

# **Service Order Management and Supporting Tools**

## **Report of Contributions**

Contribution ID: 1

Type: **not specified**

## **Introduction to MPCDF**

**Presenter:** Dr REETZ, Johannes (Max Planck Computing and Data Facility (MPCDF))

Contribution ID: 2

Type: **not specified**

## **Marketplace and Service Order Management in EOSC-hub**

*Wednesday, 6 March 2019 13:15 (20 minutes)*

Overview

Projects in the Marketplace and integrated solutions

Interfaces towards other service registries

Order Management: current workflows, requirements and interfaces

**Presenter:** SCARDACI, Diego (EGI.eu)

**Session Classification:** Order Management in EOSC-hub

Contribution ID: 3

Type: **not specified**

## Discussion

*Wednesday, 6 March 2019 13:35 (30 minutes)*

**Session Classification:** Order Management in EOSC-hub

Contribution ID: 4

Type: **not specified**

## **SLM and SLA management**

*Wednesday, 6 March 2019 16:50 (30 minutes)*

SLM process introduction,  
SLA/OLA Management.

**Presenter:** KRAKOWIAN, Malgorzata (EGL.eu)

**Session Classification:** Implementaion of Order Management, CRM and other related processes

Contribution ID: 5

Type: **not specified**

## **Current SOCRM process and procedures**

*Wednesday, 6 March 2019 15:30 (20 minutes)*

Routes, JIRA workflows,  
SOCRM procedures.

**Presenter:** MORELLI, Giovanni (CINECA)

**Session Classification:** Implementaion of Order Management, CRM and other related processes

Contribution ID: 6

Type: **not specified**

## Discussion

*Wednesday, 6 March 2019 17:20 (40 minutes)*

Operations tools chain in Order Management,  
Analysis of CRM-SLM interfaces and tooling,  
How SLA will be generated, who is in charge to build the interaction with customer to build the  
SLA,  
Should it be one aggregated SLA for complex order?

**Session Classification:** Implementaion of Order Management, CRM and other related processes

Contribution ID: 7

Type: **not specified**

## **Practical validation requirements and rules of participation**

**Presenter:** GOODSON, Hilary Jane Edwarda (EGL.eu)



Contribution ID: 8

Type: **not specified**

## Discussion

Contribution ID: 9

Type: **not specified**

## Marketplace status and roadmap

*Thursday, 7 March 2019 10:00 (20 minutes)*

Current status,  
Functionalities in place to support SO operations,  
Design and integration roadmap

**Presenter:** ROZANSKA, Roksana (CYFRONET)

**Session Classification:** Marketplace and ordering tools I

Contribution ID: **10**

Type: **not specified**

## Discussion

*Thursday, 7 March 2019 10:20 (40 minutes)*

Projects in the marketplace - service integration,

Order types in the MP,

Requirements from WP4,

Identified gaps

**Session Classification:** Marketplace and ordering tools I

Contribution ID: 11

Type: **not specified**

## **SPMT status and roadmap**

**Presenter:** KOUMANTAROS, Kostas (GRNET)

Contribution ID: 12

Type: **not specified**

## **MP Backoffice Status JIRA integration, Roadmap & Discussion**

**Presenters:** LORPHELIN, Cyril (CNRS); KRAKOWIAN, Malgorzata (EGL.eu)

Contribution ID: 13

Type: **not specified**

## **GOCDB**

*Thursday, 7 March 2019 16:00 (10 minutes)*

**Presenter:** CORBETT, Greg (STFC)

**Session Classification:** Configuration management implementation and requirements

Contribution ID: 14

Type: **not specified**

## **Data Management Planning Tools (TBC)**

*Thursday, 7 March 2019 16:30 (15 minutes)*

**Presenter:** HASAN, Adil (SIGMA)

**Session Classification:** Configuration management implementation and requirements

Contribution ID: 15

Type: **not specified**

## **Introduction to the meeting, main topics and objectives**

*Wednesday, 6 March 2019 13:00 (15 minutes)*

**Presenter:** WEBER, Pavel (KIT-G)

**Session Classification:** Order Management in EOSC-hub



Contribution ID: 16

Type: **not specified**

## Order Management versus Onboarding

*Wednesday, 6 March 2019 14:05 (20 minutes)*

EOSC service registry,

EOSC Catalogue,

Onboarding of new service provider,

Towards uniform Service Description Template

**Presenter:** SANDEN, Mark (SURFsara BV)

**Session Classification:** Order Management in EOSC-hub

Contribution ID: 17

Type: **not specified**

## Discussion

*Wednesday, 6 March 2019 14:25 (35 minutes)*

**Session Classification:** Order Management in EOSC-hub

Contribution ID: **18**

Type: **not specified**

## **Order Management experiences and requirements**

*Wednesday, 6 March 2019 15:50 (20 minutes)*

SOCRM daily operations,  
Feedback to tool developers ( short scale, middle/long scale).

