



# Provider and Service Onboarding Guide

V3.00

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# Definitions

- CatRIS Portal:** A Portal providing information (organised in a Catalogue) about Research Infrastructure Services in Europe focusing on Physical Research Infrastructures (RIs), Core Facilities (CFs) and Shared Scientific Resources (SSRs) (*all hereinafter referred to as RIs*) .
- Catalogue:** The customer-facing list of all live Services that can be requested by End-Users along with relevant information about these Services.
- Onboarding Process:** The process that a Service Provider must follow to register itself and its services in the CatRIS Portal.
- Service Provider:** An organisation, a part of an organisation or a federation that manages and delivers Services to End-Users. They can be: Research Infrastructures, Distributed Research Infrastructures, Resource Aggregators, Thematic Clouds, Regional Clouds, etc.
- Service:** The means or a process that organisations use to deliver results that Users/Customers value and wish to achieve. These results are usually intangible although they may also include tangible elements. Services require instantiation by a Service Provider.
- RI Service:** Services provided by Research Infrastructures. They include among others access to and use of facilities and instruments, users support and training and other activities and resources that the RIs deliver to Users/Customers.
- Physical RI Service:** RI Services that rely on the access to or use of a physical facility or instrument.

# Abbreviations

Abbreviation	Meaning
API	Application Programming Interface
CatRIS	Catalogue of Research Infrastructure Services
CF	Core Facility
COT	CatRIS Onboarding Team
EC	European Commission
EOSC	European Open Science Cloud
ESFRI	European Strategic Framework for Research Infrastructure
IT	Information Technology
RI	Research Infrastructure
RoP	Rules of Participation
SLA	Service Level Agreement
SP	Service Provider
SSR	Shared Scientific Resources



# CatRIS

Catalogue of Research  
Infrastructure Services

CatRIS Vision, Mission, Benefits and Definitions



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement n°824173.

# Vision




CatRIS aims to develop an open, trusted and user-friendly **Portal** to a harmonised and aggregated **Catalogue of Services** offered by **Physical Research Infrastructures, Core Facilities and Shared Scientific Resources** at European and National levels that will allow them to be findable and accessible by researchers, research groups, projects, organisations, innovators and businesses, funders and policy makers.

CatRIS being one of the building blocks of the EOSC Initiative of the European Commission abides to its vision to provide all researchers, innovators, companies and citizens with seamless access to an open-by-default, efficient and cross-disciplinary environment for producing, storing, accessing, publishing, and reusing data, tools, publications and any EOSC resource for research, innovation and educational purposes. CatRIS is committed to supporting the implementation of the EOSC, is taking part in the development of the EOSC ecosystem and is aligned with the guidelines provided by the EOSC Executive and Governance Board and the European Commission.



# CatRIS Portal



**CatRIS**  
Catalogue of Research  
Infrastructure Services

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## Search

### Category

- ☐ Access physical & eInfras
- ☐ Processing & Analysis
- ☐ Sharing & Discovery
- ☐ Training & Support

Showing 1 - 10 of 25 results

Items per page: 10

### Scientific Domain

- ☐ Agricultural Sciences
- ☐ Engineering & Technology
- ☐ Humanities
- ☐ Interdisciplinary
- ☐ Medical & Health Science
- ☐ Natural Sciences
- ☐ Other
- ☐ Social Sciences

### Provider

- ☐ Biobanking and BioMolecular resources Research Infrastructure (1)
- ☐ Catal BioTechnology


#### Access to equipment for the characterisation of traditional building materials

"Work with us for a future better and sustainable built environment"

The lab is fully equipped with state-of-the-art analytical equipment for the physico-chemical and mechanical characterisation of materials. It houses a Bruker D8 Advance

View more...

0 [ADD TO COMPARE](#) [ASK FOR INFO](#) 0



LEDRA LABS


#### Amnis ImageStream X Mark II imaging flow cytometer

"High resolution microscopy and flow cytometry to advance your discovery"

This revolutionary instrument combines the speed, sensitivity and phenotyping abilities of flow cytometry with the detailed imagery and functional insights of

View more...


0 [ADD TO COMPARE](#) [ASK FOR INFO](#) 2




CBS

#### Biomarker assays with Meso Scale Discovery (MSD) technology

"Investigate the high sensitivity, excellent reproducibility and wide dynamic range



CBS



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## Medical Data Models (MDM)

### Medical Data Models (MDM)

The meta-data registry Portal for Medical Data

Provided by: MDM

Categories: [PROCESSING & ANALYSIS](#) [DATA MANAGEMENT](#) [DIGITISATION](#)

Scientific Categorisation: [NATURAL SCIENCES](#) [BIOLOGICAL SCIENCES](#) [NATURAL SCIENCES](#) [INFORMATION SCIENCES](#)

Offered as: [Infrastructure](#)

1 0

[Service Homepage](#)

[Slideshow/Video](#)

[Request the Service/Resource](#)

[Ask for a Quote](#)

[Request Information](#)

MDM-Portal (Medical Data-Models) is a meta-data registry for creating, analysing, sharing and reusing medical forms. developed by the Institute of Medical Informatics, University of Muenster in Germany. Electronic forms for documentation of patient data are an integral part within the workflow of physicians. A huge amount of data is collected either through routine documentation forms (LHRS) for electronic health records or as case report forms (CRFs) for clinical trials. This raises major scientific challenges for health care, since different health information systems are not necessarily compatible with each other and thus information exchange of structured data is hampered.


[MDM CDISC ODM](#)

Funded by: German Research Foundation

Access Types: Access Models:

### Service coverage

Countries serviced by Medical Data Models (MDM)



PLACES: World

LANGUAGES: English, German, Spanish, Italian, French, Portuguese, Swedish, Dutch

VALUE FOR USERS

The MDM-Portal serves as an infrastructure for academic (non-commercial) medical research to contribute a solution to this problem. It contains forms in the system-independent CDISC Operational Data Model (ODM) format with more than 350.000 data elements. Among those, numerous core data sets, common data elements or data standards, code lists and value sets are provided. This enables researchers to view, discuss, download and export forms in most common

[View more...](#)

