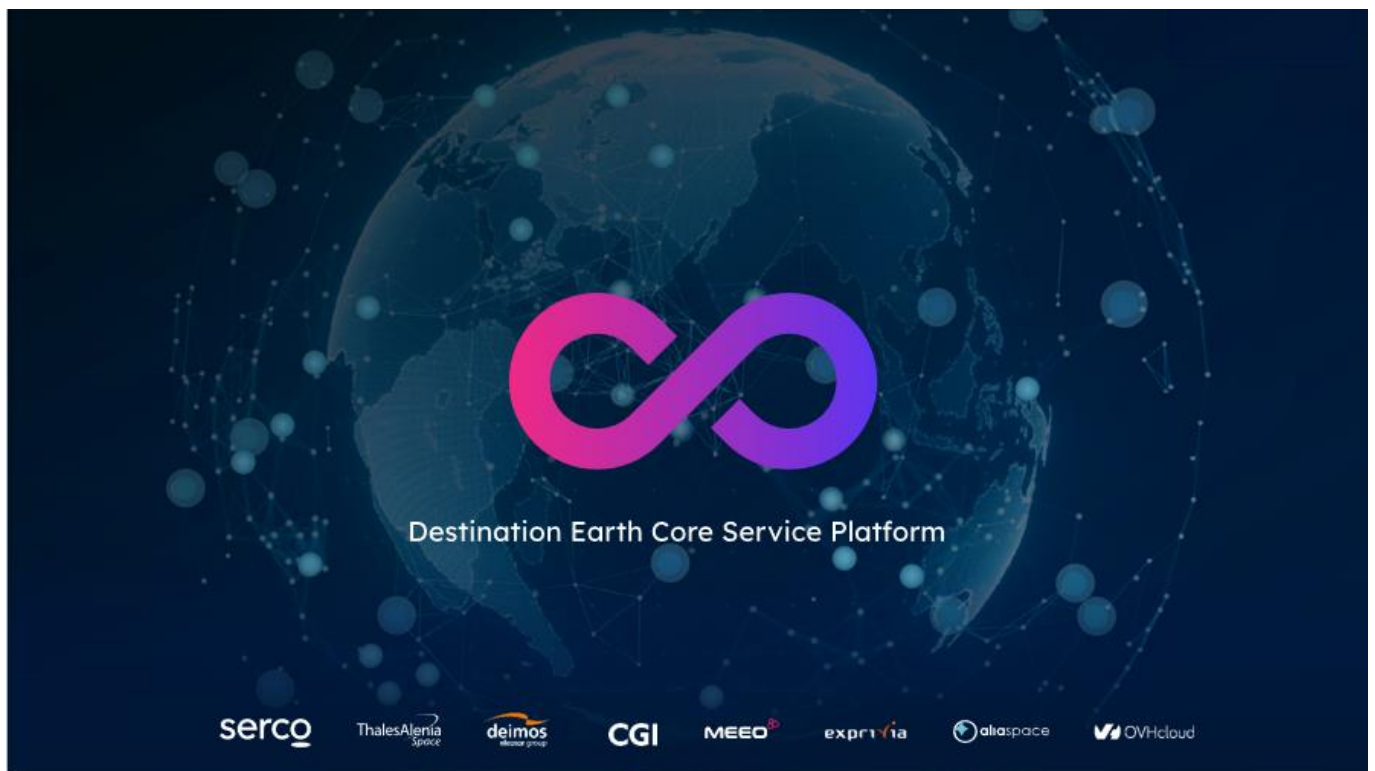


Destination Earth Core Service Platform

DESP Onboarding Policy and Process



Destination Earth

Funded by
the European Union



Implemented by



Role/Title	Name	Signature	Date
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1. Introduction

1.1 Scope

This document provides the Onboarding Policy and Process for the “*Destination Earth – DestinE Core Service Platform Framework – Platform & Data Management Services*”.

1.2 Purpose

The service integration process ensures the efficient delivery and integration of multiple services from different providers to meet the Destine Earth Services Platform's requirements and objectives. The purpose of service integration process is to effectively and efficiently manage the delivery and integration of multiple services from different service providers to meet the requirements and objectives of Destine Earth Services Platform.

In this context service integration and service onboarding indicate the same process.

1.3 Applicable Documents

Table 1: Applicable Documents

Ref.	Title	Reference and Version
AD-1	[DP-SOW] Statement of Work - Destination Earth – Destine Core Service Platform Framework – Platform & Data Management Services	ESA-EOPG-EOPGD-SOW-10, v 1.0
AD-2	[AD-DSP-TSR] DESP Framework – Platform & Data Management Services – Technical and Service Requirements	ESA-EOPG-EOPGD-RS-10, v1.0
AD-3	[AD-DDL-DP] DestinE – System Framework – Data Portfolio	EUM/TSS/DOC/22/1279455, v1G, 09/09/2022
AD-4	[AD-DSP-SR] DESP Framework – Platform & Data Management Services – Security Requirements	ESA-ESO-SSRS-2022-0111, v1.0
AD-5	Space engineering – Software	ECSS-E-ST-40C, 06/03/2009
AD-6	Destine Access -Governance Guidelines	ESA-DEST-EOP-GD-TN-02 v.1.0

1.4 Reference Documents

Table 2: Reference Documents

Ref.	Title	Reference and Version
RD-1.	Security Governance Management Plan	DEST-SRCO-PL-2300364

RD-2.	Destination Earth-DestinE Core Service Platform Framework -Platform & Data Management Services	ESA-EOPG-EOPGD-SOW-10
RD-3.	Security Coding Rules (TAS)	83231328-DDQ-TAS-EN
RD-4.	DESP Anomaly Management Procedure	DEST-SRCO-PR-2300315
RD-5.	DESP Monitoring Interface Control Document	DEST-SRCO-IF-2300369
RD-6.	DESP Monitoring Data Model	DEST-SRCO-TN-2300345
RD-7.	DESP Operations Concept Document	DEST-SRCO-TN-2300330
RD-8.	DESP Integration Procedure: IAM and Service Registry	DEST-SRCO-TN-2300361
RD-9.	DESP Integration Procedure: Runtime Platform	DEST-SRCO-TN-2300355
RD-10.	DESP Integration Procedure: Accounting	DEST-SRCO-TN-2300362
RD-11.	DESP Service Integration and Validation Plan	DEST-SRCO-PL-2300356
RD-12.	Promotion Package	DEST-SRCO-TN-2300363
RD-13.	Sentinels Benefits Methodology: A Practical Guide for Practioners to evaluating the benefits derived from the use of Earth Observation data.	SeBS-Methodology-2020.pdf (earsc.org)

