



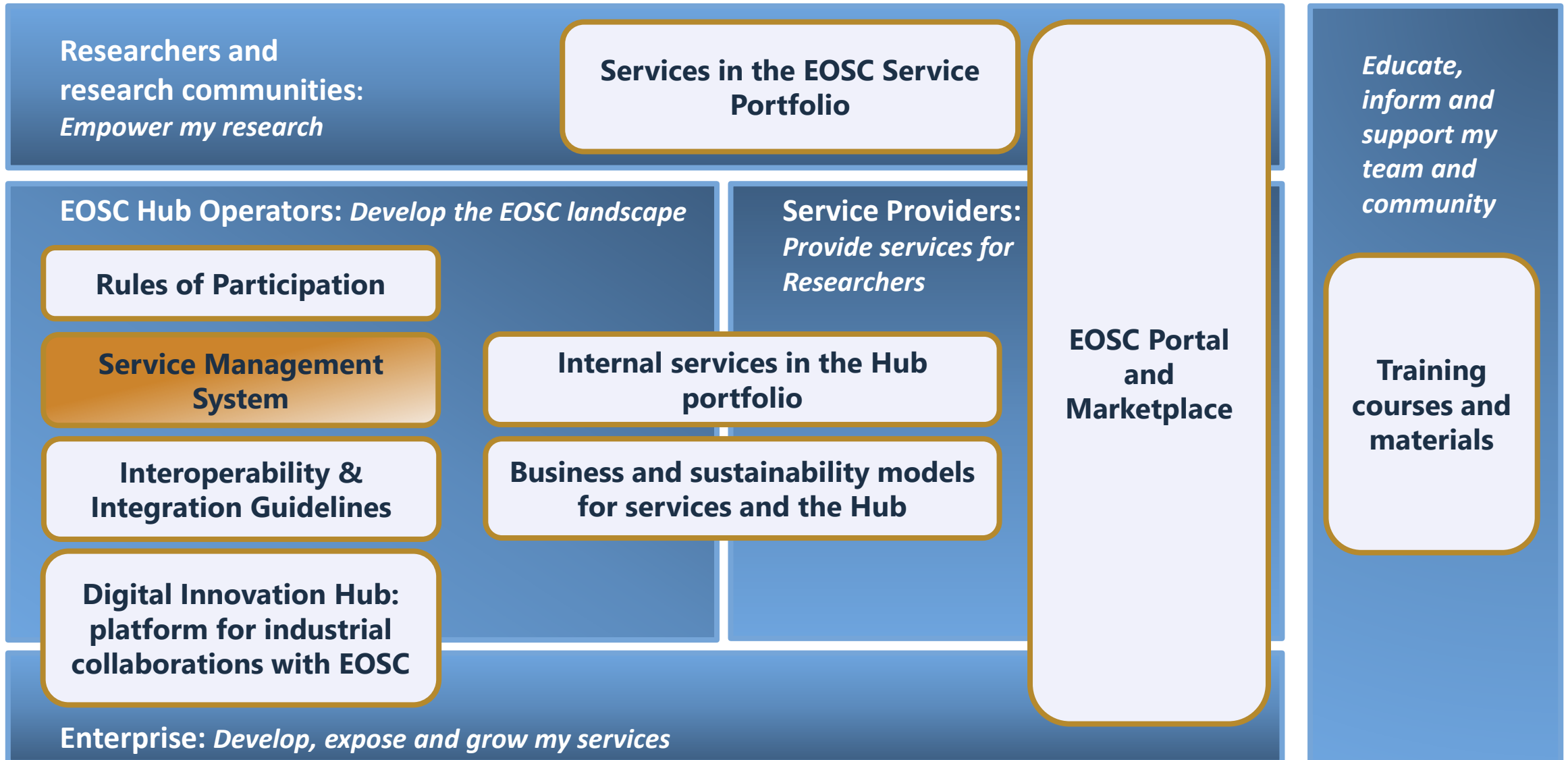
Service Management System

Małgorzata Krakowian (EGI Foundation), SMS manager
Luxembourg, 8-9 October 2019

 eosc-hub.eu

 [@EOSC_eu](https://twitter.com/EOSC_eu)





EOSC-hub project aims to **define and implements the EOSC IT service management system (ITSM)**, the activities performed to **facilitate service delivery** to the customers.