UM I BIAN: more than 1300 users

UMI CASES: study design, information system design, definition of data standards

### Contractual Info

Price: →

Terms of use: →


Privacy policy: →

Access policy: →

Payment model: →

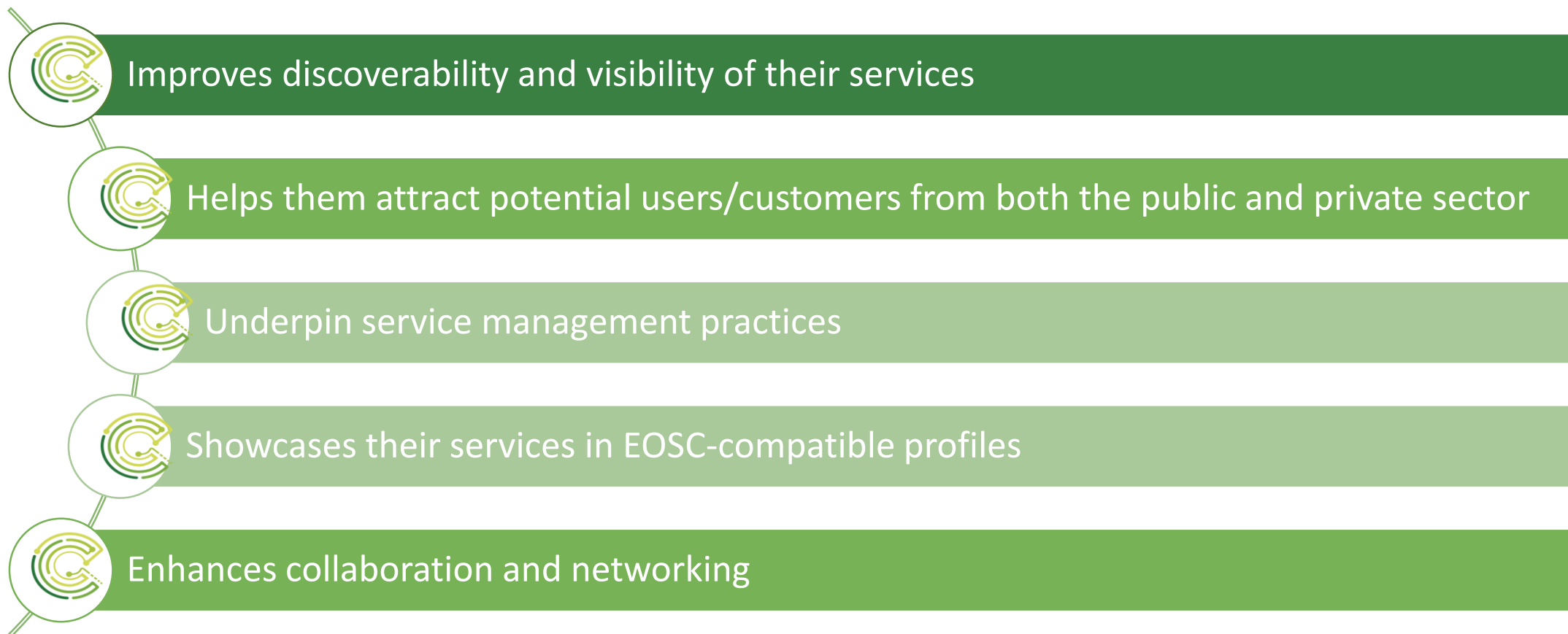
### Support

### Contact

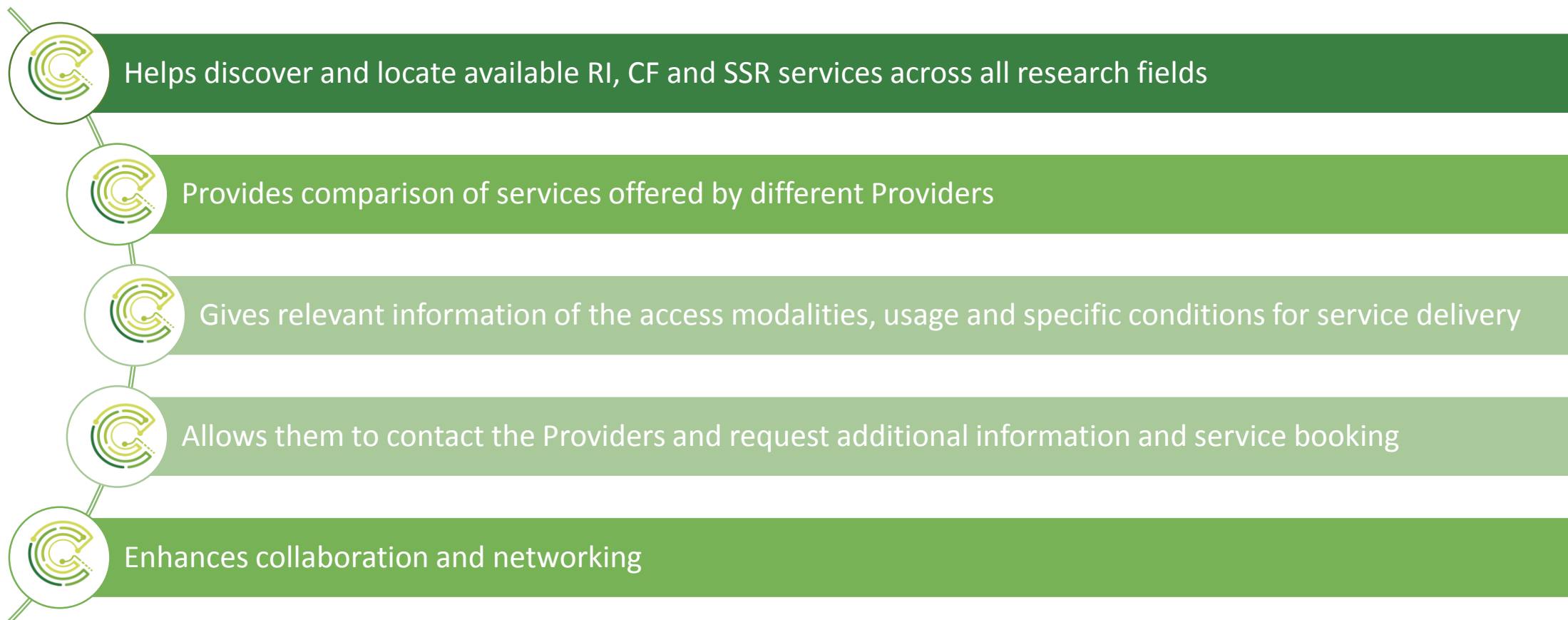
OWNER: 

PHASE: →

# Expected benefits to Service Providers







# Expected benefits to Researchers





# Expected benefits to Policy Makers and Funders

-  Allows them to identify best practices for developing catalogues
-  Promotes the harmonisations of service profiles across countries and scientific domains
-  Enhances RI, CF & SSR accessibility, usage and impact
-  Helps understanding the landscape of European RI services
-  Allows them to review and compare RI services and identify gaps



# CatRIS

Catalogue of Research  
Infrastructure Services

## Onboarding Guide



# 0 – Is the Provider registered with the MERIL Portal?

## 1. For Research Infrastructures (RIs) registered with the MERIL Portal:

- ✓ MERIL and CatRIS have transferred the registered and relevant records from the MERIL Portal (<https://portal.meril.eu/>), curated them checking semantics alignment with the CatRIS Portal data models and uploaded the curated records to an intermediate CatRIS database for update and approval by the Service Provider.
- ✓ The Authorized Representative of the RI should have received an invitation email with a private URL to access the pre-filled CatRIS record. The URL looks like:  
[https://portal.catris.eu/registerServiceProvider/\[RI-ShortName\]](https://portal.catris.eu/registerServiceProvider/[RI-ShortName])
- If you have not received an invitation or the URL does not work, please contact [support@catris.eu](mailto:support@catris.eu).

## 2. For Research Infrastructures NOT registered with the MERIL Portal, start at Step 1.

**From:** [...]

**Sent:** [...]

**Subject:** Invitation to register your organisations as a RI service provider in the CatRIS portal

Dear [...],

The European Science Foundation (ESF) is contacting you as a Research Infrastructure (RI) included in the MERIL database (<https://portal.meril.eu/>). As you may know, the MERIL-2 project has ended and in order to ensure the continuation of the efforts in collecting RI-relevant information, the CatRIS project (<https://project.catris.eu/>) funded by the Horizon 2020 EU programme will be further exploiting MERIL data. CatRIS aims at creating an open, trusted and user-friendly portal to a harmonised and aggregated catalogue of services provided by Research Infrastructures (RI), Core Facilities (CF) and Shared Scientific Resources (SSR) across Europe.

CatRIS provides a single site access to all relevant and up-to-date information on the services provided by Research Infrastructures, Core Facilities and Shared Scientific Resources across Europe, focusing on physical infrastructures. It is a bottom-up initiative that is populated and run by service providers at European, national, regional and institutional levels. You are cordially invited to join the brand new CatRIS portal (<https://portal.catris.eu/home>) and to enter information about your service(s), ensuring your presence in the most updated European RI services catalogue!

We hope CatRIS can be beneficial to you to:

- Improve discoverability and visibility of your services
- Help you to attract potential users from both academia and industry
- Support service management via monitoring and visualization of your facilities
- Showcase your services in an EOSC-compatible format
- Enhance collaboration and networking

The MERIL record for your research infrastructure has been quality checked and transferred to an intermediate database and is available at: [https://portal.catris.eu/registerServiceProvider/\[...\]](https://portal.catris.eu/registerServiceProvider/[...])

In order to enter your information, please follow the attached guidelines. You will be asked to enter first the information about your organisation (the Service Provider) and, in a second step, and once your organisations has been validated, review and add services. For any question, please do not hesitate to contact [support@catris.eu](mailto:support@catris.eu). For technical issues, please contact [tech-support@catris.eu](mailto:tech-support@catris.eu).

Your engagement is essential to help shaping the future of the RI community in Europe and we thank you in advance for your cooperation. As you will be one of the first RIs providing input into the portal, we would like to collect your feedback in order to improve the user experience and functionalities in the next versions.

