



Service Description Template

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Contributors

JNP: Jorge Sanchez, Nikos Vogiatzis, Nektaria Berikou, Theodore Ntezes

EFIS: Alasdair Reid, Jelena Angelis, Elina Griniece, Gaël le de Meeûs, Orsolya Gulyas, Henry Varga

UOA: Natalia Manola, George Papastefanatos, Akrivi Katifori, Panagiotis Lambropoulos, Stefania Martziou, Antonis Lempesis

Gottfried Wilhelm Leibniz Universitaet Hannover/e-IRG: Jan Wiebelitz, Gabriele von Voigt

Stichting EGI/EOSC-Hub: Yannick Legre, Sergio Andreozzi, Malgorzata Krakowian

EPCC/EUDAT: Rob Baxter

GÉANT Ltd: Annabel Grant, Shaun Cairns, Karl Meyer, Afrodite Sevasti, Michelle Williams

CNR/OpenAIRE: Donatella Castelli, Paolo Manghi, Franco Zoppi

PRACE AISBL: Florian Berberich, Pedro Alberto, Oriol Pineda

ARC: Penny Labropoulou, Androniki Pavlidou

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Updates Log

This document and updates can be downloaded from <https://www.gitbook.com/@jnp>, in PDF format from <https://goo.gl/7h2CMY> and in MS Word format from <https://goo.gl/xVjFqA> and a complementary tool in MS Excel from <https://goo.gl/ZUkQFb>.

Date	Version	Summary of main changes/Status
30.09.2017	V1.00	First public version
13.03.2018	V1.10	<ol style="list-style-type: none"> 1. Deleted Attributes (Service Full Name, Service Provider Description) 2. Change of Attribute Names (Target Users, User Value, User Base, Service Symbol, Service Multimedia) 3. Change of Attribute Block (Service Provider Name) 4. Changes of Attribute Format (Service ID, Service Name, Service Tagline, Service Description, Service Options, User Base, Service Version, Service Change Log, Service Life Cycle Status, Service TRL, Service Category, Service Subcategory, Required Services, Related Services) 5. Redefined Service Level Targets and Performance Information Block
26.06.2018	V1.11	<ol style="list-style-type: none"> 1. New Subcategories in Category (Compute, Storage, Data, Security, Consulting) 2. Update of Examples in Attributes (Service Order, Service Helpdesk, Service User Manual, Service Training Information, Service Feedback)
31.07.2018	V1.12	<ol style="list-style-type: none"> 1. New Service Category (Aggregator) 2. Deleted Subcategories in Category (Application, Data) 3. Update of Examples in Attributes (Service Life Cycle Status, Service TRL, Service Place, Required Services, Related Services, Service Price, Service Funding) 4. Update of Recommendations in Attributes (Service Name, Target Users, Service Symbol, Service Multimedia, Service Valid For, Service Life Cycle Status, Service TRL, Service Category, Service Subcategory, Required Services, Related Services, Service Funding, Service Level Agreement) 5. Redefined Service Level Targets and Performance Information Block

Introduction to eInfraCentral

The mission of eInfraCentral is to “ensure that by 2020 a broader and more varied set of users discovers and accesses the existing and emerging e-Infrastructure capacity and e-Infrastructure Services”. The aim is to structure an open and guided discussion between e-Infrastructures to consensually define a common catalogue for their services. Based on the bottom-up consultation process, eInfraCentral designed, developed and deployed a service gateway for end-users to browse to the catalogue of services and solve the “last mile” problem.

The eInfraCentral Gateway aims at offering end-users a central entry point/gateway to a harmonized and aggregated service catalogue and an additional distribution channel to e-infrastructures services offered disparately by each e-Infrastructure or other aggregators, including service-level targets and end-user ratings.

Each of those e-Infrastructures should have their own service catalogue, perhaps with customer views and internal views, and, potentially, service portfolios. eInfraCentral intends to harmonise the parts of the service description aiming to create a homogenised customer view of the individual service catalogues and impact, to the extent possible, the deployment of full service portfolios; so, any information which might be considered internal view to a service description is not of direct interest to eInfraCentral.

Crucial in achieving the eInfraCentral goal is, among others, a) describing and b) exchanging service-related information in a formal way to allow for increase in accessibility, discoverability, interoperability, aggregation, monitoring and comparison of services and thus their uptake and to allow for enhancing the understanding of gaps and improvements that could be delivered by e-infrastructure services. eInfraCentral, therefore, is focusing much of its efforts in those directions.

In this respect, eInfraCentral has worked in its first phase closely with the European e-Infrastructure flagship initiatives EGI, EUDAT, GEANT, OpenAIRE and PRACE and with EOSCPilot, EOSC-Hub and OpenAIRE-Advance as well as 30+ other e-Infrastructure Service Providers.

From this process, eInfraCentral has devised a Service Description Template for an entry in a Service Catalogue. The Service Description Information is organised in various blocks of information: Basic Service Information, Service Classification Information, Service Support Information, Service Contractual Information and Service Performance Information.

The Service Description Template provides a definition, potential values and their format (if any) as well as information related to whether the information is related only to the catalogue or to the overall portfolio (Use column) as well as whether the attribute is mandatory or optional for the implementation of a number of features in the eInfraCentral platform/common catalogue.

The eInfraCentral Service Description Template

The current version of the Service Description Template, provides definitions of the service features/attributes organised in blocks, example values and their specific format, recommendations as well as whether the attribute is mandatory or optional for the implementation of a number of features in a service catalogue.

Following the overall presentation of the SDT, all service attributes are listed and expanded.