1.5 Acronyms and Abbreviations

Table 3: Acronyms and Abbreviations

Acronym	Definition
AD	Applicable Document
API	Application Programming Interface
AOI	Area of Interest
COM	European Commission

DB	Database
DESTINE	Destination Earth
DFCoC	DESP Framework Code of Conduct
DTaC	DestinE Terms and Conditions
ECSS	European Cooperation for Space Standardization
ESA	European Space Agency
FE	Front-End
GDPR	General Data Protection Regulation
GS	Ground Segment
GUI	Graphical User Interface
HTTP	Hypertext Transfer Protocol Secure
HTTPS	Hypertext Transfer Protocol Secure
IAM	Identity and Access Management
ICD	Interface Control Document
OCD	Operations Concept Document
OData	Open Data Protocol
OS	Operational Scenarios
RD	Reference Document
SAML	Security Assertion Markup Language
SDD	System Design Document
SOW	Statement of Work
SSO	Single Sign On
SW	Software
TF	Transformation Framework
UUID	Universally unique identifier
3EEs	Entrusted Entities (ESA, ECMWF, EUMETSAT)

1.6 Glossary

1.6.1 Actors

The different actors defined to describe the set of services and capabilities of the DestinE Core Service Platform are described in the following subsections. Please note that each identified actor can be matched with the user groups described in the SIMPL platform architecture (Table in this Section). Serco intends to reuse the same definition coherently within its own federated services to offer a unique continuity of services to the users. Particular attention is being paid to the link with the infrastructure provider to enable seamless scalability through a unique continuum of operations.

Please note that, actors are not constrained to a single role. When necessary, they have the flexibility to switch roles or even take on multiple roles simultaneously.

1.6.2 Unregistered users

Users who are not registered in the IAM Service and are therefore able to access a limited set of DESP functionalities.

1.6.3 Registered Users

Users registered in the IAM service, and categorized as follows.

Standard Users

DESP Standard Users have performed the self-registration and, with the Access Profile of Registered User, they consume resources and services.

Registered Service Providers

DESP Registered Services Providers, are the providers of services listed in the DESP Service Registry, and available to Standard Users. This group is composed of:

- DESP Core Service Providers providing the DESP Registered Services implemented and operated by Serco.
- DESP Framework Service Providers providing DESP Registered Services to offer applications and algorithms.

All Registered Services shall offer a free tier to all DestinE users corresponding to a DestinE Usage Profile describing the characteristics of the free access. The free tier can be enhanced through the direct procurement of resources directly to the service providers with a public offer documented in the service registry and characteristics referenced as Service Usage Profile.

Tenant Users

DESP Tenant Users are Standard Users with the assigned role of Tenant Admin or Tenant Member. They are providing and/or consuming resources/services within a DESP Tenant.

Tenant Admins

DESP Tenant Admins are able to manage a DESP Tenant which is a set of DESP Resource groups with assigned Members. The Tenant Admin enables tenant members to access and utilise the DESP services consuming the tenant's resources.

Tenant Members

DESP Tenant Members are Standard Users participating to a group of Users enabled to use Tenant resources/services.

1.6.4 DESP Administrators

A DESP Administrator is an actor in charge of managing the configuration elements of the DESP Core Services with administrative privileges. A DESP Administrator applies the identified operational routines and approved changes to the DESP IAM Service and other DESP components configurations.

1.6.5 Federated users

DESP Federated Users are Users from external Federated Services. Their personal data is provided by an external Identity Provider and may be propagated to the IAM Service upon acceptance of the User.

The Federated Users are enabled to access all the features, functions and services freely accessible.

Note that the available User Attributes and personal data (shared by the User) may not be sufficient to allow the exploitation of every paid DESP features and Services. In these cases, they shall be integrated with the needed attributes, data and Payment Method.

1.6.1 User Acces Policy

Please refer to [RD-7] to user access policy.

2. DestinE Core Service Platform service overview

The DestinE Core Service Platform is part of the Serco ecosystem of operational services that supports many worldwide activities and in particular the European DestinE flagship initiative. The DestinE Core Service Platform is operated by Serco and its partners: OVH cloud, Thales Alenia Space, Deimos, CGI, MEOO, Exprivia and Alia space.

The platform provides a framework where service providers can host DestinE advanced applications and benefit from the access to the rich OVH cloud infrastructure ecosystem together with series of Serco federated services (e.g. access to Copernicus data). The goal of the DestinE Core Service Platform is to create a user-friendly platform that provides users with evidence-based policy and decision-making tools, applications, and services, based on an open, flexible, scalable, and evolvable secure cloud-based architecture. The platform acts as the entry point for users towards the overall DestinE Ecosystem and it is designed considering the European SIMPL technical guidelines.

The platform is operated as part of a global ecosystem of geospatial platforms with the objective of providing unique features to its users. Moreover, the models behind the platform operations will address simultaneously different verticals, and create added-value services meeting the high expectations and needs of information and insights related to DestinE data.

The DestinE Core Service Platform is designed to grow in terms of user basis and service offer via a Service Onboarding process that will allow Service Providers to make their services available to the platform end-user community. In the following sections, both an high level view of the onboarding process and a detailed view of the onboarding procedure are provided.

3. Service Onboarding overview

Onboarding a service in the DestinE Core Service Platform refers to the process through which an actor, the Service Provider (see section 1.6), becomes part of the DESP ecosystem, thereby making its services available to users of the platform [RD-7].

3.1 Onboarding: benefits and duties

Onboarding a service in DESP comes with a set of duties and benefits for Service Providers.

Duties of a Service Provider in DESP:

1. **Adhere to DFCoC :** The service provider must accept and apply the DESP Framework Code of Conduct outlining the expected behavior and ethical standards for individuals and services within the platform.
2. **Listing Creation:** The service provider must create a detailed and attractive listing for their service. This includes providing a clear description of the service, its features, pricing, and any other relevant information to allow potential users to evaluate the service. All Registered Services shall offer a free tier to all DestinE users corresponding to a *DestinE Usage Profile* describing the characteristics of the free access. The free tier can be enhanced through the direct procurement of resources directly to the service providers with a public offer documented in the Service Registry and characteristics referenced as *Service Usage Profile* (also referred as *Premium*).
3. **Unified Identity management:** The service provider must allow access to its services to user identities registered on the platform (all or a subset).
4. **Accounting, Pricing and Billing:** The service provider needs to determine the appropriate pricing for its services. They may choose from various billing models, such as fixed pricing, hourly rates, or subscription-based plans etc. Each Service shall present a public offer, listing all available functionalities provided, and their price to the user. These functionalities are the available transactions provided by a Service and they are logged in the DESP Clearing House [RD-7]. All available transactions within a Service are grouped in Service Usage Profiles. Definition of the kind and the number of Service Usage Profiles is exclusive responsibility of the Service Provider, which has the only requirement to define a 'free' usage profile, called "DestinE Usage Profile".
5. **Quality Assurance:** the service provider must ensure that its service meets the required quality standards and complies with the quality assurance requirements of the platform.
6. **User Community Management:** Keeping communication channels open with customers to address their questions, concerns, or feedback is essential for customer satisfaction.