Please note that information about our personal data treatment and privacy policy is available [here](#).

Please let us know about your availability to participate and preference for the way to participate at your earliest convenience.

Best regards,

On behalf of the CatRIS and MERIL projects





# CatRIS

Catalogue of Research  
Infrastructure Services

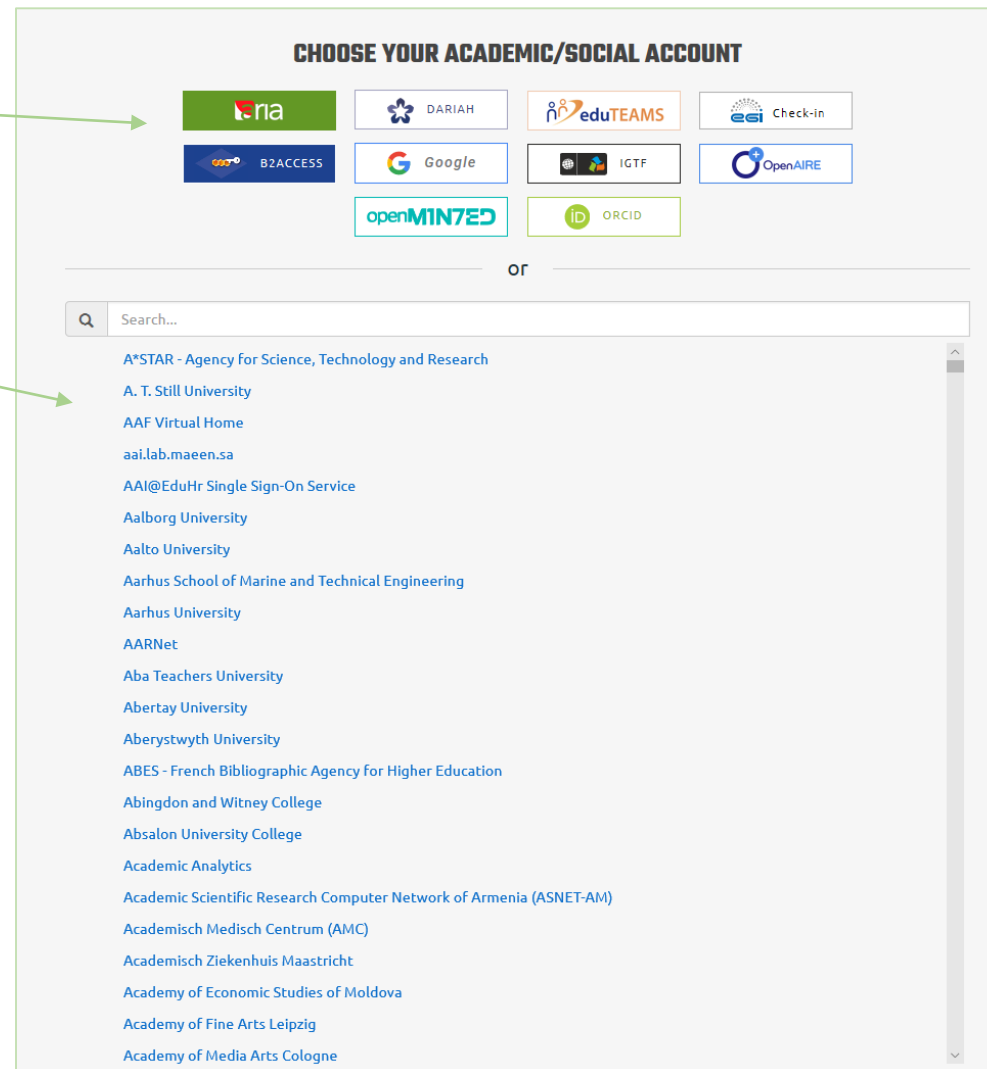
## A. Registration of Authorised Representative of Provider



# 1 – The ARP registers with the CatRIS Portal

- ✓ The Authorised Representative of the Provider (ARP) registers with the CatRIS Portal using an existing identity from a Social or Academic Authentication and Authorization Infrastructure (AAI) mechanism.

- CatRIS supports AAI mechanisms of many Academic and Research Institutions worldwide as well as ORCID, Google, aria, DARIAH, eduTeams, IGTF, EGI Check-in, B2ACCESS, OpenAIRE, openMINTED.
- In case of difficulties during authentication communicate to [tech-support@catris.eu](mailto:tech-support@catris.eu); depending on the issues a 1-to-1 call to offer guidance may be also organized.



**CHOOSE YOUR ACADEMIC/SOCIAL ACCOUNT**

aria, DARIAH, eduTEAMS, egi Check-in, B2ACCESS, Google, IGTF, OpenAIRE, openMINTED, ORCID

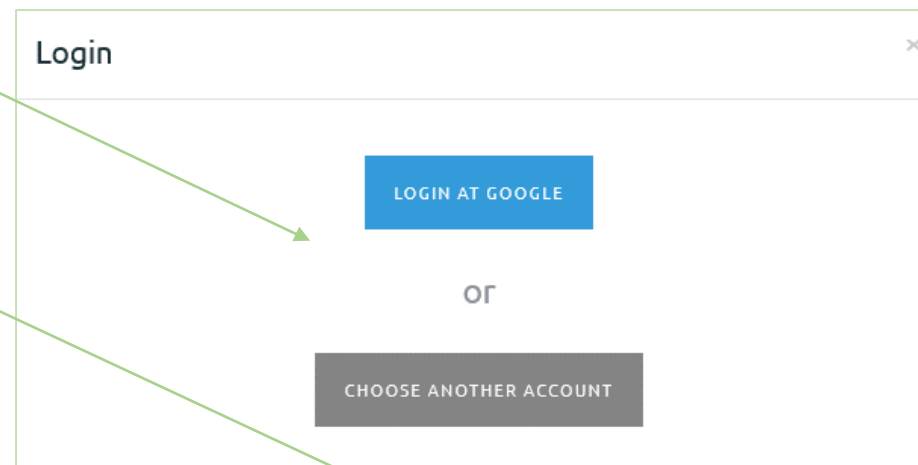
or

Search...

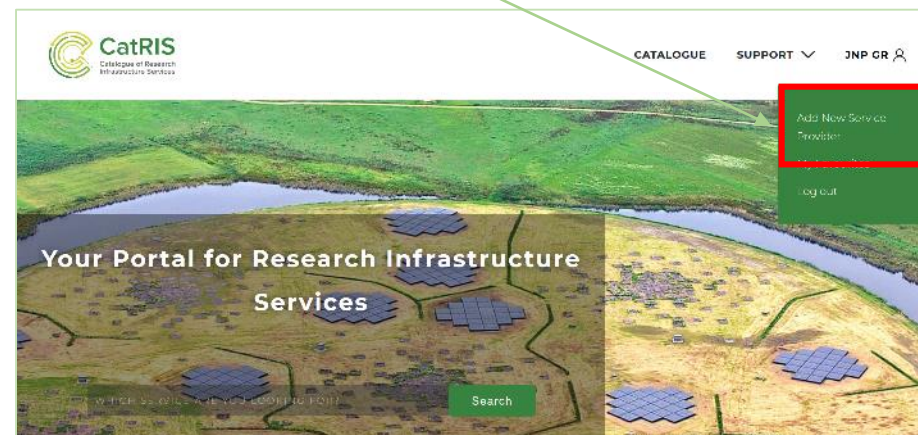
- A\*STAR - Agency for Science, Technology and Research
- A. T. Still University
- AAF Virtual Home
- aai.lab.maaen.sa
- AAI@EduHr Single Sign-On Service
- Aalborg University
- Aalto University
- Aarhus School of Marine and Technical Engineering
- Aarhus University
- AARNet
- Aba Teachers University
- Abertay University
- Aberystwyth University
- ABES - French Bibliographic Agency for Higher Education
- Abingdon and Witney College
- Absalon University College
- Academic Analytics
- Academic Scientific Research Computer Network of Armenia (ASNET-AM)
- Academisch Medisch Centrum (AMC)
- Academisch Ziekenhuis Maastricht
- Academy of Economic Studies of Moldova
- Academy of Fine Arts Leipzig
- Academy of Media Arts Cologne

## 2 – The AARP logs in to the CatRIS Portal

- ✓ The Authorised and Authenticated Representative of the Provider (AARP) logs into the CatRIS Portal with the AAI mechanism chosen.
- ✓ Once logged in, the menu allows access to the "**Add New Service Provider**" functionality. This is also available at <https://www.portal.catris.eu/newServiceProvider>



- The AARP should read at this step the information about personal data treatment and privacy policy available at <https://www.portal.catris.eu/support/privacy-policy>
- In case of difficulties during authentication communicate to [tech-support@catris.eu](mailto:tech-support@catris.eu); depending on the issues a 1-to-1 call to offer guidance may be also organised.