**Presenter:** Dr SIPOS, Gergely (EGL.eu)

**Session Classification:** Implementaion of Order Management, CRM and other related processes

Contribution ID: 19

Type: **not specified**

## **Discussion - Analysis of requirements and solutions**

*Wednesday, 6 March 2019 16:10 (40 minutes)*

**Session Classification:** Implementaion of Order Management, CRM and other related processes

Contribution ID: 20

Type: **not specified**

## **SPM Process, procedure and requirements**

*Thursday, 7 March 2019 09:00 (20 minutes)*

Introduction to the process, procedures,  
Requirements to WP5 tools for implementation

**Presenter:** GOODSON, Hilary Jane Edwarda (EGL.eu)

**Session Classification:** Service Portfolio Management: Process, requirements and tools

Contribution ID: 21

Type: **not specified**

## Discussion

*Thursday, 7 March 2019 09:20 (15 minutes)*

**Session Classification:** Service Portfolio Management: Process, requirements and tools

Contribution ID: 22

Type: **not specified**

## Service Portfolio Management tool

*Thursday, 7 March 2019 09:35 (10 minutes)*

Design overview,

Status and roadmap

**Presenter:** KOUMANTAROS, Kostas (GRNET)

**Session Classification:** Service Portfolio Management: Process, requirements and tools

Contribution ID: 23

Type: **not specified**

## Discussion

*Thursday, 7 March 2019 09:45 (15 minutes)*

**Session Classification:** Service Portfolio Management: Process, requirements and tools



Contribution ID: 24

Type: **not specified**

## **Marketplace back office - Status and Demo**

*Thursday, 7 March 2019 11:30 (30 minutes)*

**Presenter:** LORPHELIN, Cyril (CNRS)

**Session Classification:** Marketplace and ordering tools II

Contribution ID: 25

Type: **not specified**

## Discussion

*Thursday, 7 March 2019 12:00 (30 minutes)*

Order mgmt in the MP back-office,  
Identified gaps,  
Access to service providers,  
Workflows for complex orders,  
Order types implementation,  
Simple orders,  
Complex orders.

**Session Classification:** Marketplace and ordering tools II

Contribution ID: 26

Type: **not specified**

## Discussion

*Thursday, 7 March 2019 13:30 (2 hours)*

Order handling model,

Project in the marketplace,

Order types in the MP (ordering models)

**Session Classification:** Technical analysis of use-cases and requirements I

Contribution ID: 27

Type: **not specified**

## DPMT

*Thursday, 7 March 2019 16:10 (10 minutes)*

**Presenter:** RITZ, Raphael (Max Planck Gesellschaft)

**Session Classification:** Configuration management implementation and requirements

Contribution ID: 28

Type: **not specified**

## **SVMON**

*Thursday, 7 March 2019 16:20 (10 minutes)*

**Presenter:** YUAN, Jie (KIT-G)

**Session Classification:** Configuration management implementation and requirements

Contribution ID: 29

Type: **not specified**

## Discussion

*Thursday, 7 March 2019 16:45 (40 minutes)*

What are the requirements of SOCRM to configuration databases?

Order life-cycle: tracking and order support after order implementation.

MP Integration with configuration databases, communities repositories.

**Session Classification:** Configuration management implementation and requirements

Contribution ID: **30**

Type: **not specified**

## Discussion

*Friday, 8 March 2019 09:00 (2 hours)*

Joint service orders (bundles) and different types of service compatibility,  
Simple orders vs complex orders, Common API for service orders.

**Session Classification:** Technical analysis of use-cases and requirements II

Contribution ID: **31**

Type: **not specified**

## Summary of the meeting

*Friday, 8 March 2019 11:30 (10 minutes)*

**Presenter:** WEBER, Pavel (KIT-G)

**Session Classification:** Conclusions and Outlook



Contribution ID: 32

Type: **not specified**

## Catch-all discussion

*Friday, 8 March 2019 11:40 (20 minutes)*

**Session Classification:** Conclusions and Outlook