EOSC-hub **implements best practices based on the lightweight standard, FitSM** regarding the service **planning, delivery, operation and control** of the services in the service catalogue.

Why EOSC-hub SMS?

- **Promote customer focus** among providers, alignment of service delivery to customers' expectations
 - Improved reputation and customer satisfaction
- Define **standard processes, procedures and agreements** for managing the services efficiently and effectively
 - Achieve repeatability of desired outputs
- Clarify federation **structure, roles and responsibilities**
 - It increases clarity on expectations between partners, and between providers and customers
- **Plan, deliver, operate and control the hub services** to support EOSC providers
 - Reuse existing and verified solutions for service management

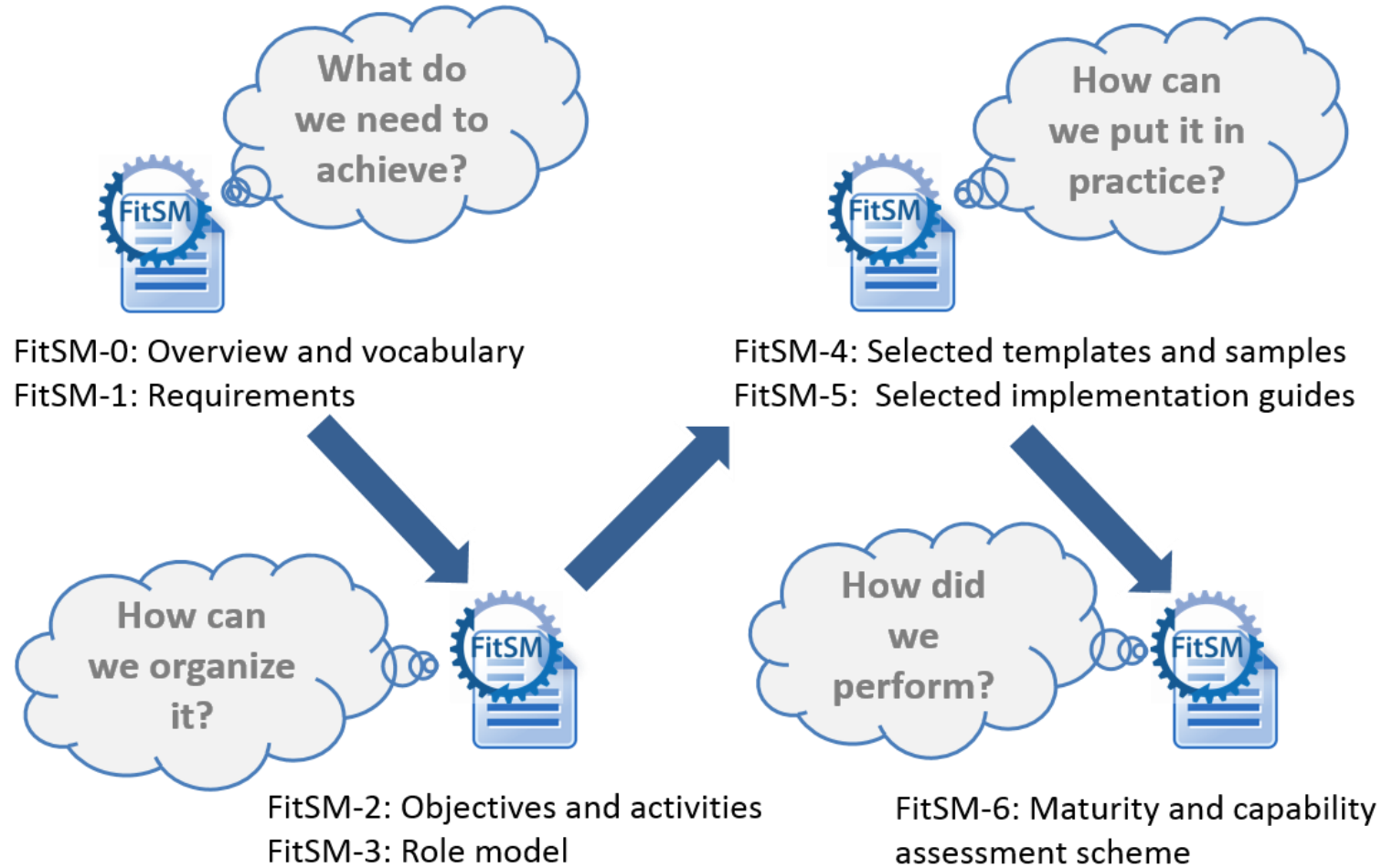


- Standards family for **lightweight IT service management**
- Suitable for IT service providers of **any type and scale**
- Main design principle: **Keep it simple!**
- All FitSM parts are freely released **under Creative Commons** licenses
- FitSM is **operated and managed** by ITEMO (non-profit)
- Certification is provided through **ICO-Cert and APMG**
- **Compatible with other commercial standards, frameworks and best practices** (ISO/IEC 20000, ISO/IEC 27000, ISO 9000, ITIL, COBIT)

www.fitsm.eu