# CatRIS

Catalogue of Research  
Infrastructure Services

## B. Registration of Provider



# 3 – The AARP applies to onboard the Provider

- ✓ The AARP may now apply to onboard the Provider by completing the **Service Provider Description Template**.
  - ✓ Providers invited from the MERIL database may update potentially outdated information imported from the MERIL database.
  - ✓ All mandatory fields (denoted with \*) have to be filled in.
  - ✓ Need to press the **Submit** button to finalize the Provider application.
- 
- Each session expires after 2 hours. The **Temporary Save** button should be used to save your progress.
  - The Provider Description Template is also offered for download and preview in pdf and in excel formats. It includes standardized definitions, examples and recommendations.  
<https://www.portal.catris.eu/assets/files/providerForm.pdf>
  - In case of difficulties during Provider onboarding communicate to [support@catris.eu](mailto:support@catris.eu); depending on the issues a 1-to-1 call to offer guidance may be also organised.

Home

## Update Service Provider

UPDATE SERVICE PROVIDER

For questions related to the information that needs to be filled in and suggestions on the portal, please contact us in [support@catris.eu](mailto:support@catris.eu)  
For technical issues and questions, please contact us in [tech-support@catris.eu](mailto:tech-support@catris.eu)

BASIC \* CLASSIFICATION \* MATURITY \* LOCATION \* CONTACT \* OTHER \* ADMINS \*

FULL NAME (\*) In-service Aircraft for a Global Observing System  
Full Name of the organisation providing/offering the service/resource.

ACRONYM (\*) IAGOS  
Acronym or abbreviation of the provider.

WEBSITE (\*) <http://www.iagos.org>  
Webpage with information about the provider.

DESCRIPTION (\*) research institutions and airlines. IAGOS provides a database for users in science and policy, including near realtime data provision for weather prediction and air quality forecasting. It provides data for climate models, including those used in the GMES Atmospheric Service, and the carbon cycle models used for the verification of CO2 emissions and Kyoto monitoring. IAGOS is a project on the ESFRI Roadmap of Research Infrastructures (RIs) of pan-European interest.  
The description of the provider.

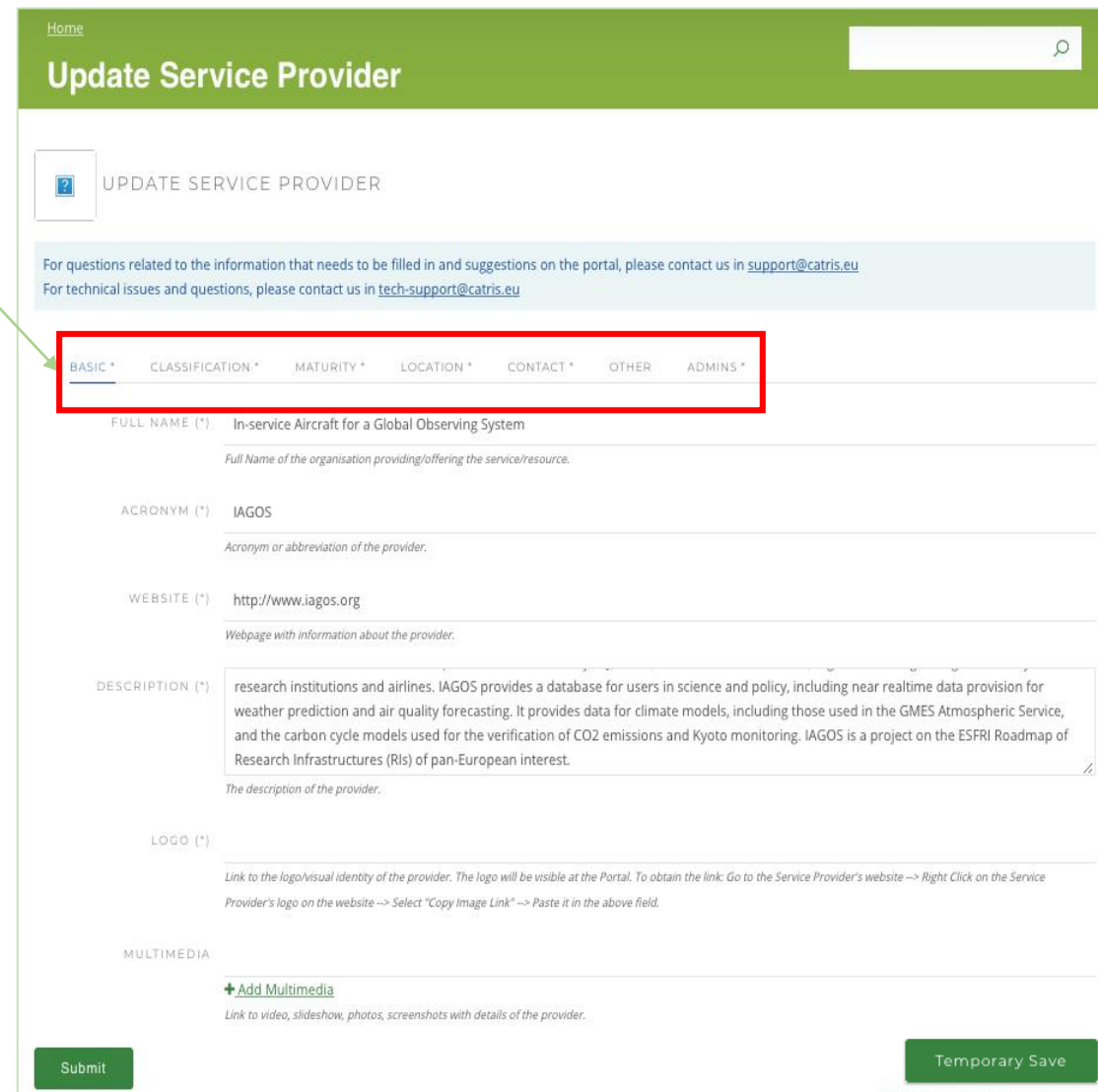
LOGO (\*)  
Link to the logo/visual identity of the provider. The logo will be visible at the Portal. To obtain the link: Go to the Service Provider's website --> Right Click on the Service Provider's logo on the website --> Select "Copy Image Link" --> Paste it in the above field.

MULTIMEDIA  
[+ Add Multimedia](#)  
Link to video, slideshow, photos, screenshots with details of the provider.

**Submit** **Temporary Save**

# 3 – The AARP applies to onboard the Provider

- ✓ The Service Provider Description is organised in seven information blocks:
  - **Basic Information:** such as the name, the description, the logo, the website, etc. of the Provider.
  - **Classification Information:** scientific domain, category, ESFR domain, tags, etc.
  - **Maturity Information:** Life Cycle status, etc.
  - **Location Information:** location of the Provider, coordinating & participating countries, etc.
  - **Contact Information:** contact persons and position
  - **Other Information:** relevant to the legal status, networks, and activity of the Provider.
  - **Admins Information:** administrators of the Provider.
- ✓ All information has to be in the proper format (e.g. text, URL, email address, etc) and size.
- Automated mechanisms are used to the greatest extent possible to ensure that all required information is included and that the information is of the correct type, size, etc.



Home

## Update Service Provider

UPDATE SERVICE PROVIDER

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For technical issues and questions, please contact us in [tech-support@catris.eu](mailto:tech-support@catris.eu)

**BASIC \*** CLASSIFICATION \* MATURITY \* LOCATION \* CONTACT \* OTHER ADMINIS \*

FULL NAME (\*) In-service Aircraft for a Global Observing System  
Full Name of the organisation providing/offering the service/resource.