eInfra Central		Service Description
Basic Service Information		
Service ID	01.03	
Service URL	http://www.service-provider.eu/service-name or http://service-name.service-provider.eu	
Service Provider Name	e.g. GEANT, PRACE, EGI, EUDAT, OpenAIRE, etc.	
Service Name	B2DROP	
Service Tagline	Store, share and access your files and their metadata on a global scale	
Service Description	B2SHARE is a user-friendly, reliable and trustworthy service that allows to store and share worldwide small-scale research data, results and metadata from diverse contexts and guarantees their long-term persistence.	
Service Options	"Standard or enhanced", "Bronze, silver and gold", "10, 20, 30", "Foundation Level, Advanced Level, Expert Level"	
Target Users	Research Organisations, Industry, SMEs, Researchers, Scientists, Funders, Policy Makers, Service Providers, Data Providers, etc.	
User Value	For the communities who need to guard against data loss, B2SAFE is a customer facing service that allows data replication and safe storage between geographically distributed centres in the EUDAT CDI.	
User Base	900+ data providers in Europe with different compatibility levels. Adoption in Latin America (LaReferencia), Mexico and Japan.	
Service Symbol	http://service-name.service-provider.eu/Symbol.jpg	
Service Multimedia	http://service-name.service-provider.eu/Multimedia	
Service Classification Information		
Service Version	3.1	
Service Last Update	28/2/2018	
Service Change Log	Upgrade of user interface. Correction of minor bugs	
Service Valid for	03/12/2018	
Service Life Cycle Status	Production	
Service TRL	For the eInfraCentral catalogue, allowed values are: 7 - system prototype demonstration in operational environment, 8 - system complete and qualified, 9 - actual system proven in operational environment.	
Service Category	Networking, Compute, Storage, Data, Software, Application, Security, Analytics, Operations, Training, Consulting, Aggregator, Other	
Service Subcategory	Direct Connect, Virtual Network, Load Balancer, Application Gateway, VPN Gateway, Exchange, Content Delivery Network, Traffic Manager, API Gateway, Job Execution, Virtual Machine Management, Container Management, Batch Processing, Serverless Applications Repository, Load Balancing, Data, File, Queue, Disk, Archive, Backup, Synchronised, Replicated, Recovery, Mining, Access, Management, Transfer Management, Registration, Persistent Identifiers, Interlinking, Publishing, Discovery Anonymisation, Preservation, Brokering, Annotation, Validation, Platform, Application, Tools, Component, Authentication and Authorisation, Coordination, Certification Authority, Identity, Attacks protection, Business Analytics, Web Analytics, Learning Analytics, Predictive Analytics, Machine Learning, Accounting, Helpdesk, Monitoring, Analysis, Configuration, Online Courses, In house Courses, Open Registration Courses, Platform, Audit and Assessment of IT Management, Audit and Assessment of Information Security, High Performance Computing, Other	
Service Place	Word	

Service Language	English
Service Tags	AIA. Security
Required Services	01.24
Related Services	03.24
Service Support Information	
Service Order	http://service-name.service-provider.eu/Order
Service Helpdesk	http://service-name.service-provider.eu/Helpdesk or http://helpdesk.service-provider.eu
Service User Manual	http://service-name.service-provider.eu/UserManual
Service Training Information	http://service-name.service-provider.eu/Training
Service Feedback	http://service-name.service-provider.eu/Feedback
Service Contractual Information	
Service Price	http://service-name.service-provider.eu/Price
Service Level Agreement	http://service-name.service-provider.eu/SLA
Service Terms Of Use	http://service-name.service-provider.eu/TermsOfUse
Service Funding	e.g. EC (Horizon) and National (NREN) or Development: EC (H2020), National (NREN). Operations: National (capacity and federation), EC (federation).
Service Performance Information	
Service Requests	15
Service Users	200
Service Usage	35%
Service Capacity	3000 service orders per day
Service Coverage	EU Member States (regional)
Service Cost	Free of charge
Service Availability	99.99%
Service Reliability	99%
Service Serviceability or Durability	98.1%
Service Performance Indicator Name	Total number of Service Orders
Service Performance Indicator Value	1,000

1. Basic Service Information

1.1 Service ID

1.1.1 Definition

A global unique and persistent identifier of the service.

1.1.2 Type

List of controlled values (SPs)¹.

1.1.3 Example Value

01.03

1.1.4 Recommendation

In the above example, the first part denotes the Service Provider and the second part the unique identifier of the service within the Service Provider.

1.1.5 Visibility

A persistent identifier should be agreed among service providers and should be visible to Customers².

1.1.6 Required for Catalogue

Mandatory

1.2 Service URL

1.2.1 Definition

The Uniform Resource Locator (web address) to the entry web page of the service usually hosted and maintained by the service provider.

1.2.2 Type

URL

1.2.3 Example Value

<http://www.service-provider.eu/service-name> or <http://service-name.service-provider.eu>

1.2.4 Recommendation

¹ This work is in progress. A persistent identifier should be agreed.

² Until agreement each catalogue should use a unique identifier (key) within its domain to allow for (cross) referencing to the various services.

Create a unique URL for each service and provide the shortest possible alias.

1.2.5 Visibility

Visible to Customers

1.2.6 Required for Catalogue

Mandatory

1.3 Service Provider Name

1.3.1 Definition

The organisation that manages and delivers the service and with whom the customer signs the SLA.

1.3.2 Type

Free text

1.3.3 Example Value

GEANT, PRACE, EGI, EUDAT, OpenAIRE, etc.

1.3.4 Recommendation

N/A

1.3.5 Visibility

Visible to Customers

1.3.6 Required for Catalogue

Mandatory

1.4 Service Name

1.4.1 Definition

Should be descriptive from a customer point of view and should be quite simple, such that someone non-technical is able to understand what the service is about. This attribute will be used in the search function to prioritise results.

1.4.2 Type

Free text (max 80)

1.4.3 Example Value

B2DROP

1.4.4 Recommendation

Should be descriptive from a customer point of view and should be quite simple, such that someone non-technical is able to understand what the service is about. This attribute will be used in the search function to prioritise results.

1.4.5 Visibility

Visible to Customers

1.4.6 Required for Catalogue

Mandatory

1.5 Service Tagline

1.5.1 Definition

A short text, a catch line or a slogan which serves mainly marketing and advertising purposes.

1.5.2 Type

Free text (max 100)

1.5.3 Example Value

Store, share and access your files and their metadata on a global scale.

1.5.4 Recommendation

Marketing specialists are encouraged to be engaged in order to come up with a catch phrase that can aid service dissemination and visibility.

1.5.5 Visibility

Visible to Customers

1.5.6 Required for catalogue

Optional

1.6 Service Description

1.6.1 Definition

A high-level description in fairly non-technical terms of what the service does, functionality it provides and resources it enables to access.

1.6.2 Type

Free text (max 1000)

1.6.3 Example Value

B2SHARE is a user-friendly, reliable and trustworthy service that allows to store and share worldwide small-scale research data, results and metadata from diverse contexts and guarantees their long-term persistence.

1.6.4 Recommendation

A description in one paragraph without bullets or rich HTML. This attribute is used in the search function to prioritise results.

1.6.5 Visibility

Visible to Customers

1.6.6 Required for catalogue

Mandatory

1.7 Service Options

1.7.1 Definition

A high-level description of the various options or forms in which the service can be instantiated.

1.7.2 Type

Free text (max 1000)

1.7.3 Example Value

"Standard or enhanced", "Bronze, silver and gold", "10, 20, 30", "Foundation Level, Advanced Level, Expert Level"

1.7.4 Recommendation

A non-exhaustive description in one paragraph without bullets or rich HTML.