Benefits of Being a Service Provider in DESP:

1. **Access and visibility on DESP platform** (Destination Earth single entry-point)
2. **Benefit from state-of-the-art Cloud infrastructure** offering, including customized orchestration capabilities.**Being exposed to a wider audience, access to a Wider Audience:** DESP is designed to have a growing user base, which provides exposure to a broader audience

and potential customers (from large institutions to leading commercial players). This can increase the service provider's visibility and brand awareness.

3. **Credibility and Trust:** Joining DESP can lend credibility to the service provider and establish business relationships based on trust.
4. **Payment Processing:** DESP handle payment processing, making it more convenient for the service provider to receive payments.
5. **Analytics and Insights:** DESP can provide data and insights on end-user's behavior, helping service providers optimize their offerings.
6. **Uniqueness of DestinE:** Service Providers can efficiently leverage the uniqueness of DestinE data to provide a novel service (gives them an advantage on competitors not on DestinE).

Overall, participating in a DESP can be beneficial for service providers as it opens new avenues for business growth, visibility, and potential revenue generation. However, it is essential to maintain the quality of services and customer satisfaction to thrive in such a competitive environment.

4. Onboarding Policy

Onboarding Policy is a crucial aspect of Service Integration process and focuses on establishing the necessary framework, policies, and procedures and people organization to govern the integration of services onto DESP.

This section shows an internal perspective of the onboarding process.

4.1 Onboarding roles

The onboarding process is managed through a dedicated team composed of the following members as illustrated in the table below.

Table 4: Onboarding Roles

Role	Description
Service Integration Manager	Owner of the Onboarding Policy and associated processes and procedures, she plans and maintains the schedule of Services onboarding
Service Manager	Overall responsible for the DESP, she approves the Services to be integrated onto the DESP and the associated timelines.
System Architect	Responsible for ensuring that the Service to be integrated is harmonised with the overall DESP ecosystem.
Cloud Architect	Responsible for all aspects related to the integration with and utilisation of usage of Cloud resources and services.
Maintenance and Evolution Manager	Responsible for integrating the Service code base within the DESP code configuration control system, the issue tracking system and maintaining the evolution roadmap of the service
Communication Manager	Manages the communication related to Service onboarding, i.e.: <ul style="list-style-type: none"> - Reviews the Service marketing material, ensuring it is aligned to DESP guidelines - Publishes news on the DESP Web portal as needed
User Community Manager	Integrates the Service within the DESP User Community Management function to ensure effective communication with users.
Performance Monitoring Manager	Supports the Service Transfer to Operation phase.
Business Development Team	Validates and monitors assets costs and business models sustainability.

4.2 Onboarding Policy Principles

4.2.1 Identification of Services to be Integrated

The Services to be integrated are identified via several channels:

- Services already foreseen in the DESP contract (initial set of Core Platform and Data Management Services)
- ESA Forerunners (Optionally)
- ESA Advanced Services
- Other Services (i.e. Serco business services)

For a Service Provider interested in onboarding a service, it is possible to express his/her interest in the integration process through the Service Registry.

4.2.2 Service assessment

For each service to be integrated an assessment is conducted, performing a thorough review of all relevant aspects. In particular:

A new Service adheres to the following principles:

1. follow the FAIR (Findability, Accessibility, Interoperability, Reuse) principles for scientific data management.
2. foster interaction and collaboration amongst the user community by providing dedicated collaborative interfaces and frameworks.
3. facilitate effortless access to a comprehensive range of services designed to support expert development endeavors while also enabling the Earth system's exploration and interaction with its representation by the general public.
4. enable smooth integration of resources not funded by DestinE but that provide operational continuity and create a seamless scalability for DESP user operations.
5. provide a Service Level Agreement, documenting performance expectations for DestinE Users
6. include a free-for-users profile offering a free access to all DestinE users.

A new Service Provider shall accept:

- DFCoC: DESP Framework Code of Conduct
- DESP Terms and Conditions ("Platform") see Annex 2
- DTaC: DestinE Terms and Conditions ("data access") see Annex 3

And adhere to DestinE Objectives: The Destination Earth (DestinE) initiative aims to create multiple extremely accurate digital representations of Earth focused on specific themes. These replicas will be used for the monitoring and simulation of both natural and human activities. Furthermore, the initiative will facilitate the creation and testing of scenarios to promote sustainable development and align with European environmental policies. Destination Earth is set to play a vital role in supporting the European Commission's objectives outlined in the Green Deal, Data Strategy, and Digital Strategy

5. Onboarding procedure

The onboarding procedure provides a step-by-step guide on how to perform the service integration process. It outlines the specific tasks, activities, and responsibilities involved in integrating services from multiple providers. The Onboarding procedure include three stages:

- Stage 1: Service Onboarding Request
- Stage 2: Service Evaluation
- Stage 3: Service Integration



Figure 1: Stages of the Onboarding Procedure

5.1 Stage 1: Service Onboarding Request

The objective of Stage1 is to have the Service Provider acknowledge DESP ecosystem policy, policies and procedures and provide Service details and technical documentation. The Stage 1 is made of three sub-stages, as shown in the figure below. Completion of a Stage is mandatory to proceed to the next sub-stage.

