

**Service Name (Short name):**

D2D Platform Service Management

**Service Description (1-2 paragraphs describing what the service does and does not do):**

Data to Decisions (D2D) is government-wide 'analytics-as-a-service (AaaS)' platform that was established by GSA's Enterprise Data Management Office (EDMO). D2D is cloud based and leverages open source technology designed to collect, manage, and analyze complex data (including big data), and to make these analyses available to stakeholders within and outside of GSA.

**Service Definition Boundaries/Groups****Service Provider (BSP will provide the below services)**

- IaaS – Shared Infrastructure services (EC2 hosts, Network, Storage, RDS, VPC, ELB)
- Shared Services (IAM (security), CI/CD (Automation – Ansible, JIRA, Confluence), Orchestration/CM (Docker), Monitoring tools, GIT Enterprise, Trend Micro Deep Security,
- GSA Sec Ops
- Provide First-tier support, including trouble shoot performance issues, non-availability of services, storage/network issues, patching, and security updates
- Design, configure and maintain auto-scaling launch configurations

**Service Provider (D2D Platform Maintenance Team will provide the below services)**

- Support for RDS Databases (MySQL, MS-SQL, MongoDB, Oracle)
- Support for various tools (Tableau, Micro Strategy, Alfresco,
- Define collaboration area
- Define/Manage rules for structuring the collaboration area
- Define/Manage D2D user groups/privileges
- Define D2D Domains (data, ETL, integration, analytics, portal)
- Monitor D2D Performance as a Whole and on Component by Component Basis
- Define and Manage Admin Logging and Reporting

**Service Consumer (Customers will get the below services)**

VDE (Virtual Data Environment) – The below domains will be provided as part of VDE capability:

- Data Domain
  - Data Repository - A single source for enterprise information data management
  - Data Collection and access - Data extraction, Data transfer, Data Transformation, and Data Availability will be performed at the data repository level
  - Data Visualization - Lightweight and heavyweight data visualization tools for dash boarding and data exploration

- Analytics Domain
  - Advanced analytics to decompose business problems using data
  - Analytics services for
    - What happened? Operational reporting on past events
    - What will happen? Forecasting the short term
    - What if? Predictive, prescriptive, algorithm based analytics utilizing multiple variables
- Portal Domain
  - Access to various data services (self-service model)
  - Security integration for access to the portal
  - API calls and/or Micro services access through the portal

**Service Customers (List known customers that would be buying the service - not end users):**

- D2D (application) Maintenance Team
- Domain Developers and Data Stewards
- Data Analysts, Content Creators, and Data Scientists
- Portal Users

**Service Points (The expected “endpoints” to access the service - these may be representative of the API endpoints that would be used to access the service):**

- D2D Platform Maintenance Team
  - Define collaboration area
  - Define/Manage rules for structuring the collaboration area
  - Define/Manage D2D user groups/privileges
  - Define D2D Domains (data, ETL, integration, analytics, portal)
  - Monitor D2D Performance as a Whole and on Component by Component Basis
  - Define and Manage Admin Logging and Reporting
- Domain Developers and Data Stewards
  - Upload a Data Set
  - Define/Manage DB Connection
  - Define/Manage and Execute ETL jobs/processes
  - Define and execute complex workflows
  - Define/Manage Integration jobs/processes
  - Define/Manage Data Source for Analytics
  - Define/Manage Data Set Access
  - Monitor Domain Performance
  - Define and Manage Domain Logging and Reporting
- Analysts, Content Creators and Data Scientist
  - Create and Share Content

- Convert Document and API based Data to Data Source
- Define/Manage and Execute ETL jobs/processes
- Create standard and ad-hoc analytics on available data sources using bundled tools (Tableau, Jasper Reports, Micro strategy)
- Create reports on available data sources using bundled tools
- Publish reports to be available to appropriate groups of users with data filtered in accordance with user's privileges.
- Define and execute complex workflows
- View data source catalog and request access to data sources
- Portal Users
  - Access Information Available via Portal(s) (may be a billable event as well)

**Service Support Model (This goes beyond the technical endpoints, but to the holistic view of support - answer the question: who do you call if the service doesn't work?):**

The D2D Management will be self-service through a D2D Portal and BSP console. The BSP helpdesk team will be the first-tier support, with a technical team behind them for more difficult problems (including performance issues, non-availability of services, and storage/network issues).

All D2D Management customers will be informed of changes to the BSP platform service like patches, security updates, launch configurations, Auto scaling, and elastic load balancing, via JIRA tickets and D2D team will be included in the approval process while scheduling this work.

The D2D application maintenance team will schedule/plan their changes with their customers using alfresco records management system. These changes/updates will communicated to their customers using the current process

**Service Levels and “Promises” (SLAs are quantitative, but promises may be qualitative):**

Uptime: 99.8%

Throughput time: TBD

Changes to the D2D Management endpoints will be communicated 1 month in advance

**Cost Model:**

TBD