1.7.5 Visibility

Visible to Customers

1.7.6 Required for catalogue

Optional

1.8 Target Users

1.8.1 Definition

A type of users/customers that commissions a service provider to deliver a service.

1.8.2 *Type*

Free text (max 1000)³

1.8.3 *Example Value*

Research Organisations, Industry, SMEs, Researchers, Scientists, Funders, Policy Makers, Service Providers, Data Providers, etc.

1.8.4 *Recommendation*

This field is important in order to determine the primary benefited users of the Service. Target users should be defined as accurately and as inclusive as possible at the same time.

1.8.5 *Visibility*

Visible to Customers

1.8.6 *Required for catalogue*

Optional

1.9 *User Value*

1.9.1 *Definition*

A description of the benefit delivered to a customer/user by the service.

1.9.2 *Type*

Free text (max 1000)

1.9.3 *Example Value*

For the communities who need to guard against data loss, B2SAFE is a customer facing service that allows data replication and safe storage between geographically distributed centres in the EUDAT CDI.

1.9.4 *Recommendation*

Benefits are usually related to alleviating pains (e.g., eliminate undesired outcomes, obstacles or risks) or producing gains (e.g. increased performance, social gains, positive emotions or cost saving).

1.9.5 *Visibility*

Visible to Customers

1.9.6 *Required for catalogue*

Optional

³ The type of this attribute might change to a list of controlled values.

1.10 User Base

1.10.1 Definition

A list of customers, communities, users, etc. using the service.

1.10.2 Type

Free text (max 1000)

1.10.3 Example Value

900+ data providers in Europe with different compatibility levels. Adoption in Latin America (LaReferencia), Mexico and Japan.

1.10.4 Recommendation

A description should be as quantified as possible.

1.10.5 Visibility

Visible to Customers

1.10.6 Required for catalogue

Optional

1.11 Service Symbol

1.11.1 Definition

The Uniform Resource Locator (web address) to the logo/visual identity of the service.

1.11.2 Type

URL

1.11.3 Example Value

<http://service-name.service-provider.eu/Symbol.jpg>

1.11.4 Recommendation

Provide the shortest possible URL to the service logo. It is better that each service has its own logo with the same look and feel.

1.11.5 Visibility

Visible to Customers

1.11.6 Required for catalogue

Mandatory

1.12 Service Multimedia

1.12.1 Definition

The Uniform Resource Locator (web address) to the multimedia material of the service (screenshots or videos).

1.12.2 Type

URL

1.12.3 Example Value

<http://service-name.service-provider.eu/Multimedia>

1.12.4 Recommendation

Provide the shortest possible URL to a video or other multimedia material.

1.12.5 Visibility

Visible to Customers

1.12.6 Required for catalogue

Optional

2. Service Classification Information

2.1 Service Version

2.1.1 Definition

Informs about the service version that is in force.

2.1.2 Type

Free text (max 10)

2.1.3 Example Value

3.1

2.1.4 Recommendation

Only stable releases should be referenced.

2.1.5 Visibility

Visible to Customers

2.1.6 Required for catalogue

Mandatory

2.2 Service Last Update

2.2.1 Definition

The date of the latest update of the service.

2.2.2 Type

Date (dd/mm/yyyy)

2.2.3 Example Value

28/2/2018

2.2.4 Recommendation

The date should refer to when the updated version became available to users, not when it was developed or released internally in the SP.

2.2.5 Visibility

Visible to Customers

2.2.6 Required for catalogue

Mandatory

2.3 Service Change Log

2.3.1 Definition

A log of the service features added in the last and previous versions.

2.3.2 Type

Free text (max 1000)

2.3.3 Example

Upgrade of user interface. Correction of minor bugs.

2.3.4 Recommendation

Clear, staccato sentences for each feature should be used.

2.3.5 Visibility

Visible to Customers

2.3.6 Required for catalogue

Optional

2.4 Service Valid for

2.4.1 Definition

The date up to which the service description is valid.

2.4.2 Type

Date (dd/mm/yyyy)

2.4.3 Example

03/12/2018

2.4.4 Recommendation

You may put here the date a related project is planned to conclude and this might lead to a change in the service delivery model. The expiring date should imply validity period until 23:59:59. In case it is earlier, the previous day should be used in the date.

2.4.5 Visibility

Visible to Customers

2.4.6 Required for catalogue

Optional

2.5 Service Life Cycle Status

2.5.1 Definition

Used to tag the service to the full-service cycle.

2.5.2 Type

List of values: 1. Discovery, 2. Planned, 3. Alpha⁴, 4. Beta⁵, 5. Production, 6. Retirement, 7. Phase-out, 8. Disposal. For the eInfraCentral catalogue, allowed values are: alpha, beta and production.

2.5.3 Example

Production

2.5.4 Recommendation

For the eInfraCentral catalogue, allowed values are: Alpha, Beta and Production.

2.5.5 Visibility

Visible to Customers

2.5.6 Required for catalogue

Mandatory

2.6 Service TRL

2.6.1 Definition

Used to tag the service to the Technology Readiness Level, a method of estimating technology maturity of critical technology elements. TRL are based on a scale from 1 to 9 with 9 being the most mature technology.

2.6.2 Type

List of values: 1. TRL1⁶, 2. TRL2⁷, 3. TRL3⁸, 4. TRL4⁹, 5. TRL5¹⁰, 6. TRL6¹¹, 7. TRL7¹², 8. TRL8¹³, 9. TRL9¹⁴

⁴ The first phase to begin software testing. Prototype available for closed set of users.

⁵ Feature complete but likely to contain a number of known or unknown bugs. Prototype available for closed set of users

⁶ basic principles observed

⁷ technology concept formulated

⁸ experimental proof of concept

⁹ technology validated in lab

¹⁰ technology validated in relevant environment

¹¹ technology demonstrated in relevant environment

¹² system prototype demonstration in operational environment

¹³ system complete and qualified

2.6.3 Example

For the eInfraCentral catalogue, allowed values are: 7 - system prototype demonstration in operational environment, 8 - system complete and qualified, 9 - actual system proven in operational environment.

2.6.4 Recommendation

Should use the definition at

<https://ec.europa.eu/research/participants/portal/desktop/en/support/faqs/faq-2890.html>

2.6.5 Visibility

Visible to Customers

2.6.6 Required for catalogue

Mandatory

2.7 Service Category

2.7.1 Definition

A named group of services that offer access to the same type of resource that is of interest to a customer/user.

2.7.2 Type

List of values: 1. Networking, 2. Compute, 3. Storage, 4. Data, 5. Software, 6. Application, 7. Security, 8. Analytics, 9. Operations, 10. Training, 11. Consulting, 12. Aggregator, 13. Other

2.7.3 Example

Networking

2.7.4 Recommendation

Select only one category.