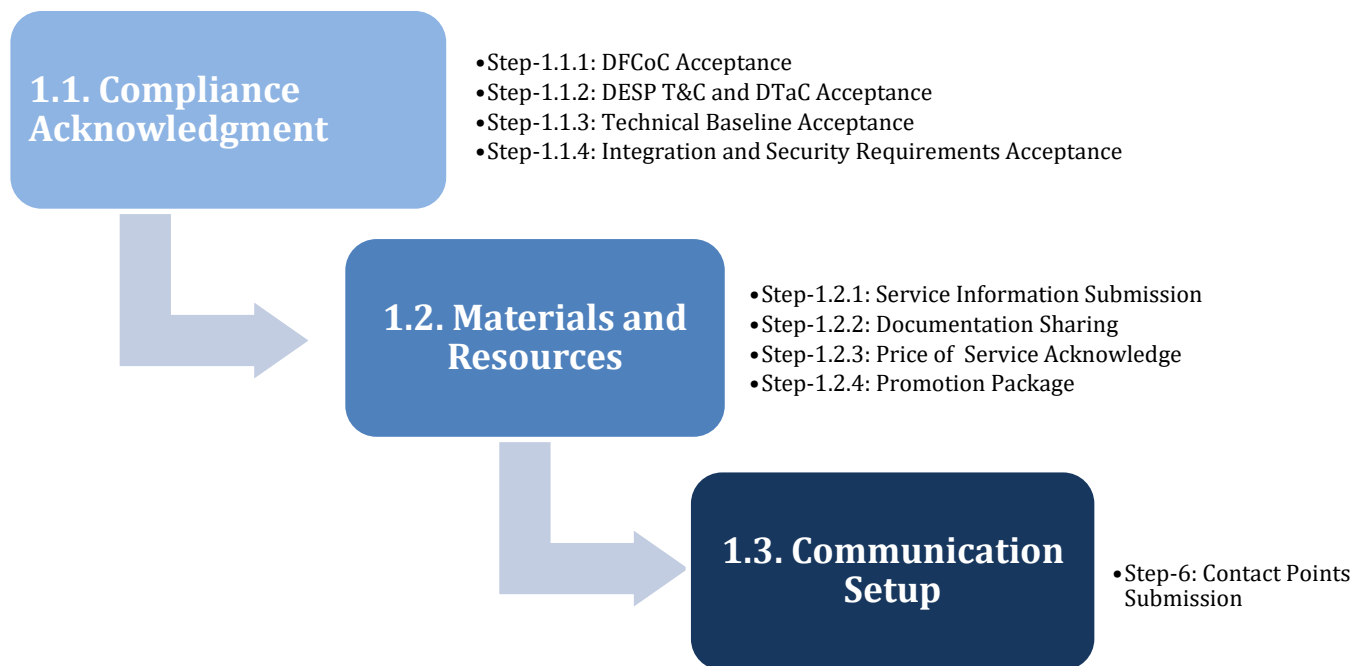


Figure 2: Stage 1 Sub-stages and steps

5.1.1 Compliance Acknowledgement

This group encompasses steps that focus on acknowledging and accepting various policies, terms, and requirements, ensuring that the to-be-integrated Service Provider understands and complies with organizational rules and standards.

STEP 1.1: DESP Framework Code of Conduct Acceptance

The Service Provider shall accept the DESP Framework Code of Conduct (see Annex 1 DESP Framework Code of Conduct). It will be shared with the users through DestinE web Interface.

STEP 1.2: DESP Terms and Conditions and DestinE Terms and Conditions Acceptance

The Service Provider shall accept DESP Terms and Conditions and DestinE Terms and Conditions (see Annex 2 and Annex 3). They will be shared with users through DestinE web Interface.

STEP 1.3: Technical Specifications Approval

The Service Provider shall acknowledge applicable DESP Framework Technical Requirements and Specifications [RD-8] [RD-9], including the DESP Operations Concept [RD-7].

STEP 1.4: Integration & Security Requirements Acceptance

The Service Provider shall acknowledge DESP Security Requirements and Specifications [RD-1].

5.1.2 Materials and Resources

This group encompasses steps where the Service Provider delivers the necessary resources (information, documentation, artifacts, ...) and the informative material (promotion package, tutorials, manuals, ...) characterizing the service.

STEP 2.1: Service Information Submission

The Service Provider shall fill a dedicated online form with the following service information:

- a) Service Name
- b) Service Description
- c) Access Policy
- d) Registration Method
- e) Interface Type
- f) Service Consumption Type
- g) DestinE Usage Profile
- h) Content Source Management

Please see [RD-12] and Annex 4 for further details.

This information is used to create a comprehensive profile for the service/application within Service Registry.

STEP 2.2: Documentation sharing

Service Providers delivers documentation related to the new service, such as API documentation, user guides, and configuration instructions.

STEP 2.3: Price of Services Acknowledge

The Service Provider shall accept the price of DESP Services that will be detailed in Stage 2. All prices are subject to change without notice and are not guaranteed, except that prices for an order that have been accepted are not subject to change after acceptance. The Services prices and their availability can be altered at any time, with no prior announcement or notification to the consumer.

STEP 2.4: Promotion Package

To promote the new service, the Service Provider will deliver a Promotion package, including:

- a) Service presentation
- b) Logos
- c) Images

- d) Video
- e) Tutorials

To ensure a coherent visual identity, DESP makes available templates of most common document types and guidelines on the web site [RD-12]. In this Stage, the package may be in draft form, a final version should be delivered in Stage 3. In this stage however the Service Provider accepts to provide the requested material.

5.1.3 Communication Setup

This group includes steps establishing communication channels, ensuring a seamless exchange of information and contact.

Step-3.1: Contact Points

The Service Provider shall communicate their Reference Contact Points

- Administrative Contact Point
- Technical Contact Point

5.2 Stage 2- Service Evaluation

The objectives of Stage 2 are the evaluation of the Service Request and (in case of positive outcome) the Service Integration in DESP ecosystem. The evaluation Criteria are the criteria that the Internal Board applies in the qualitative evaluation of submitted service in order to determine the strengths and weaknesses of a new service by separate evaluation of its various aspects. They are:

1.Integration Costs:

Assess the costs and workload required to integrate it. The ideal is that it can integrate seamlessly into existing systems and processes.

2. Capability:

Capability criteria include the inclusion of redundancy. Service redundancy as a mechanism to initiate a process analogous to "natural selection" in the context of services. This means that sustainable and efficient services are allowed to continue operating, while those that are unsustainable or less effective are discontinued or terminated (i.e. What does the new service enable DESP to do? What is the added value compared to the current status?, What contribution to Green Deal and european digital transformation the Service will give?).

3. Usability:

Usability is how effectively and efficiently users can use the new service. It is important for internal board to understand user needs and its ease of use.

4.Application:

Analyse whether the new service is expanding or flattening DESP Ecosystem, (i.e. services no longer used by the user community, or obsolete services, or trivial services)

5. Long-Term Sustainability: "Long-term sustainability" is a concept that encompasses the ability of a service to persist and thrive over an extended period of time while maintaining or improving its well-being without depleting or harming the resources and conditions that support its existence.

The Onboarding Service Request will be evaluated by the Internal board considering:

- its compliance to DESP Framework Code of Conduct;
- its compliance with DESP Terms and Conditions and DTaC;
- its purpose in line with the DestinE objectives (e.g. providing a simulation on the DESP the Earth's system developments and human interventions, delivering potential simulations and prediction of environmental behaviour, such as disasters, and resultant socio-economic events, such as crisis, to be elaborated and interpreted by policy makers).