The development of FitSM was originally funded by the European Commission through an EC-FP7 project "FedSM"



- FitSM can cope with **federated environment**. It provides a baseline level of ITSM that can act to support management interoperability in federated environment.
- **Widely adopted**, especially in the research communities, public institutions, federations and e-Infrastructures as well as other EC-funded project
- An **open standard** with materials freely available. No additional cost on the project and partners was needed.
- Many partners of the project had **previous experience and training in FitSM**, so the community already had a good understanding of the standard.

Organizations



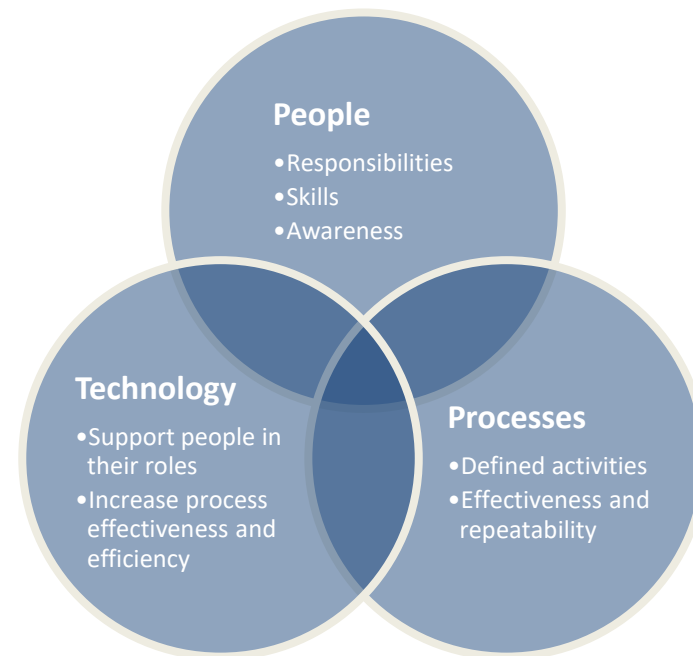
Federations



**Non-exhaustive list*

(FitSM-0) Service Management System: Overall management system that **controls and supports management of services within an organisation or federation**

Interconnected **policies, processes, procedures, roles, agreements, plans, related resources and other elements** needed and used to effectively manage the delivery of services to customers.



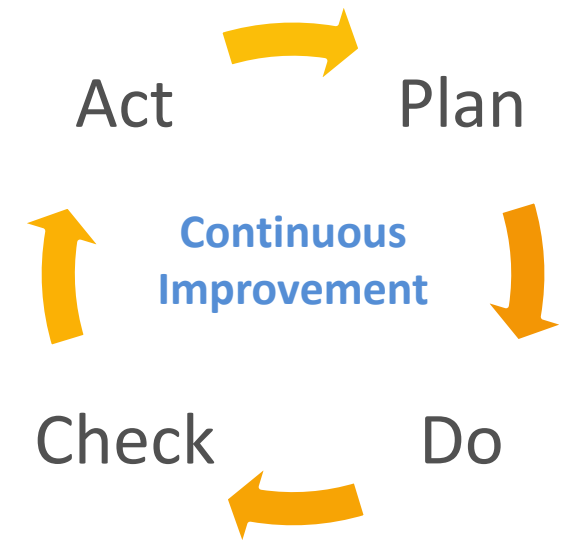
EOSC Service management system aims to **structure, plan, implement, monitor and continually improve all service management processes** that support the services **within the EOSC**.