2.7.5 Visibility

Visible to Customers

2.7.6 Required for catalogue

Mandatory

¹⁴ actual system proven in operational environment

2.8 Service Subcategory

2.8.1 Definition

A Type/Subcategory of service within a category

2.8.2 Type

List of values: Direct Connect, Virtual Network, Load Balancer, Application Gateway, VPN Gateway, Exchange, Content Delivery Network, Traffic Manager, API Gateway, Job Execution, Virtual Machine Management, Container Management, Batch Processing, Serverless Applications Repository, Load Balancing, Data, File, Queue, Disk, Archive, Backup, Synchronised, Replicated, Recovery, Mining, Access, Management, Transfer Management, Registration, Persistent Identifiers, Interlinking, Publishing, Discovery Anonymisation, Preservation, Brokering, Annotation, Validation, Platform, Application, Tools, Component, Authentication and Authorisation, Coordination, Certification Authority, Identity, Attacks protection, Business Analytics, Web Analytics, Learning Analytics, Predictive Analytics, Machine Learning, Accounting, Helpdesk, Monitoring, Analysis, Configuration, Online Courses, In house Courses, Open Registration Courses, Platform, Audit and Assessment of IT Management, Audit and Assessment of Information Security, High Performance Computing, Services, Data, Applications, Software, Publications, Services-Data, Services-Applications, Services-Software, Services-Publications, Data-Applications, Data-Software, Data-Publications, Applications-Software, Applications-Publications, Software-Publications, Services-Data-Applications, Services-Data-Software, Services-Data-Publications, Services-Applications-Software, Services-Applications-Publications, Services-Software-Publications, Services-Software-Applications, Data-Applications-Software, Data-Applications-Publications, Data-Software-Publications, Services-Data-Applications-Software, Services-Data-Applications-Publications, Services-Data-Software-Publications, Services-Software-Publications-Applications, Data-Software-Applications-Publications, Services-Data-Applications-Software-Publications Other¹⁵.

2.8.3 Example

Direct Connect

2.8.4 Recommendation

Select only one subcategory.

2.8.5 Visibility

Visible to Customers

2.8.6 Required for catalogue

Mandatory

¹⁵ The Association of Service Categories and Subcategories is depicted in Appendix 1: Service Categories and Subcategories

2.9 Service Place

2.9.1 Definition

Regions/Countries Availability

2.9.2 Type

Multi value

2.9.3 Example

Word

2.9.4 Recommendation

N/A

2.9.5 Visibility

Visible to Customers

2.9.6 Required for catalogue

Mandatory

2.10 Service Language

2.10.1 Definition

Languages of the User interface Structure under definition.

2.10.2 Type

Multi value

2.10.3 Example

English

2.10.4 Recommendation

N/A

2.10.5 Visibility

Visible to Customers

2.10.6 Required for catalogue

Mandatory

2.11 Service Tags

2.11.1 Definition

Attribute to facilitate searching based on keywords.

2.11.2 Type

Multi value

2.11.3 Example

AIA, Security

2.11.4 Recommendation

This attribute will be used in the search function to prioritise results.

2.11.5 Visibility

Visible to Customers

2.11.6 Required for catalogue

Optional

2.12 Required Services

2.12.1 Definition

Other services required with this service.

2.12.2 Type

Service IDs

2.12.3 Example

01.21

2.12.4 Recommendation

List of Service IDs. If needed, give the name of a service. When registered in the catalogue this will be replaced by the ID.

2.12.5 Visibility

Visible to Customers

2.12.6 Required for catalogue

Optional

2.13 Related Services

2.13.1 Definition

Other services that are commonly used with this service.

2.13.2 Type

Service IDs

2.13.3 Example

03.24

2.13.4 Recommendation

List of Service IDs. In preparation note the name of a service. When your services are registered in the catalogue this should be replaced by the SID.

2.13.5 Visibility

Visible to Customers

2.13.6 Required for catalogue

Optional

3. Service Support Information

3.1 Service Order

3.1.1 Definition

The Uniform Resource Locator (web address) to the webpage to request the service from the service provider.

3.1.2 Type

URL

3.1.3 Example

<http://service-name.service-provider.eu/Order>

3.1.4 Recommendation

Create a unique URL for each service and provide the shortest possible alias or redirect to a central page used by the SP for orders.

3.1.5 Visibility

Visible to Customers

3.1.6 Required for catalogue

Mandatory

3.2 Service Helpdesk

3.2.1 Definition

The Uniform Resource Locator (web address) to a webpage with the contact person or helpdesk to ask more information from the service provider about this service.

3.2.2 Type

URL

3.2.3 Example

<http://service-name.service-provider.eu/Helpdesk> or <http://helpdesk.service-provider.eu>

3.2.4 Recommendation

Create a unique URL for each service and provide the shortest possible alias or redirect to a central page used by the SP for the helpdesk.

3.2.5 Visibility

Visible to Customers

3.2.6 Required for catalogue

Optional

3.3 Service User Manual

3.3.1 Definition

The Uniform Resource Locator (web address) to the service user manual and documentation.

3.3.2 Type

URL

3.3.3 Example

<http://service-name.service-provider.eu/UserManual>

3.3.4 Recommendation

Create a unique URL for each service and provide the shortest possible alias.

3.3.5 Visibility

Visible to Customers

3.3.6 Required for catalogue

Optional

3.4 Service Training Information

3.4.1 Definition

The Uniform Resource Locator (web address) to training information on the service.

3.4.2 Type

URL

3.4.3 Example

<http://service-name.service-provider.eu/Training>

3.4.4 Recommendation

Create a unique URL for each service and provide the shortest possible alias or redirect to a central page used by the SP for training information.

3.4.5 Visibility

Visible to Customers

3.4.6 Required for catalogue

Optional

3.5 Service Feedback

3.5.1 Definition

The Uniform Resource Locator (web address) to the page where customers can provide feedback on the service.

3.5.2 Type

URL

3.5.3 Example

<http://service-name.service-provider.eu/Feedback>

3.5.4 Recommendation

Create a unique URL for each service and provide the shortest possible alias or redirect to a central page used by the SP for feedback.

3.5.5 Visibility

Visible to Customers

3.5.6 Required for catalogue

Optional

4. Service Contractual Information

4.1 Service Price

4.1.1 Definition

The Uniform Resource Locator (web address) to the information about the payment models that apply, the cost and any related information.

4.1.2 Type

URL¹⁶

4.1.3 Example

<http://service-name.service-provider.eu/Price>

4.1.4 Recommendation

Create a unique URL for each service and provide the shortest possible alias.