The internal Board includes:

- Service Manager
- Service Integration Manager
- Business Development Manager
- ESA
- 3EEs
- COM

The internal board will evaluate the new services to integrate also referring to [RD-13] considering the monetized benefits and not monetized benefits. The Sentinels Benefits Methodology can be applied to DestinE, in particular to the new service evaluation and integration focusing on addressing environmental, economic, and societal challenges through advanced Earth monitoring and modeling technologies.

The primary purpose of this methodology is to evaluate, measure, and optimize the benefits related to a specific service. The figure below illustrates the hierarchical relationships between benefits.

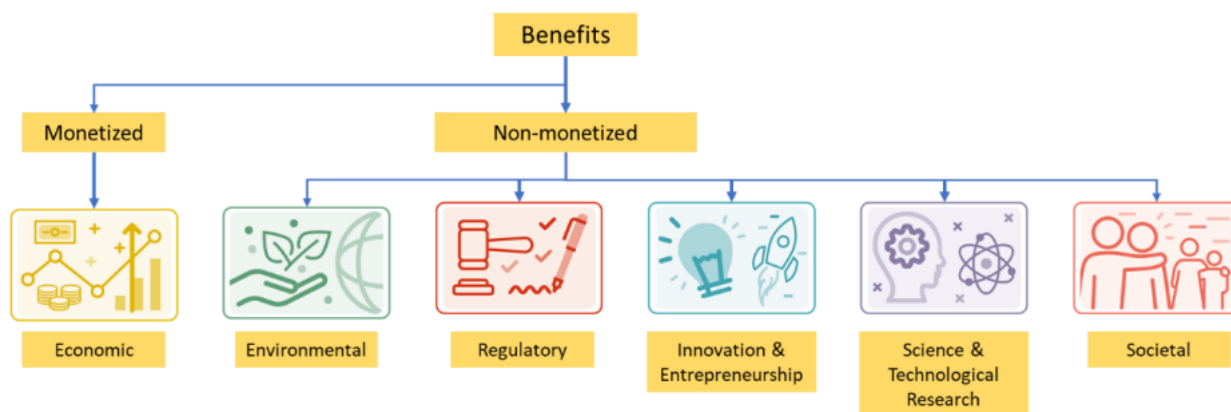


Figure 3: Hierarchical relationships of benefits

Benefits dimensions are:

- **Economic:** Impacts related to the production of goods or services, or impacts on monetary flow or volume, such as revenue, profit, capital and (indirectly, through turnover generation) employment
- **Environmental:** Impacts related to the state and health of the environment, particularly as regards the ecosystem services on which human societies depend.
- **Regulatory:** Impacts linked to the development, enactment or enforcement of regulations, directives and other legal instruments by policymakers
- **Innovation -Entrepreneurship:** Impacts linked to the development of new enterprise and/or the introduction of technological innovation into the market and/or business processes.
- **Science Technology:** Impacts linked to academic, scientific or technological research and development, the advancement of the state of knowledge in a particular domain
- **Societal:** Impacts related to broader societal aspects, such as public health, citizen security and welfare.

Declining the above benefits in the service evaluation stage:

- **Economic:** Measure the economic benefits, such as increased agricultural productivity, reduced disaster-related costs, and enhanced resource efficiency;
- **Environmental:** Evaluate the impact of the new service on ecological systems, climate change mitigation, biodiversity, and resource management;
- **Regulatory:** Evaluate the new service impacts associated with the creation, implementation, or enforcement of regulations, directives, and other legal tools by government authorities;
- **Innovation/ Science Technology:** Analyze the contributions of the service to scientific knowledge, innovation, and technological progress.

- Societal: Assess the societal benefits, including improved health outcomes, educational advancements, and increased resilience to environmental threats.

To provide a visual representation of the importance of the indicator, (a measurable or observable factor that provides information, signals, or evidence about the state, progress, or quality of the benefit) and by extension, the dimension, a grading system or scale from 0 to 5 has been introduced as shown in table Table 5: Scaling of benefits. The scale is applied both monetized and not monetized benefits.

Table 5: Scaling of benefits

Scale	Description		Level
NULL	There are no perceivable benefits in this dimension, and no potential for such benefits to emerge is anticipated.		0
LATENT	There are, in general, potential benefits, but no concrete has been identified or described in this particular instance		1
MANIFEST	At least one benefit has been identified with overall significance low/moderate/high/exceptional	Low	2
		Moderate	3
		High	4
		Exceptional	5

5.2.1 Cost Model

The Service Provider shall provide a cost model of their Service which will potentially include:

1. Data Management Services
2. Infrastructure Costs (Cloud infrastructure)
3. Additional Platform Services (Dashboard, monitoring, Communication, and marketing premium plan, etc.)

5.3 Stage 3- Service Integration

The figure below shows the main steps of Stage 3.