ACRONYM (\*) IAGOS  
Acronym or abbreviation of the provider.

WEBSITE (\*) <http://www.iagos.org>  
Webpage with information about the provider.

DESCRIPTION (\*) research institutions and airlines. IAGOS provides a database for users in science and policy, including near realtime data provision for weather prediction and air quality forecasting. It provides data for climate models, including those used in the GMES Atmospheric Service, and the carbon cycle models used for the verification of CO2 emissions and Kyoto monitoring. IAGOS is a project on the ESFR Roadmap of Research Infrastructures (RIs) of pan-European interest.  
The description of the provider.

LOGO (\*)  
Link to the logo/visual identity of the provider. The logo will be visible at the Portal. To obtain the link: Go to the Service Provider's website --> Right Click on the Service Provider's logo on the website --> Select "Copy Image Link" --> Paste it in the above field.

MULTIMEDIA  
[+ Add Multimedia](#)  
Link to video, slideshow, photos, screenshots with details of the provider.

Submit Temporary Save



# 3 – The AARP applies to onboard the Provider

- ✓ Upon successful submission, the AARP will be navigated to the “My Service Providers” page, where the new Provider is marked as “pending initial approval”.
- ✓ The CatRIS Portal will also notify by email the Admins of the Provider and the CatRIS Onboarding Team (COT) of the successful submission.
- ✓ The CatRIS portal will open a ticket in the CatRIS dedicated Jira project. The COT confirms the opening of the Jira ticket for the Provider and updates it with any additional information deemed necessary.
- The AARP can update at any time the information about the Service Provider by clicking the “Update Provider Description” button.

The screenshot shows the 'My Service Providers' page in the CatRIS portal. At the top, there is a green header with 'Home' and a search bar. Below the header, the title 'My Service Providers' is displayed. A card for a service provider is shown, featuring logos for Starbucks, Google, and others, and the text 'Motion Capture Equipment for Interdisciplinary Research on Music, Motion, Minds, and Machines'. A red box highlights the status 'pending initial approval' and the 'Update Provider Description' button. To the right of the card are social media icons for Facebook, Twitter, and LinkedIn. Below the screenshot is an email notification from 'no-reply@catris.eu' with the subject '[CatRIS] Your application for registering as a new service provider has been received'. The email body states: 'You have applied for registering your organization | as a new service provider in CatRIS. Your application will be reviewed by the administration team and you will be notified on its approval or rejection, as well as for any further steps you can follow for registering successfully your organization. Thank you for your interest in becoming a member of CatRIS. Best Regards, the CatRIS Team'.

# 4 – The COT reviews the Provider Description

- ✓ At this stage the Provider application needs to get approved by the CatRIS Onboarding Team (COT) using the CatRIS Validation Tool.
- ✓ The COT checks the Minimum Requirements and the rules and criteria and the typology of the Provider Description Template (mandatory fields, lengths, types, etc) and provides comments and recommendations for improvements on the Validation Tool.
- ✓ If the Provider description does not comply with the minimum requirements, or the rules and criteria or the typology of the Provider Description Template, the AARP is contacted by email to take action on the recommendations stated in the Validation Tool and update the Provider Description.
- ✓ Typos and obvious errata are corrected by the COT. The AARP is informed accordingly.
- At this stage the AARP is offered the option to join an information or training session with the COT to get personalized consultation on the best way to onboard the Provider and its Services. In this, often 1-to-1 Webinar, the Provider will have the chance to ask questions and get personalized consultation on the best way to register its services.
- In case of delays, both the Provider and the COT receive reminders of the pending process via email messages.

## Minimum Requirements


1. Should be Research Infrastructures, Core Facilities or Shared Scientific Resources that offer one or more services to users (academic or industrial researchers, public or private sector organisations, etc.).
2. Should be operating at European, national, regional or institutional level.
3. Should be the entity registering the service and operating it.
4. Should be independent legal entities (ERICs, universities, research organisations), entities embedded in a hosting organisations (laboratories, platforms) or projects offering specific services (such as H2020 or Horizon Europe projects offering (trans-national) access, access to a network of distributed facilities, etc.).

	Definition	Multiplicity	Length Check	Necessity	Example Value
Basic Information					
ID	Unique identifier of the provider.	1	-		<a href="#">openaire</a>
Full Name	Full Name of the provider.	1	0	Mandatory	Open Access Infrastructure for Research in Europe
Acronym	Acronym or abbreviation of the provider.	1		Mandatory	OpenAIRE
Website	Webpage with information about the provider.	1	-	Mandatory	<a href="https://www.openaire.eu/">https://www.openaire.eu/</a>
Description	The description of the provider.	1	0	Mandatory	OpenAIRE2020 represents a pivotal phase in the long-term effort to implement and strengthen the impact of the Open Access (OA) policies of the European Commission (EC), building on the achievements of the OpenAIRE projects. OpenAIRE2020 will expand and leverage its focus from (1) the agents and resources of scholarly communication to workflows and processes, (2) from publications to data, software, and other research outputs, and the links between them, and (3) strengthen the relationship of European OA infrastructures with other regions of the world, in particular Latin America and the U.S. Through these efforts OpenAIRE2020 will truly support and accelerate Open Science and Scholarship, of which Open Access is of funda-

## 3b – The AARP updates the Provider Description

- ✓ If the AARP wants to resubmit the Provider description, the AARP is directed again to the Update Service Provider page.
- ✓ Upon completion the **submit** button has to be clicked to save the updated information on the Service Provider.



 **UPDATE SERVICE PROVIDER**

For questions related to the information that needs to be filled in and suggestions on the portal, please contact us in [support@catris.eu](mailto:support@catris.eu)  
For technical issues and questions, please contact us in [tech-support@catris.eu](mailto:tech-support@catris.eu)  
For instructions on onboarding a Service Providing Organization from MERIL database, click [here](#)  
For instructions on onboarding a new Service Providing Organization, click [here](#)  
An empty Service Provider application form template with all required fields, that can be used for offline reference, can be downloaded [here](#)

**BASIC \***   **CLASSIFICATION \***   **MATURITY \***   **LOCATION \***   **CONTACT \***   **OTHER**   **ADMINS \***

**FULL NAME (\*)** Motion Capture Equipment for Interdisciplinary Research on Music, Motion, Minds, and Machines  
Full Name of the organisation providing/offering the service/resource.

**ACRONYM (\*)** FourMs  
Acronym or abbreviation of the provider.

**WEBSITE (\*)** <http://www.fourms.uio.no/>  
Webpage with information about the provider.

**DESCRIPTION (\*)** Optical (infrared, reflective markers) motion capture equipment and other motion sensors (inertial, touch, etc.) for recording various kinds of music-related body motion.  
The description of the provider.

**LOGO (\*)** <https://cdn.mos.cms.futurecdn.net/ZihL9gqtbaXAXaDLzByrkC-650-80.jpg>  
Link to the logo/visual identity of the provider. The logo will be visible at the Portal. To obtain the link: Go to the Service Provider's website -> Right Click on the Service Provider's logo on the website -> Select "Copy Image Link" -> Paste it in the above field.