The Hub service portfolio

- Services enabling EOSC (the Hub) and supporting EOSC SMS.
- High expectations and close control.
- E.g. accounting, monitoring, helpdesk, AAI, order management tool

EOSC service portfolio

- EOSC services promoted and delivered to the research communities, that can be found and ordered via EOSC portal.
- Rules of participation.
- E.g. storage, compute, processing, data management





WPs implementing SMS:

WP1

- **SMS coordination**
- Continual Service Improvement

WP2

- Service portfolio management

WP4

- Service level management
- Service reporting management
- Service order and customer relationship management
- Information security management
- Service availability and continuity management
- Service capacity management
- Configuration management
- Incident and service request management
- Problem management
- Change management
- Release and deployment management

WPs contributing:

WP3

- Customer relationship management

WP5, WP6, WP7, WP8

- Change management
- Release and deployment management

WP9

- Customer relationship management

WP10

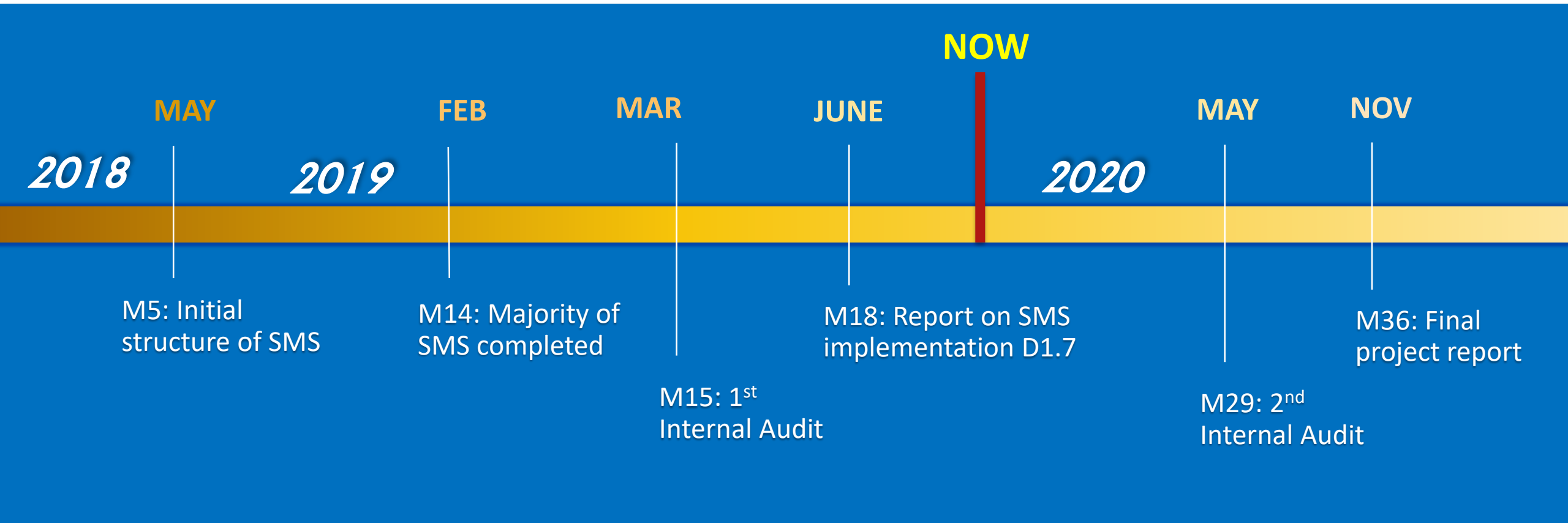
- Change management

WP11, WP12

- Customer relationship management

WP13

- Capacity management



Goals:

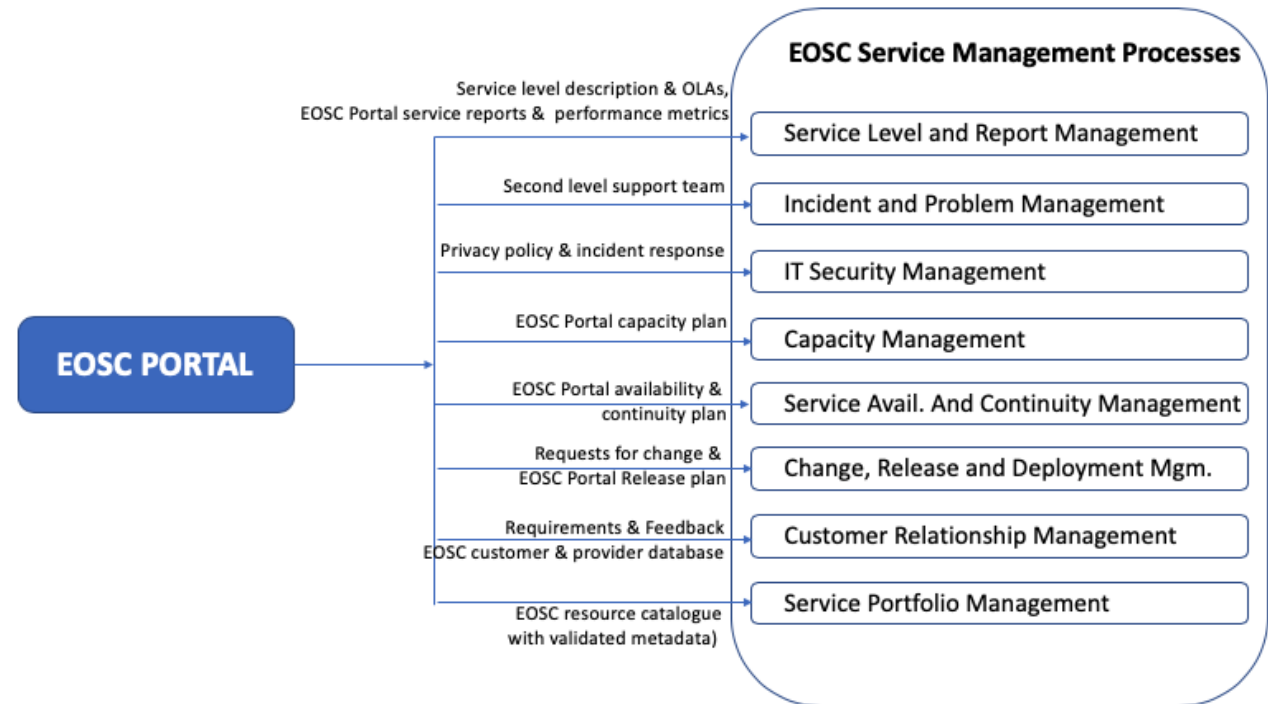
- General assessment of the system organization and implementation plan, per process
- Point out inconsistencies and highlight success factors
- Practical suggestions for further development / improvement

Audit criteria: FitSM standard

Results:

- It is the general assessment of the auditors, **that the EOSC SMS is to a large extent in its planned state of development and maturity at the point in time.**
- Service management **capabilities in many parts are sufficient to support effective service delivery** (according to the scope of this audit) to customers and manage interfaces to other parties involved adequately.
- **Key ITSM activities and mechanisms are in place**, including the tools to support them.

- Working on **promoting the EOSC SMS** on other relevant EOSC activities
 - EOSC architecture working group, other EOSC implementation projects, EOSC regional projects, etc.
- EOSC Enhance project
 - Building the new version of EOSC Portal
 - The EOSC Portal will be **operated following the procedures and policies of the EOSC Service Management System (SMS)** being developed by EOSC-hub.



- EOSC SMS needs to **integrate existing systems** from organisations that have been providing services individually for a long time.
- Defining scope of **centralised and delegated activities** within the processes.
- **External expectations** (coming from outside the project) are forcing changes in the initial implementation plan.
 - Quick wins were expected by funders faster than anticipated.
 - Additional requirements regarding integration with other projects were not part of the initial scope

- **EOSC service catalogue**
 - **Customers:** facilitate discovery and access to services
 - **Providers:** platform to expose services to the customer
- **Standardisation**
 - **Customers:** improvement in user experience during service ordering and delivery
 - **Providers:** use of federated services and best practices to support service delivery
- **Improvement in terms of communication**
 - **Customers:** clarity of expectations and service description
 - **Providers:** build collaboration among providers (Service provider forum), facilitate multi-provider or multi-service delivery
- **Knowledge, best practices sharing**
 - **Providers:** benefitting from each others' experience

**Thank you
for your attention!**

Questions?



EOOSC-hub

 eosc-hub.eu  [@EOOSC_eu](https://twitter.com/EOOSC_eu)



This material by Parties of the EOOSC-hub Consortium is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).