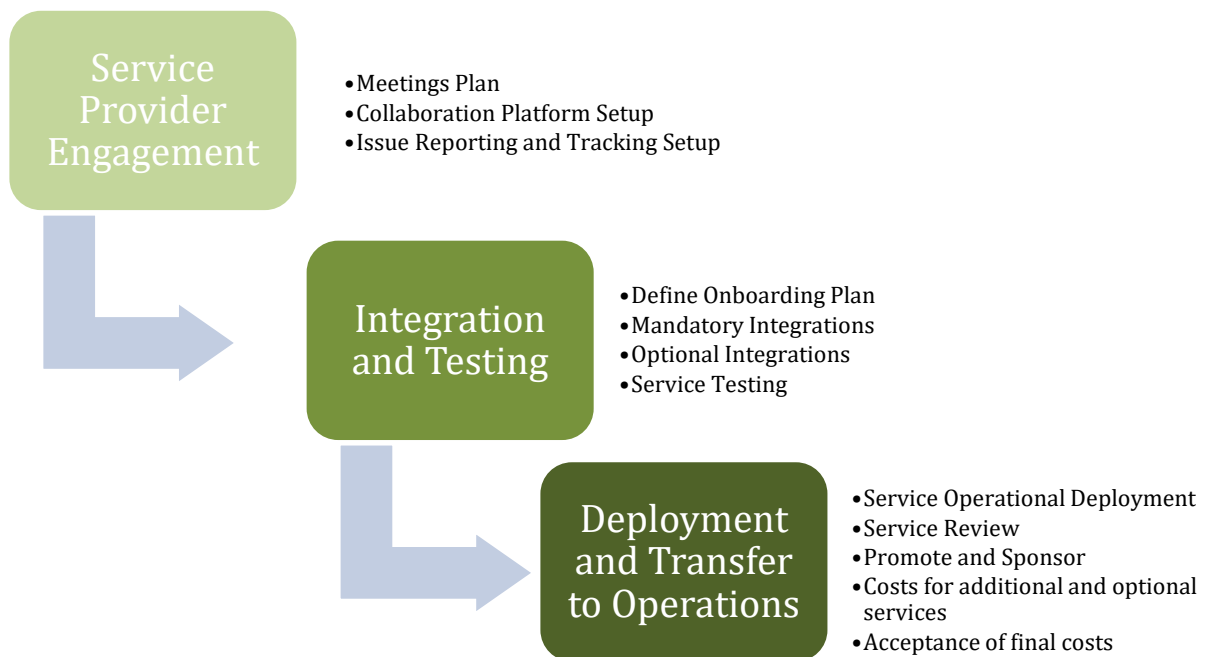


Figure 4: Stage 3 Sub-stages and Steps

5.3.1 Service Provider Engagement

To establish relationships and communication channels with the involved service providers, the Maintenance and Evolution Manager appoints a Service Champion and organizes an "Onboarding meeting". Objectives of this meeting are:

- a. Presentation of the Service Champion
- b. Identification of the responsible of service integration on Service Provider side
- c. Organization of regular check-in meetings to monitor progress.

The communication channels include meetings, emails, issue tracking tools access.

STEP-3.1.1: Regular Check-in meetings plan

A structured plan for setting-up and conducting regular check-in meetings is agreed between DESP Service Integration Manager and the Service Provider team. As a minimum the following shall apply:

Objective: To ensure open communication, alignment, and progress tracking between the service/application provider and the digital marketplace team throughout the integration process.

Frequency: Bi-weekly meetings are recommended for the duration of the integration project.

Duration: Each meeting is scheduled for 30 to 60 minutes, depending on the complexity of the integration and the number of topics to discuss.

STEP-3.1.2: Collaboration Platform Setup

Online collaboration tools are software that lets teams work together over the internet. The purpose of these tools is to facilitate communication, collaboration and teamwork for remote teams.

Collaboration environments includes forums, development environment, etc. In particular, a forum, often referred to as an online discussion board or community platform, serves as a powerful collaboration tool in various contexts. It provides a virtual space where individuals with shared interests or goals can convene to exchange ideas, seek advice, and work together towards common objectives. One of the key advantages of forums as a collaboration platform lies in their asynchronous nature. Forums allow participants to engage at their own pace. This flexibility accommodates diverse schedules and time zones, making it easier for contributors from around the world to participate. Forums also provide a structured environment for discussions. Threads and topics are typically organized into categories, making it easy to navigate and locate relevant information. This structure fosters focused conversations and helps participants stay on track, which is particularly valuable for projects or initiatives with multiple components.

DESP will offer a public collaboration platform for individuals and groups to work together towards common goals. It fosters a sense of community, facilitate structured discussions, and provide a valuable knowledge repository. As a result, it plays a crucial role in enabling remote collaboration and supporting diverse teams across a wide range of industries and endeavors.

STEP-3.1.3: Issue Reporting and Tracking

Issue Reporting and issue tracking processes are detailed in [RD-4].

As well as DESP Consortium will respond to user issues, Service Providers are committed to respond within:

- First Time Response: 4 hr 24/7
- Time to Resolution: 5 Normal Working Days (User request)

5.3.2 Integration and Testing

These are all the activities needed to ensure a successful integration with DESP and end with the operational readiness of the Service.

To start these activities, the Service Provider presents the service technical solution in a dedicated meeting and provides the following documents (or updates if already delivered in Stage 1):

- a. Service Technical Baseline (System Design, Operational Concept, ICDs)

- b. Data migration plan (if necessary)
- c. Cloud requirements and Infrastructure sizing information
- d. User Service Level Agreement

STEP-3.2.1: Define Onboarding Plan

The DESP Maintenance Manager and the Service Provider Project Manager:

- a. Create a detailed project plan outlining the tasks, timelines, and milestones.
- b. Identify the resources and dependencies required for each task (onboarding, operationalisation and maintenance tasks) on each side.

The DESP Communication manager and the Service Provider Project Manager:

- a. Define the communication approach toward users (timeline, events, ...)

STEP-3.2.2 Mandatory Integration with Platform Management Services

The Service Champion initiates and coordinates the following onboarding activities:

- a. Integration with IAM Service [RD-8]
- b. Integration with Service Registry [RD-8]

STEP-3.2.3 Optional Integration with other Platform Services

- a. [optional] Integration with Runtime platform [RD-9]
- b. [optional] Integration with accounting and billing [RD-10]
- c. [optional] Integration with Monitoring [RD-5] [RD-6]
- d. [optional] Integration with the Executive Dashboard [RD-5] [RD-6]

The Service Champion evaluates the data migration plan , possibly in agreement with DEDL team with support of the Data Protection Champion to ensure compliance with GDPR regulation.

STEP-3.2.4 Service Testing

The integration testing stage is planned following a template Integration Test Plan provided by the DESP Maintenance Manager and customised by the Service Provider (a final approval of the Maintenance Manager is required before starting the testing phase) [RD-11].

- a. [optional] The required cloud resources are defined and provided within the DESP Staging environment. [alternatively] the resources are procured by the Service Provider on their own cloud. Costs may vary depending on the size of the infrastructure.
- b. [optional] The Cloud Architect gives access to the DESP Reference environment configured as per Service needs, in terms of resources, availability of the reference Runtime etc.

- c. The Service Provider deploys the service on the dedicated infrastructure (Runtime or Service Provider's private infrastructure) and
 - i. [Service Provider's private infrastructure] conduct security and integration testing to ensure compatibility and functionality of the services.
 - ii. [Runtime] the DESP security team conduct security tests
- d. The Service Provider performs integration tests following the established plan. When completed, Service provider delivers Test Report of the performed Integration Testing.
- e. The Service Provider organises an end-to-end testing session on the Reference environment with witnessing of the Service Champion and the Integration Manager to show successful integration of the service.

5.3.3 Deployment and Transfer to Operations

STEP-3.3.1 Service Operational Deployment

Following a successful Integration Testing step (previous) the Service Provider

- a. deploys the Service (on the DESP Production Runtime platform or its own Production environment).
- b. Monitor the deployment process for errors or failures
- c. Roll back if necessary
- d. Set up monitoring tools to track application performance and errors
- e. Configure logging to capture relevant information for debugging

STEP-3.3.2 Service Review

The Service champion informs the User Community Manager that the service has been successfully deployed and its ready for the Service Review.

The User Community Manager and the DESP Business manager identify end-users to validate the integrated services as early adopters. The User Community Manager gather feedback and shares the community input with the Service Provider.