**MULTIMEDIA**  
[+ Add Multimedia](#)  
Link to video, slideshow, photos, screenshots with details of the provider.

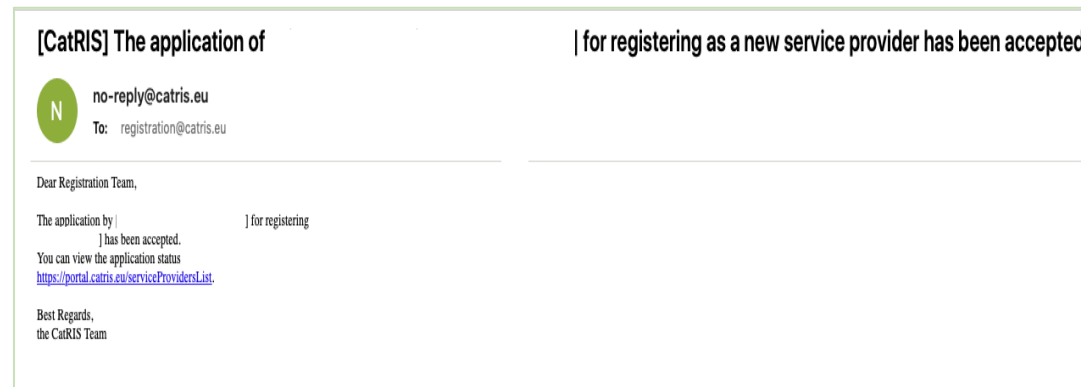
**Submit**





## 4b – The COT approves the Provider Description

- ✓ The Provider description is reassessed following the same process.
- ✓ When the Provider description complies with the minimum requirements, the AARP is notified by **email** from the CatRIS Portal.
- ✓ The COT updates the status in the Jira ticket.
- ✓ The Provider is now registered to the CatRIS portal as a new Service Provider.





# CatRIS

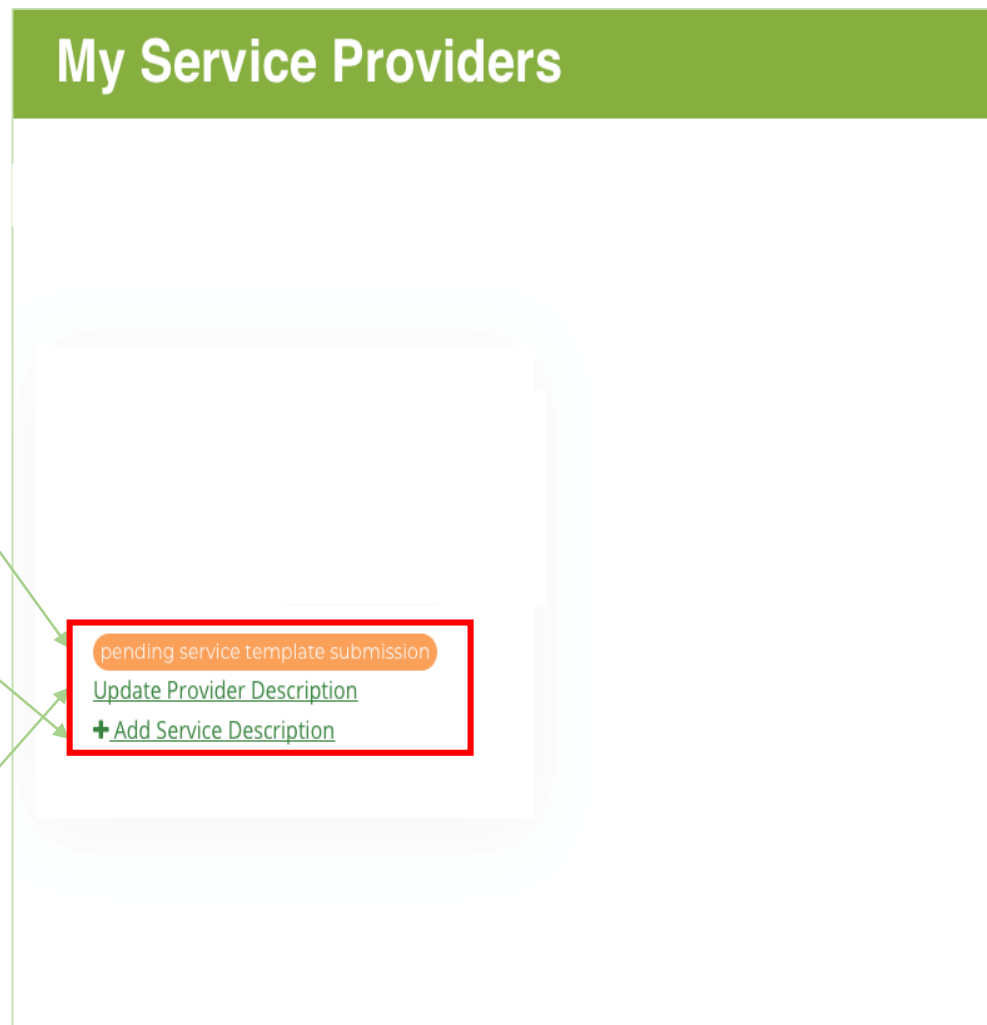
Catalogue of Research  
Infrastructure Services

## C. Registration of Service



## 5 – The AARP applies to onboard the 1<sup>st</sup> Service

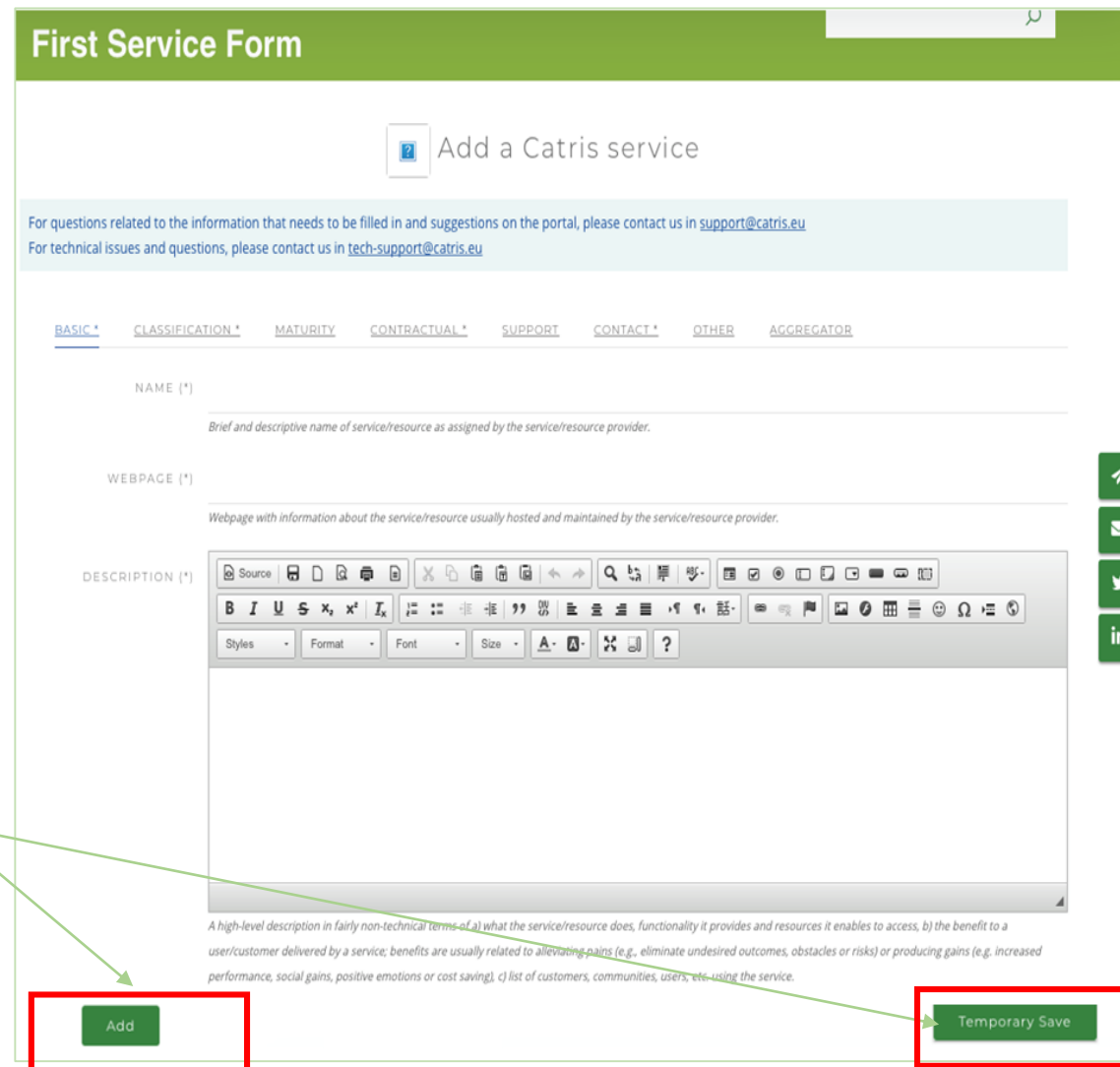
- ✓ After the Provider profile is approved, the “My Service Providers” page, changes status to “**pending service template submission**”.
  - ✓ The AARP may now apply for the onboarding of the 1<sup>st</sup> Service with the “**+Add Service Description**” button.
- 
- In case of difficulties during Service onboarding communicate to [support@catris.eu](mailto:support@catris.eu); depending on the issues a 1-to-1 call to offer guidance may be also organised.
  - **Attention:** The button **Update Provider Description** updates the Provider description and not the Services description.