4.1.5 Visibility

Visible to Customers

4.1.6 Required for catalogue

Optional

4.2 Service Level Agreement

4.2.1 Definition

The Uniform Resource Locator (web address) to the information about the levels of performance that a service provider is expected to achieve.

4.2.2 Type

URL¹⁷

4.2.3 Example

<http://service-name.service-provider.eu/SLA>

4.2.4 Recommendation

Take a look at EGI SLA:

<https://www.dropbox.com/s/86z098cd1ipzwir/EGI%20Corporate%20SLA%20FINAL.PDF?dl=0>

¹⁶ The type of this attribute might change to Free text including a URL.

¹⁷ The type of this attribute might change to Free text including a URL.

and EUDAT SLA

<https://www.dropbox.com/s/86z098cd1ipzwir/EGI%20Corporate%20SLA%20FINAL.PDF?dl=0> to formulate. It can be very simple to start with. One page.

4.2.5 *Visibility*

Visible to Customers

4.2.6 *Required for catalogue*

Mandatory

4.3 *Service Terms Of Use*

4.3.1 *Definition*

The Uniform Resource Locator (web address) to the webpage describing the rules, service conditions and usage policy which one must agree to abide by in order to use the service.

4.3.2 *Type*

URL¹⁸

4.3.3 *Example*

<http://service-name.service-provider.eu/TermsOfUse>

4.3.4 *Recommendation*

Create a unique URL for each service and provide the shortest possible alias.

4.3.5 *Visibility*

Visible to Customers

4.3.6 *Required for catalogue*

Optional

4.4 *Service Funding*

4.4.1 *Definition*

Sources of funding for the development and/or operation of the service.

4.4.2 *Type*

Free text (max 500)¹⁹

¹⁸ The type of this attribute might change to Free text including a URL.

4.4.3 *Example*

EC (Horizon) and National (NREN) or For Development: EC (H2020), National (NREN). For Operations: National (capacity and federation), EC (federation).

4.4.4 *Recommendation*

Publicity guidelines of each respective funding sources should be adhered to. Good if you could give here reference to EC or other public funding.

4.4.5 *Visibility*

Visible to Customers

4.4.6 *Required for catalogue*

Optional

¹⁹ The type of this attribute might change to a list of controlled values based on a list of funding agencies.

5. Service Level Targets and Performance Information

5.1 Service Requests

5.1.1 Definition

The total number of demands for a specific service, e.g. service access requests, service information requests, requests for other material service attributes, etc.

5.1.2 Type

Free text

5.1.3 Example

15

5.1.4 Recommendation

N/A

5.1.5 Visibility

Visible to Customers (Catalogue/Portfolio)

5.1.6 Required for Catalogue

Optional

5.2 Service Users

5.2.1 Definition

The total number of people who utilise a specific service.

5.2.2 Type

Free text

5.2.3 Example

20

5.2.4 Recommendation

N/A

5.2.5 Visibility

Visible to Customers (Catalogue/Portfolio)

5.2.6 Required for Catalogue

Optional

5.3 Service Usage

5.3.1 Definition

The level or percentage of actual penetration/utilisation of a specific service.

5.3.2 Type

Free text

5.3.3 Example

35,00%

5.3.4 Recommendation

As many decimal points as needed should be used.

5.3.5 Visibility

Visible to Customers (Catalogue/Portfolio)

5.3.6 Required for Catalogue

Optional

5.4 Service Capacity

5.4.1 Definition

The maximum volume of available service provision while maintaining standards of quality and performance. e.g. 30,000 concurrent users, 3,000 service orders per day, etc.

5.4.2 Type

Free text

5.4.3 Example

3000 service orders per day

5.4.4 Recommendation

N/A

5.4.5 Visibility

Visible to Customers (Catalogue/Portfolio)

5.4.6 Required for Catalogue

Optional

5.5 Service Coverage

5.5.1 Definition

The range of geographical areas and/or thematic sectors that a service is addressed to, e.g. EU Member States (regional), high energy physics (scientific community) etc.

5.5.2 Type

Free text

5.5.3 Example

EU Member States (regional)

5.5.4 Recommendation

N/A

5.5.5 Visibility

Visible to Customers (Catalogue/Portfolio)

5.5.6 Required for Catalogue

Optional

5.6 Service Cost

5.6.1 Definition

The monetary value that a user is requested to pay in order to utilise a specific service, e.g. free of charge, 100 €, etc.

5.6.2 Type

Free text

5.6.3 Example

Free of charge

5.6.4 Recommendation

N/A

5.6.5 Visibility

Visible to Customers (Catalogue/Portfolio)

5.6.6 Required for Catalogue

Optional

5.7 Service Availability

5.7.1 Definition

The Service Availability, i.e. the fraction of a time period that an item is in a condition to perform its intended function upon demand ("available" indicates that an item is in this condition); availability is often expressed as a probability.

5.7.2 Type

Free text

5.7.3 Example

99.99%

5.7.4 Recommendation

As many decimal points as needed should be used.

5.7.5 Visibility

Visible to Customers

5.7.6 Required for catalogue

Optional

5.8 Service Reliability

5.8.1 Definition

A Service Reliability, i.e. the probability that an item will function without failure under stated conditions for a specified amount of time. "Stated conditions" indicate prerequisite conditions external to the item being considered. For example, a stated condition for a supercomputer might be that power and cooling must be available - thus a failure of the power or cooling systems would not be considered a failure of the supercomputer.

5.8.2 Type

Free text

5.8.3 Example

99%

5.8.4 Recommendation

As many decimal points as needed should be used.

5.8.5 Visibility

Visible to Customers

5.8.6 Required for catalogue

Optional

5.9 Service Serviceability or Durability

5.9.1 Definition

Serviceability, i.e. the probability that an item will be retained in, or restored to, a condition to perform its intended function within a specified period of time.

Durability, i.e. the ability of a physical product to remain functional, without requiring excessive maintenance or repair, when faced with the challenges of normal operation over its design lifetime.

5.9.2 Type

Free text

5.9.3 Example

99.99%, High, Very High, etc.

5.9.4 Recommendation

As many decimal points as needed should be used in the case of percentage.

5.9.5 Visibility

Visible to Customers

5.9.6 Required for catalogue

Optional

5.10 Service Performance Indicator Name

5.10.1 Definition

Other Service Level Target or Performance Indicator.

5.10.2 Type

Free text

5.10.3 Example

Users

5.10.4 Recommendation

N/A

5.10.5 Visibility

Visible to Customers

5.10.6 Required for catalogue

Optional

5.11 Service Performance

5.11.1 Definition

Indicator Value Measurement of Other Indicator

5.11.2 Type

Free text

5.11.3 Example

1,000

5.11.4 Recommendation

N/A

5.11.5 Visibility

Visible to Customers

5.11.6 Required for catalogue

Optional

6. Appendix 1: Service Categories and Subcategories

Every service needs to be defined by a category and a subcategory in order to be easy accessible and discoverable by the end-user/customer. The following table is a result of analytical research and contains an initial proposal for current services included at the eInfraCentral Service Catalogue.

