

# Integrated service delivery across e-Infrastructures and Service Providers

*Friday, 1 December 2017 12:00 (15 minutes)*

GEANT is putting forward a standards' (ITIL, TMForum and MEF) based architecture and framework for operational integration and service delivery orchestration across e-infrastructures and service providers. The specification is addressing minimum requirements for the operations and business support systems (OSS/BSS) of participating service providers, defining orchestrated processes across service providers and inter-service-provider open application programming interfaces (APIs) for the different types of service provider interactions (e.g. business agreement establishment, order management, service delivery).

The architecture makes it possible for end-users to pull together and interconnect the strands from multiple service providers, through use of self-service portals and user centric workflows. It thus facilitates cross provider service delivery, where an order for a service or resource is placed and managed in one location (a portal) and distributed in the background among the engaged service providers. Offerings to users are presented in the form of order-able products, masking technology-specific services, operations and resources into back end functional elements both service provider internal and business-to-business across providers ones.

Challenges include the modelling and advertising of offerings, services and technologies across the eInfrastructures and service providers so that service chaining and composition is possible, incorporating federated AAI functions to standards (where they do not exist), accommodating R&E but also commercial service provider existing APIs, enabling dynamic onboarding of service providers and users, managing business agreements and terms of service use programmatically and exploiting systems' orchestration to eliminate manual tasks in light of the expected scale of service requests across the EOSC service area.

EOSC users are expected to enjoy a coherent, transparent, comprehensible, consistent, predictable service experience across multiple providers, the same way as they can today order and receive instantaneously cloud and connectivity resources from commercial providers but with the added value of specialized, science-oriented offerings. The presentation will include a demonstration of the framework in action, where an institution user at one edge of Europe can request dedicated connectivity to access cloud resources provisioned at a cloud provider's data center at the other end of the continent, via the orchestration of the intermediate network service providers and the cloud provider API.

**Presenter:** Ms SEVASTI, Afrodite (GEANT)

**Session Classification:** Service and data interoperability