STEP-3.3.3 Promote and sponsor the new integrated services

In order to promote the new service, the Service Provider will have to submit the Promotion package as described in section [RD-12].

The Communication Manager will update the web portal and Knowledge Base with the new service promotion material.

5.3.4 STEP 10: Continuously Improve the Integration

1. The Service Champion and the Service Provider performs monthly progress meetings to monitor the performance and effectiveness of the integrated services.
2. During the progress meeting, the User Community Manager shares feedback from users, service providers, and stakeholders. (i.e. web portal surveys, user collection feedbacks, etc.)
3. During the meeting, areas for improvement are identified and planned.

Annex 1. DESP Framework Code of Conduct (DFCoC)

The set of values and principles, rules and guidelines, that every DESP Framework actor shall take into account when accessing and utilising the DESP will compose the “DESP Framework Code of Conduct” (DFCoC).

The DFCoC will be presented to all DESP Framework actors upon registration for their acknowledgement and acceptance. To successfully register, a user must acknowledge the DFCoC, else access will not be granted. The DFCoC will be maintained along the duration of the contract and if necessary updated, keeping a clear version history and previous versions. It shall be noted that whenever a code of conduct changes, all registered users shall need to accept the new available version.

Purpose of the Code of Conduct

DFCoC will provide DESP Framework users a concrete guide on how they are expected to act while being registered users of the DESP Framework by:

- Providing a guideline for behaviour and expectations within the DESP Framework.
- Ensuring all DESP users are made aware of what is and is not tolerated in the DESP Framework.
- Outlining main values and principles: This is a way of showing the uniqueness of the DESP Framework and shaping the users’ roles. It also plays a significant role in improving user onboarding and user attractiveness.
- Informing all DESP users about ethics and standards: Ethics and standards are important to the DESP Framework because they have a direct connection to trust and satisfaction

Sections of the Code of Conduct

The DFCoC allows all actors to maintaining compliance to the DESP Framework and allows the DESP Framework to protect itself from damaging risks.

Security

Each DESP Framework actor:

- is responsible for the security and use of their username and password, and the users must not disclose their username or password to anyone else.
- will not use the account, username or password of any other user
- will not misuse the DESP Framework by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful
- will not attempt to gain unauthorised access to the DESP Framework, the infrastructure hosting the DESP, or any server, computer or database connected to the platform
- will not attack the DESP via a denial-of-service attack or a distributed denial-of-service attack.

DESP Security Manager will report any such breach to the relevant law enforcement authorities, and it will co-operate with those authorities by disclosing the user identity to them. In the event of such a breach, the user right to use the DESP Framework will cease immediately. DESP will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect the DESP users' computer equipment, computer programmes, data or other proprietary material due to use of the platform or to downloading any material posted on it, or on any website linked to it. The DESP user should ensure that has appropriate protection against viruses and other security arrangements in place when using the internet.

Communication

When the DESP user makes use of the communication facilities on the DESP, the DESP user must:

- Respect other people's views and beliefs
- Only post comments that are appropriate to the discussion
- Remember that he/she is conversing with real people, so it is important to communicate in a polite manner. This will create a friendly and positive environment for all DESP actors. By posting messages in any forum on the DESP Framework the DESP user is granting a licence to reproduce the content of post(s), and the users is also granting a licence to other users to download or copy the content in accordance with these conditions. When the DESP Framework actor makes use of the communication facilities on the DESP, he/she must not:
 - Post anything abusive, defamatory, obscene or otherwise illegal
 - Copy or forward e-mails or any other private messages without permission
 - Include material that is confidential or the copyright of which is owned by someone else, unless you have first obtained permission
 - Post material that contains viruses or other programs that might disrupt DESP Systems
 - Post any aggressive advertising
 - Behave in an impolite or offensive manner DESP management reserves the right to remove, vary or amend any of the content that appears on the platform at any time and without prior notice. When posting messages or submitting assignments the DESP user must give due acknowledgement for material quoted from other sources, both within the platform and elsewhere. Copyright Suggested approach to be further expanded and refined with ESA:
- DESP user may access the material, for own personal and non-commercial use only. No other use is permitted without prior written consent from DESP Contractor. In particular, the DESP user may not use any part of the materials for commercial purposes or distribute the content to third parties without obtaining prior written consent.

The DESP user must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

- The DESP user must not reproduce any part of the material or transmit it to or store it in any other website or disseminate any part of the material in any other form, unless DESP Contractor has given prior permission in writing that he/she may do so.
- Further, the DESP user is not allowed to download or print the material, or extracts from it, in a systematic or regular manner or otherwise so as to create a database in electronic or paper form comprising all or part of the material appearing on DESP.
- DESP Consortium, ESA, EC must always be acknowledged. No trademark, copyright or other proprietary notices contained in or appearing on material from DESP site should be altered or removed in whole or in part

Management of Breaches to the Code of Conduct

Failure to comply with the restrictions as laid out above constitutes a material breach of the Code of Conduct. DESP Service Desk will inform the user of the breach and the actions that will be taken, providing an opportunity to appeal or provide additional information. Actions may include immediate, temporary or permanent withdrawal of right to use DESP.

DESP Framework user behaviour and DESP Framework values DFCoC explains to all users what is expected of them in terms of behaviour and performance. This could be related to how they treat the people around them and communicate or specifics related to how they perform their role.

Examples include:

- Standards of professionalism
- Social responsibility
- Environmental responsibility
- DESP user rights
- Commitment and responsibility
- Diversity and inclusion
- Discrimination and sexual harassment policies

The Consortium strives to make DESP Framework safe space for everyone. Every DESP user has the right to feel safe and welcome when the engage with the platform and the Consortium is committed to creating an environment of equality for all.

Harassment

DFCoC clearly will affirm that any form of harassment is not tolerated. Harassment might include, but is not limited to:

- Bullying, intimidation, threatening or aggressive behaviour.
- Violence of any description.

- The use of epithets, slurs or negative stereotyping.
- Minimising a person's lived experience or identity.
- Misgendering or refusal to respect a person's gender identity.
- Inappropriate or unwelcome sexual attention, innuendo or joking.
- Sustained disruption of events. Discrimination, particularly in connection to:
 - Race, ethnicity, or national origin.
 - Gender identity or expression.
 - Sex or sexual orientation.
 - Age.
 - Disability, neurotypicality, medical condition, or pregnancy
 - Religion
 - Citizenship status
 - Body size or physical appearance.
 - Language proficiency
- Promoting or encouraging any of the above behaviour.

Harassment is not: Discussing or criticising oppressive behaviour and assumptions.