Categories	Subcategories
Networking	Direct Connect
"	Virtual Network
"	Load Balancer
"	Application Gateway
"	VPN Gateway
"	Exchange
"	Content Delivery Network
"	Traffic Manager
"	API Gateway
"	Other
Compute	Job Execution
"	Virtual Machine Management
"	Container Management
"	Batch Processing
"	Serverless Applications Repository
"	Load Balancing
"	Other
Storage	Data
"	Blob
"	File
"	Queue
"	Disk
"	Archive
"	Backup
"	Synchronised
"	Replicated
"	Recovery
"	Other
Data	Mining
"	Access
"	Management
"	Transfer Management
"	Registration
"	Persistent Identifier
"	Interlinking
"	Publishing
"	Discovery
"	Anonymisation
"	Preservation
"	Brokering
"	Annotation
"	Validation
"	Other
Software	Platform
"	Tool
"	Component
"	Algorithm
"	Developer
"	Other
Application	Porting
"	Scaling
"	Education
"	Productivity
"	Business
"	Developer
"	Other
Security	Authentication and Authorisation
"	Attacks protection
"	Coordination

"	Tools
"	Certification Authority
"	Identity
"	Other
Analytics	Business Analytics
"	Web Analytics
"	Learning Analytics
"	Predictive Analytics
"	Machine Learning
"	Other
Operations	Accounting
"	Helpdesk
"	Monitoring
"	Analysis
"	Configuration Management
"	Tools
"	Coordination
"	Order Management
"	Other
Training	Online Courses
"	Open Registration Courses
"	In-house Courses
"	Tools
"	Platform
"	Other
Consulting	Audit and Assessment of IT Service Management
"	Audit and Assessment of Information Security
"	High Performance Computing
"	Other
Aggregator	Services
"	Data
"	Applications
"	Software
"	Publications
"	Services-Data
"	Services-Applications
"	Services-Software
"	Services-Publications
"	Data-Applications
"	Data-Software
"	Data-Publications
"	Applications-Software
"	Applications-Publications
"	Software-Publications
"	Services-Data-Applications
"	Services-Data-Software
"	Services-Data –Publications
"	Services-Applications-Software
"	Services-Applications-Publications
"	Services-Software-Applications
"	Services-Software-Publications
"	Data-Applications-Software
"	Data-Applications-Publications
"	Data-Software-Publications
"	Services-Data-Applications-Software
"	Services-Data-Applications-Publications
"	Services-Data-Software-Publications
"	Services-Software-Publications-Applications
"	Data-Software-Applications-Publications
"	Services-Data-Applications-Software-Publications
Other	

7. Appendix 2: Service Representation

Hereafter a proposed way to represent the service description features/attributes on a website.

The screenshot shows a web browser window with the address bar displaying 'www.einfracentral.eu'. The page title is 'Service Presentation Template (Website/Portal Mockup)'. The content is organized into a grid of service attributes, each with a colored background (blue, orange, or yellow). The attributes are as follows:


Service Name	Service URL (URL)	Service Symbol	Service Rating
Service Tagline		Service Provider Name	Service Order (URL)
Service Description			Service Level Agreement (URL)
			Service Price (URL)
Service Category	Service Subcategory	Service Life Cycle Status	Service Terms of Use (URL)
Service Tags		Service TRL	Service Helpdesk (URL)
Service Options			Service User Manual (URL)
Service Version	Service Last Update	Service Valid for	Service Feedback (URL)
Service Change Log			Service Training Information (URL)
Target Users			Service Multimedia
User Value		Service Place	Service Cost
User Base		Service Language	Service Coverage
Service Requests	Service Users	Service Usage	Service Capacity
Service Availability	Service Reliability	Serviceability/Durability	Other Service Performance Indicator
Service Funding			
Mandatory	Optional but most of the times offered by Service Providers	Optional and most of the times not provided by service providers	Generated by the Gateway

The Windows taskbar at the bottom shows several open applications, including a file explorer, email client, and Skype.

8. Appendix 3: The Full eInfraCentral Service Description Template (Catalogue & Portfolio)

Note that as it regards the "Visibility" column of the Service Description Template:

- Visible to Customers (Catalogue/Portfolio) refers to the service information that may be presented to a potential customer/user at the eInfraCentral platform/common catalogue;
- Internal to Service Provider (Portfolio) refers to additional service information which is only available to designated staff of the service provider required for the service management;
- Other refers to all other service information required by other service stakeholders.

 Service Description Template (Catalogue & Portfolio)						
Service Attribute	Definition	Type	Example Value	Recommendation	Visibility	Required for EIC
Basic Service Information						
Service ID	Global unique and persistent identifier of the service.	List of controlled values (SPs)	01.03	In the above example, the first part denotes the Service Provider and the second part the unique identifier of the service within the Service Provider.	A persistent identifier should be agreed among service providers and should be visible to Customers.	Mandatory
Service URL	The Uniform Resource Locator (web address) to the entry web page of the service usually hosted and maintained by the service provider.	URL	http://www.service-provider.eu/service-name or http://service-name.service-provider.eu	Create a unique URL for each service and provide the shortest possible alias.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Provider Name	The organisation that manages and delivers the service and with whom the customer signs the SLA.	Free text	e.g. GÉANT Association, PRACE, EGI, EUDAT, OpenAIRE, etc.	N/A	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Name	Brief and descriptive	Free text (max 80)	B2DROP	Should be descriptive from a	Visible to Cus-	Mandatory