# 5 – The AARP applies to onboard the 1<sup>st</sup> Service

- ✓ The AARP may now apply to onboard the 1<sup>st</sup> Service by completing the **Service Description Template**.
- ✓ All mandatory fields (denoted with \*) have to be filled in.
- ✓ Need to press the **Add** button to finalize the Service application.

- The **Temporary Save** button should be used to save your progress.
- The Service Description Template is also offered for download and preview in pdf and in excel formats. It includes standardized definitions, examples and recommendations.  
<https://www.portal.catris.eu/assets/files/serviceForm.pdf>



**First Service Form**

 Add a Catris service

For questions related to the information that needs to be filled in and suggestions on the portal, please contact us in [support@catris.eu](mailto:support@catris.eu)  
For technical issues and questions, please contact us in [tech-support@catris.eu](mailto:tech-support@catris.eu)

BASIC \* CLASSIFICATION \* MATURITY CONTRACTUAL \* SUPPORT CONTACT \* OTHER AGGREGATOR

NAME (\*)  
Brief and descriptive name of service/resource as assigned by the service/resource provider.

WEBPAGE (\*)  
Webpage with information about the service/resource usually hosted and maintained by the service/resource provider.

DESCRIPTION (\*)

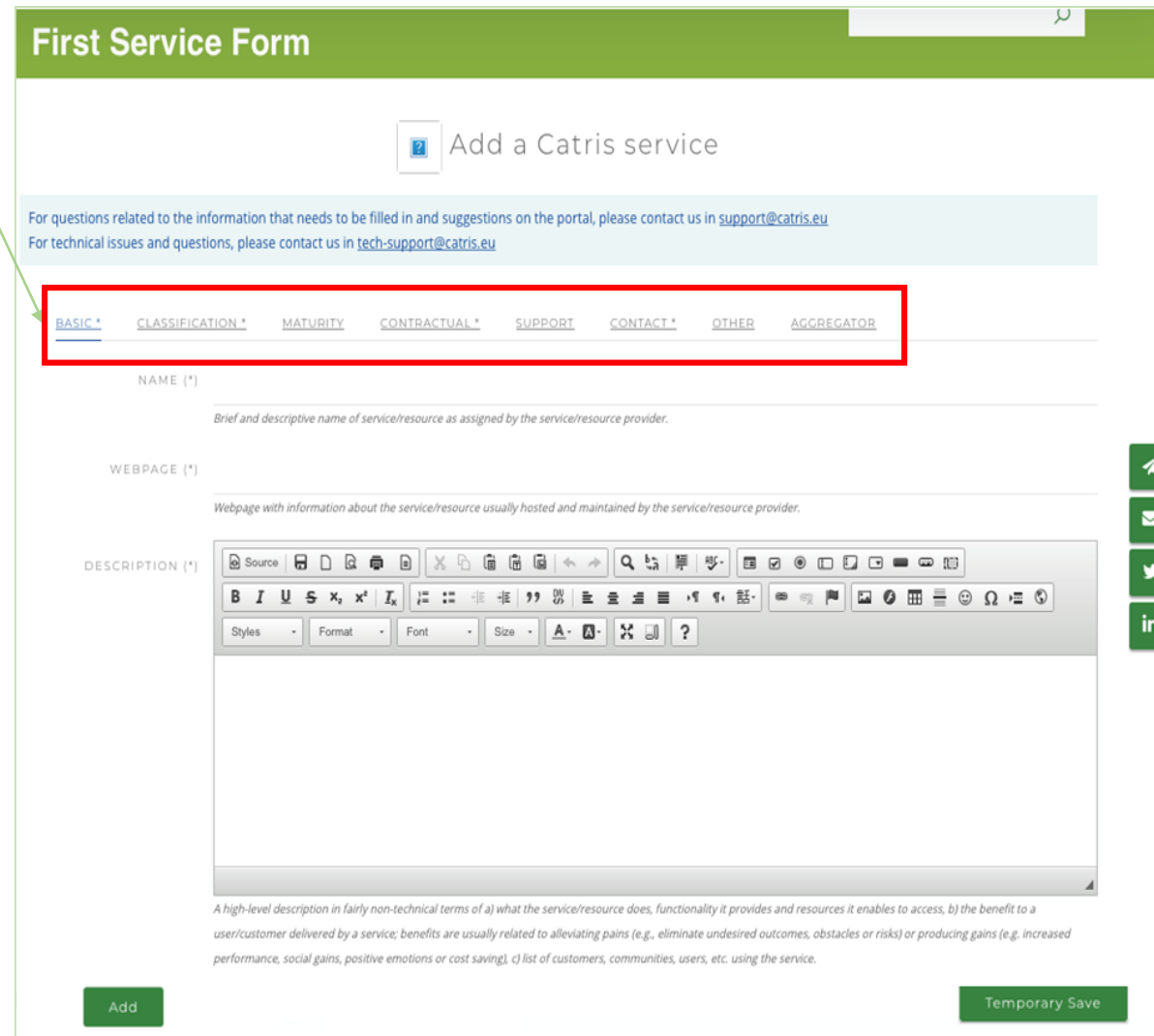
A high-level description in fairly non-technical terms of a) what the service/resource does, functionality it provides and resources it enables to access, b) the benefit to a user/customer delivered by a service; benefits are usually related to alleviating pains (e.g., eliminate undesired outcomes, obstacles or risks) or producing gains (e.g. increased performance, social gains, positive emotions or cost savings). c) list of customers, communities, users, etc. using the service.

**Add** **Temporary Save**



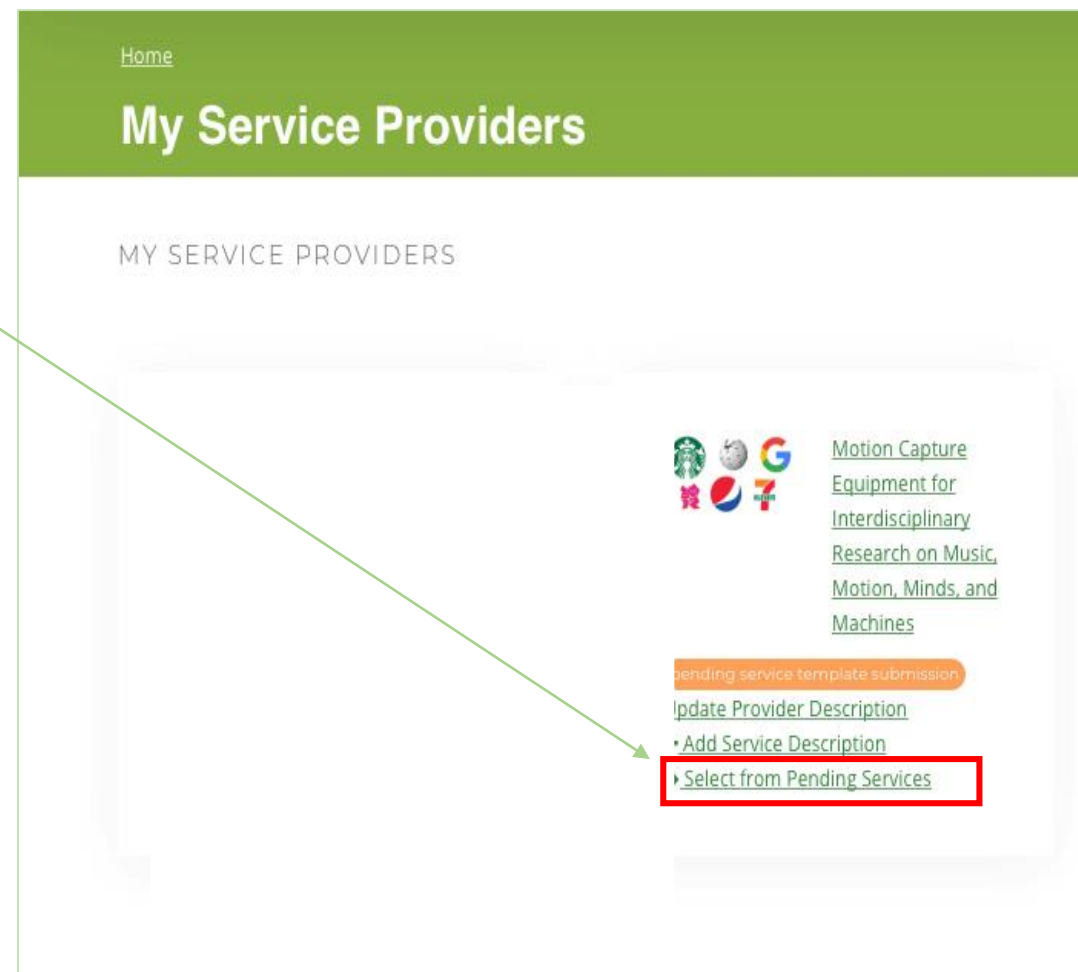
# 5 – The AARP applies to onboard the 1<sup>st</sup> Service

