclusion in EOSC?
Examples of FAIR applications

- Each service shall minimize dependences on specific technical architectures (on the user side)
  - i.e. no “Only Internet Explorer” (I know, this is from the ‘90...)

- Each service within EOSC shall provide a “graceful” exit strategy and means to achieve it according to open standards
  - i.e. No “lock in”

- Each service shall provide means to export results (i.e. data, etc.) according to (open) standards
  - i.e. no barriers to interoperability and pipelining
Thanks!

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