	name of service as assigned by the service provider.			customer point of view and should be quite simple, such that someone non-technical is able to understand what the service is about. This attribute will be used in the search function to prioritise results.	tomers (Catalogue/Portfolio)	
Service Tagline	Short text, catch line or slogan which serves mainly marketing and advertising purposes.	Free text (max 100)	Store, share and access your files and their metadata on a global scale	Marketing specialists are encouraged to be engaged in order to come up with a catch phrase that can aid service dissemination and visibility.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Description	High-level description in fairly non-technical terms of what the service does functionality it provides and resources it enables access to.	Free text (max 1000)	B2SHARE is a user-friendly, reliable and trustworthy service that allows to store and share worldwide small-scale research data, results and metadata from diverse contexts and guarantees their long-term persistence.	Description in one paragraph without bullets or rich HTML. This attribute is used in the search function to prioritise results.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Options	A high-level description of the various options or forms in which the service can be instantiated.	Free text (max 1000)	"Standard or enhanced", "Bronze, silver and gold", "10, 20, 30", "Foundation Level, Advanced Level, Expert Level"	Non-exhaustive description in one paragraph without bullets or rich HTML.	Visible to Customers (Catalogue/Portfolio)	Optional
Target Users	Type of users/customers allowed commission/benefit from the service.	Free text --> might change to a list of controlled values	Research Organisations, Industry, SMEs, Researchers, Scientists, Funders, Policy Makers, Service Providers, Data Providers, etc.	This field is important in order to determine the primary benefited users of the Service. Target users should be defined as accurately and as inclusive as possible at the same time.	Visible to Customers (Catalogue/Portfolio)	Optional
User Value	Description of the benefit delivered to a customer/user by the service.	Free text (max 1000)	For the communities who need to guard against data loss, B2SAFE is a customer facing service that allows data replication	Benefits are usually related to alleviating pains (e.g., eliminate undesired outcomes, obstacles or risks) or producing gains (e.g. increased performance, social gains, positive emotions or cost	Visible to Customers (Catalogue/Portfolio)	Optional

			and safe storage between geographically distributed centres in the EUDAT CDI.	saving).		
User Base	List of customers, communities, users, etc. using the service.	Free text (max 1000)	900+ data providers in Europe with different compatibility levels. Adoption in Latin America (LaReferencia), Mexico and Japan.	Description should be as quantified as possible.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Symbol	The Uniform Resource Locator (web address) to the logo/visual identity of the service.	URL	http://service-name.service-provider.eu/Symbol.jpg	Provide the shortest possible URL to the service logo. It is better that each service has its own logo with the same look and feel.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Multimedia	The Uniform Resource Locator (web address) to the multimedia material of the service (screenshots or videos).	URL	http://service-name.service-provider.eu/Multimedia	Provide the shortest possible URL to a video or other multimedia material.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Classification Information						
Service Version	Inform about the service version that is in force.	Free text (max 10)	3.1	Only stable releases should be referenced.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Last Update	The date of the latest update of the service.	Date (dd/mm/yyyy)	28/2/2018	The date should refer to when the updated version became available to users, not when it was developed or released internally in the SP.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Change Log	A log of the service features added in the last and previous versions.	Free text (max 1000)	Upgrade of user interface. Correction of minor bugs.	Clear, staccato sentences for each feature should be used.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Valid for	The date up to which the service description is valid	Date (dd/mm/yyyy)	03/12/2018	You may put here the date a related project is planned to conclude and this might lead to a change in the service delivery model. The expiring date should imply validity period until 23:59:59. In case it is earlier, the	Visible to Customers (Catalogue/Portfolio)	Optional

				previous day should be used in the date.		
Service Life Cycle Status	Used to tag the service to the full service cycle	List of values: 1. Discovery, 2. Planned, 3. Alpha, 4. Beta, 5. Production, 6. Retirement, 7. Phase-out, 8. Disposal. For the eInfraCentral catalogue, allowed values are alpha, beta and production.	Production	For the eInfraCentral catalogue, allowed values are Alpha, Beta and Production.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service TRL	Used to tag the service to the Technology Readiness Level	List of values: - 1. TRL1, 2. TRL2, 3. TRL3, 4. TRL4, 5. TRL5, 6. TRL6, 7. TRL7, 8. TRL8, 9. TRL9	For the eInfraCentral catalogue, allowed values are: 7 - system prototype demonstration in operational environment, 8 - system complete and qualified, 9 - actual system proven in operational environment.	See https://en.wikipedia.org/wiki/Technology_readiness_level#European_Commission_definition For the eInfraCentral catalogue, allowed values are TRL7, TRL8, and TRL9.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Category	A named group of services that offer access to the same type of resource that is of interest to a customer/user.	List of values: 1. Networking, 2. Compute, 3. Storage, 4. Data, 5. Software, 6. Application, 7. Security, 8. Analytics, 9. Operations, 10. Training, 11. Consulting, 12. Aggregator, 13. Other	Networking	Select only one category	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Subcategory	Type/Subcategory of service within a category	List of values: Direct Connect, Virtual Network, Load Balancer, Application Gateway, VPN Gateway, Exchange, Content Delivery Network, Traffic Manager, API Gateway, Job Execution, Virtual Machine Management, Container Management, Batch Processing, Serverless Applications Reposi-	Direct Connect	Select only one subcategory	Visible to Customers (Catalogue/Portfolio)	Mandatory

		tory, Load Balancing, Data, File, Queue, Disk, Archive, Backup, Syn- chronised, Replicated, Recovery, Mining, Access, Management, Transfer Management, Registra- tion, Persistent Identifi- ers, Interlinking, Publish- ing, Discovery Anony- misation, Preservation, Brokering, Annotation, Validation, Platform, Application, Tools, Com- ponent, Authentication and Authorisation, Coord- ination, Certification Authority, Identity ,Attacks protection, Busi- ness Analytics, Web Ana- lytics, Learning Analytics, Predictive Analytics, Ma- chine Learning, Account- ing, Helpdesk, Monitor- ing, Analysis, Configura- tion, Online Courses, In house Courses, Open Registration Courses, Platform, Audit and As- sessment of IT Manage- ment, Audit and Assess- ment of Information Se- curity, High Performance Computing,Other					
Service Place	Regions/Countries Avail- ability	Multi value	Word	N/A		Visible to Cus- tomers (Cata- logue/Portfoli o)	Mandatory
Service Language	Languages of the User interface	Multi value	English	N/A		Visible to Cus- tomers (Cata-	Mandatory

					logue/Portfolio)	
Service Tags	Attribute to facilitate searching based on keywords.	Multi value	AIA, Security	This field will be used in the search function to prioritize results.	Visible to Customers (Catalogue/Portfolio)	Optional
Required Services	Other services required with this service.	Service IDs	01.24	List of Service IDs. If needed, give the name of a service. When registered in the catalogue this will be replaced by the ID.	Visible to Customers (Catalogue/Portfolio)	Optional
Related Services	Other services that are commonly used with this service.	Service IDs	03.04	List of Service IDs. In preparation note the name of a service. When your services are registered in the catalogue this should be replaced by the SID.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Support Information						
Service Order	The Uniform Resource Locator (web address) to the webpage to request the service from the service provider.	URL	http://service-name.service-provider.eu/Order	Visible to Customers	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Helpdesk	The Uniform Resource Locator (web address) to a webpage with the contact person or helpdesk to ask more information from the service provider about this service.	URL	http://service-name.service-provider.eu/Helpdesk http://helpdesk.service-provider.eu	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service User Manual	The Uniform Resource Locator (web address) to the service user manual and documentation.	URL	http://service-name.service-provider.eu/UserManual	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Training Information	The Uniform Resource Locator (web address) to training information on the service.	URL	http://service-name.service-provider.eu/Training	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Feedback	The Uniform Resource Locator (web address) to the page where customers can provide feedback on	URL	http://service-name.service-provider.eu/Feedback	N/A	Visible to Customers (Catalogue/Portfolio)	Optional