The enforcement of the Code of Conduct is provided in several ways: For what concerns users behaviour, every users content (posts, feedbacks, questions) is subject to moderation as well as any other content published on the platform. Violation can also be reported by the user of the platform via dedicated channels (Service Desk and email). For what concerns the usage of the platform and the alignment of the offered services with the scope of the DESP framework, the enforcement will be part of the onboarding procedure, that foresees an approval step for a service to be published on the platform. Finally, a security evaluation pipeline will be provided to ensure that the proposed services and applications are in line with the DESP Framework security standards.

Annex 2. DESP Terms and Conditions (Draft)

1. General Information

1.1. These T&Cs inform you on the terms of use of the website www.platformname.eu (the "DestinE Core Service Platform"), whether as a guest or registered user (the "User"). Please read these T&Cs carefully, by using the Platform, you indicate your acceptance of these T&Cs. If a User is not willing to accept these T&Cs, then he shall not use the Platform. These T&Cs do not regulate the usage of DESP Services (as defined in the relevant agreement) for which it is made reference to the relevant agreement which will prevail over these T&Cs in case of contrast (the agreements regulating the offering of DESP Services and any service connected to them are jointly defined as "DESP Services Agreements").

1.2. The DestinE Core Service Platform is operated by an European Consortium led by Serco Italia S.p.A., with registered office at Viale dell'Astronomia 13, 00144 Roma (Rome, Italy), VAT No. IT 01524751003, Fax No. +39 (06) 941 94 26, e-mail address support@platformname.eu ("Serco").

1.3. The DestinE Core Service Platform is not meant to be offered to minors, when Users use the Platform, they declare to be at least 18 years old.

2. Users' obligations

2.1. Subject to the terms of the DestinE Core Service Platform Agreements that will in any case prevail, Users can access the software, data, text, audio, video or images made available by means of the DestinE Core Service Platform (the "DestinE Core Service Platform Content") only for the usage of the DestinE Core Service Platform, in accordance with all applicable laws, rules and regulations, without breaching the rights of Serco Consortium, its licensors and third parties and in compliance with these T&Cs, DestinE Framework Code of Conduct (DFCoC) and DTaC (DestinE Terms and Conditions).

2.2. Any data made available through the DestinE Core Service Platform will be governed by the "DestinE – System Framework – Data Portfolio" defined by EUMETSAT, which the User accepts by accessing, browsing and / or using the DestinE Core Service Platform.

2.3. Unless provided under the DESP Services Agreements, Users will not use the DestinE Core Service Platform and the DestinE Core Service Platform Content in any manner or for any purpose other than as expressly permitted by these T&Cs. In particular, Users will not

- a) copy, modify, distribute, alter, tamper with, repair, or otherwise create derivative works of any DestinE Core Service Platform Content; and
- b) access or use the DestinE Core Service Platform in a way intended to perform further fraudulent conducts or breach the terms of these T&Cs or applicable laws.

3. Indemnity

4.1. Users undertakes to defend, indemnify, and hold harmless Serco Consortium, its affiliates and licensors, and each of their respective employees, officers, directors, and representatives from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to any third-party claim concerning:

- a) their usage of the DestinE Core Service Platform;
- b) the breach of these T&Cs or violation of applicable law by the User;
- c) any breach of third parties' rights.

4.2. Serco Consortium will have no obligations or liability arising from the Users' use of the DestinE Core Service Platform after Serco Consortium has notified the User to discontinue such use.

5. Termination and suspension

5.1 Serco Consortium may, in its sole discretion, terminate or suspend the User's access to all or part of the DestinE Core Service Platform, for any reason, including, without limitation, breach of these T&Cs and DESP Framework Code of Conduct. In the event that these T&Cs are terminated, the restrictions regarding the usage of the DestinE Core Service Platform Content, and the representations and warranties, indemnities and limitations of liabilities set forth in these T&Cs will survive termination.

7. Privacy

7.1. Serco will process the Users' personal data in compliance with the EU regulations, privacy information notice and cookie policy available on the DestinE Core Service Platform at the following link.

8. Changes

8.1. Serco Consortium can change or discontinue the DestinE Core Service Platform or change or remove functionalities of the DestinE Core Service Platform at anytime, also due to regulatory changes. In such cases, Serco Consortium will notify in advance the material changes or its discontinuation.

8.2. Serco Consortium reserves the right to amend at anytime these T&Cs with a prior 30 day notice to Users. In such case, if the User does not want to accept the new version of the T&Cs, it shall terminate the use of the DestinE Core Service Platform before the date when it becomes effective.

9. Consumers' rights

9.1. The provisions of this Section 9 apply only to Users that fall under the category of "consumer" pursuant to the Italian Legislative Decree 6 September 2005, No. 206 (the "Italian Consumers Code").

9.2. Save for the right of the User to bring a claim before the courts of its place of residence, the User is informed herewith in compliance with article 14 of the EU Regulation 524/2013 that the EU Commission set up a platform for the online dispute resolution that can be accessed at this link and that can be used by Users to sort disputes with Serco Consortium that can be contacted at the following address support@platformname.eu

9.3. Users that are consumers should be aware that the Sections of these T&Cs that can be considered unfair under the terms of the Italian Consumers Code may be void pursuant to article 36 of the Italian Consumers Code and therefore do not apply to them.

10. Miscellaneous

10.1. This Agreement is governed by Italian law, without reference to conflict of law rules. Any dispute arising from this Agreement will be subject to the exclusive jurisdiction of the courts of Milan (Italy).

10.2. If any portion of these T&Cs is held to be invalid or unenforceable, the remaining portions of these T&Cs will remain in full force and effect. Any invalid or unenforceable portions will be interpreted to effect

and intent of the original portion. If such construction is not possible, the invalid or unenforceable portion will be severed from this Agreement but the rest of the T&Cs will remain in full force and effect.

10.3. Serco Consortium, its affiliates, licensors and subcontractors are not subject to any obligations, do not provide any representation and warranty also in relation to the Platform that is not expressly provided by either the T&Cs or statutory law which cannot be derogated by the terms of these T&Cs.

Annex 3. DestinE Terms and Conditions (DTaC)

The DestinE Terms and Conditions establish the contract between DestinE Users and the service providers and limit the risks from inappropriate behaviour. The DestinE Terms and Conditions regroup terms and conditions associated to all registered services and to DestinE datasets according to the DestinE data portfolio licences information [AD-3].

When registering in DESP ecosystem through the identity management service, users shall be informed of the type of data collected and processed by the data controller, and terms and conditions for the processing of personal data shall be approved by the users.

Annex 4. Service Description Template

Service Name		
Description		
Access Policy		
Registration Method		
Service Type		
Interface Type		
Service Consumption Type		
DestinE Usage Profile		
Content Source Management		

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