	the service.					
Service Contractual Information						
Service Price	The Uniform Resource Locator (web address) to the information about the payment models that apply, the cost and any related information.	URL--> might change to free text including URL	http://service-name.service-provider.eu/Price	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Level Agreement	The Uniform Resource Locator (web address) to the information about the levels of performance that a service provider is expected to achieve.	URL--> might change to free text including URL	http://service-name.service-provider.eu/SLA	Take a look at EGI SLA https://www.dropbox.com/s/86z098cd1ipzwir/EGI%20Corporate%20SLA%20FINAL.PDF?dl=0 and EUDAT SLA https://www.dropbox.com/s/86z098cd1ipzwir/EGI%20Corporate%20SLA%20FINAL.PDF?dl=0 to formulate.	Visible to Customers (Catalogue/Portfolio)	Mandatory
Service Terms Of Use	The Uniform Resource Locator (web address) to the webpage describing the rules, service conditions and usage policy which one must agree to abide by in order to use the service.	URL--> might change to free text including URL	http://service-name.service-provider.eu/TermsOfUse	Downloadable in several document formats	Visible to Customers (Catalogue/Portfolio)	Optional
Service Funding	Sources of funding for the development and/or operation of the service.	Free text (max 1000)	EC (Horizon) and National (NREN) Development: EC (H2020), National (NREN). Operations: National (capacity and federation), EC (federation).	Publicity guidelines of each respective funding sources should be adhered to. Good if you could give here reference to EC or other public funding.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Level Targets and Performance Information						
Service Requests	The total number of demands for a specific service, e.g. service access requests, service information requests, requests for other material service	Free text	15	N/A	Visible to Customers (Catalogue/Portfolio)	Optional

	attributes, etc.					
Service Users	The total number of people who utilise a specific service.	Free text	20	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Usage	The level or percentage of actual penetration/utilisation of a specific service.	Free text	35,00%	As many decimal points as needed should be used.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Capacity	The maximum volume of available service provision while maintaining standards of quality and performance. e.g. 30.000 concurrent users, 3.000 service orders per day, etc.	Free text	3000 service orders per day	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Coverage	The range of geographical areas and/or thematic sectors that a service is addressed to, e.g. EU Member States (regional), high energy physics (scientific community) etc.	Free text	EU Member States (regional)	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Cost	The monetary value that a user is requested to pay in order to utilise a specific service, e.g. free of charge, 100 €, etc.	Free text	Free of charge	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Availability	Availability, i.e., the fraction of a time period that an item is in a condition to perform its intended function upon demand ("available" indicates that an item is in this condition); availability is often expressed as a probability.	Free text	98.1%	As many decimal points as needed should be use	Visible to Customers (Catalogue/Portfolio)	Optional
Service Reliability	Reliability, i.e., the probability that an item will	Free text	99%	As many decimal points as needed should be used.	Visible to Customers (Cata-	Optional

	function without failure under stated conditions for a specified amount of time. "Stated conditions" indicates prerequisite conditions external to the item 99% being considered. For example, a stated condition for a supercomputer might be that power and cooling must be available - thus a failure of the power or cooling systems would not be considered a failure of the supercomputer.				logue/Portfolio)	
Service Serviceability or Durability	Serviceability, i.e., the probability that an item will be retained in, or restored to, a condition to perform its intended function within a specified period of time Durability, i.e., the ability of a physical product to remain functional, without requiring excessive maintenance or repair, when faced with the challenges of normal operation over its design lifetime.	Free text	9.99%, High, Very High, ...	As many decimal points as needed should be used in the case of percentage.	Visible to Customers (Catalogue/Portfolio)	Optional
Service Performance Indicator Name	Other Service Level Target or Performance Indicator	Free text	Users	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Performance Indicator Value	Indicator Value Measurement of Other Indicator	Free text	1	N/A	Visible to Customers (Catalogue/Portfolio)	Optional
Service Operations Information						

Service Owner					Internal to Service Provider (Portfolio)	Optional
Operations Documentation					Internal to Service Provider (Portfolio)	Optional
Service Monitoring					Internal to Service Provider (Portfolio)	Optional
Service Accounting					Internal to Service Provider (Portfolio)	Optional
Business continuity plan					Internal to Service Provider (Portfolio)	Optional
Disaster recovery plan					Internal to Service Provider (Portfolio)	Optional
Decommissioning Procedure					Internal to Service Provider (Portfolio)	Optional
Metrics and Statistics					Internal to Service Provider (Portfolio)	Optional
Service Level 1 Support					Internal to Service Provider (Portfolio)	Optional
Service Level 1 Support Hours					Internal to Service Provider (Portfolio)	Optional

Service Level 2 Support					Internal to Service Provider (Portfolio)	Optional
Service Level 2 Support Hours					Internal to Service Provider (Portfolio)	Optional
Service Level 3 Support					Internal to Service Provider (Portfolio)	Optional
Service Level 3 Support Hours					Internal to Service Provider (Portfolio)	Optional
Service Maintenance Window					Internal to Service Provider (Portfolio)	Optional
Service Availability Hours					Internal to Service Provider (Portfolio)	Optional
Use cases and requirements					Internal to Service Provider (Portfolio)	Optional
Service Features (active)					Internal to Service Provider (Portfolio)	Optional
Service Features (upcoming)					Internal to Service Provider (Portfolio)	Optional
Service components					Internal to Service Pro-	Optional

					vider (Portfolio)	
Dependencies					Internal to Service Provider (Portfolio)	Optional
Unique Selling Point					Internal to Service Provider (Portfolio)	Optional
Competitors					Internal to Service Provider (Portfolio)	Optional
Cost to build					Internal to Service Provider (Portfolio)	Optional
Cost to run					Internal to Service Provider (Portfolio)	Optional
Pricing					Internal to Service Provider (Portfolio)	Optional
Risks					Internal to Service Provider (Portfolio)	Optional
Other Service Provider Service Information						
					Internal to Service Provider (Portfolio)	Optional
Other info needed for the service provider					Internal to Service Pro-	Optional

					vider (Portfolio)	
Other Stakeholder Service Information						
Other info needed by a stakeholder	T					Optional
Other info needed by a stakeholder						Optional