- ✓ The Service Description is organised in seven information blocks:
  - **Basic Information:** the name, the description, the logo, the link to further information at the Service Provider site, etc.
  - **Classification Information:** target users, category, scientific domain, language, tags, etc.
  - **Maturity Information:** phase, TRL, certifications, etc.
  - **Contractual Information:** order type, SLA, terms of use, privacy policy, access policy, pricing, etc.
  - **Support Information:** service manual, related training, helpdesk, etc.
  - **Contact information:** names, emails of key contacts at the provider that can support users with the service.
  - **Other information:** required and related services, etc.
- ✓ All information has to be in the proper format (e.g. text, URL, email address, etc) and size.
- Automated mechanisms are used to the greatest extent possible to ensure that all required information is included and that the information is of the correct type, size, etc.



## 5 – The AARP applies to onboard the 1<sup>st</sup> Service

- ✓ If the process is stopped but saved using the Temporary Save, the uncompleted Service description can be found by using the “Select from Pending Services” button.



# 5 – The AARP applies to onboard the 1<sup>st</sup> Service

- ✓ When all required fields are properly filled in, the AARP is navigated to the submitted service presentation page.
  - ✓ The CatRIS Portal notifies by email the Admins of the Provider and the COT of the successful submission.
  - ✓ The CatRIS portal opens a ticket in the CatRIS dedicated Jira project. The COT confirms the opening of the Jira ticket for the Provider and updates it with any additional information deemed necessary.
- The AARP can update at any time the information about the Service by clicking the **“Update Service Description”** button.

The screenshot displays the CatRIS portal interface for the Medical Data Models (MDM) service. The page features a green header with the CatRIS logo and navigation links (CATALOGUE, SUPPORT, LOGIN). Below the header, the service title 'Medical Data Models (MDM)' is prominently displayed. The main content area includes a description of the MDM-Portal, its purpose, and a list of countries served by the service. A world map highlights the service coverage across various countries. On the right side, there are several green buttons for user interaction: 'Service Homepage', 'Slideshow/Video', 'Request the Service/Resource', 'Ask for a Quote', 'Request Information', 'Contractual Info', 'Support', and 'Contact'. The 'Contractual Info' section includes links for Price, Terms of use, Privacy policy, Access policy, and Payment model. The 'Support' section includes a link for Support. The 'Contact' section includes a link for Contact. The page also mentions that the service is funded by the German Research Foundation and provides access to a large dataset of medical data.

# 6 – The COT reviews the Service Description

- ✓ Once the Service application is submitted it is assessed by the COT using the CatRIS Validation Tool.
- ✓ The COT checks the minimum requirements and the rules and criteria and the typology of the Service Description (mandatory fields, lengths, types, etc) and provides comments and recommendations for improvements on the Validation Tool.
- ✓ If the Service description does not comply with the minimum requirements, or the rules and criteria or the typology of the Service Description Template, the AARP is contacted by email to take action on the recommendations stated in the Validation Tool and update the Service Description.
- ✓ Typos and obvious errata are corrected by the COT. The AARP is informed accordingly.
- At this stage the AARP is offered the option to join an information or training session with the COT to get personalized consultation on the best way to onboard the Provider and its Services. In this, often 1-to-1 Webinar, the Provider will have the chance to ask questions and get personalized consultation on the best way to register its services.

## Minimum Requirements

1. Services must be actual services according to an official Service Management definition. It should be an ongoing activity offered 'live' to customers. This may be a (research) infrastructure service, or a human service (e.g. training, consultancy).
2. The service must be coherent. It must be available and offer stand-alone value. It may not be only a feature/component of a larger service.
3. The service must meet at least **one** of the following:
  - The service must be targeted to the research community
  - The service must be provided by the research community
  - The service comes from a H2020 funded project
  - The service is part of a procurement framework targeting researchers.
4. The service must be available in Europe and in a European language. Key information must be in English:
  - The Description must be in English
  - The Basic Information in the User Interface must be available in English
  - Privacy statements, terms of use and SLA/SLS must be available in English. Other documentation may be in native language only.
  - The Helpdesk must be able to answer queries in English at a minimum.
5. The mandatory fields in the Service Description Template must be provided, including required linked information.
6. URLs must be Fully Qualified Domain Names (FQDN).



# 6 – The COT reviews the Service Description

- ✓ The COT examines the quality of the information and links submitted.
- ✓ At this step, it is ensured that the information given is clear, and it follows the general recommendations given at the Service Description Template.
- ✓ Spelling, accuracy and the composition of the writings will also be reviewed.
- ✓ Moreover the functionality of all links is examined.

Service/Resource Description Template	Service Description for IR	Change / Recommendation
<b>Basic Information</b>		
Name	World at a Glance	OK
Webpage	<a href="https://www.katpis.eu/look-at-world-at-a-glance/">https://www.katpis.eu/look-at-world-at-a-glance/</a>	OK
Description	World at a Glance (WAG) is a service that shows a second profile aggregated from various resources. It is also a service that is designed to provide an overview of the world's progress. It is currently the only service that provides a single-page overview of the world's progress, comparing of two or more worlds, and it is a good illustration. In each module, the service result pages built up from tiles of various content that serve as building blocks that aggregate visual presentation together with the right side for taking the data. The layout itself is very attractive that users only need to click, but it is not up and running in order to facilitate the presentation of data with the many important data to have a good basic model for the user, the average number of user requests is in 200 per day.	OK
Logo	<a href="https://www.katpis.eu/look-at-world-at-a-glance/logo.png">https://www.katpis.eu/look-at-world-at-a-glance/logo.png</a>	OK
Thumbnail		Updated. Please Check. It is recommended to add a link to video-screenshots or slides showing details of the service to further improve its visibility.
Tagline		Updated. Please Check. It is suggested that you provide a short catch-phrase for marketing and advertising purposes.
User Roles		Updated. Please Check. It is suggested that the benefits from the use of your service is being mentioned. Usually related to alleviating pain or producing gains for the end-user.
User Roles		It is highly recommended to add the list of customers, communities, users, etc. using the service.
User Cases		It is highly recommended to add the use cases supported by this service to strengthen its credibility to the end-users
Opt In		OK
Opt Out		OK
<b>Classification Information</b>		
Provider Name	CoRE National Corpus	OK
Scientific Domain	Humanities	OK
Scientific Subdomain	Language & Literature	OK
Category	Aggregations & Integrations	OK
Subcategory	Other	OK
Target Users	Researchers	OK
Language	Czech, English, Hungarian	OK
Geographical Availability	World	OK
Access Type	Virtual	OK
Access Mode	Free	OK
Provided by		Updated. Please Check.
Tags		Updated. Please Check.

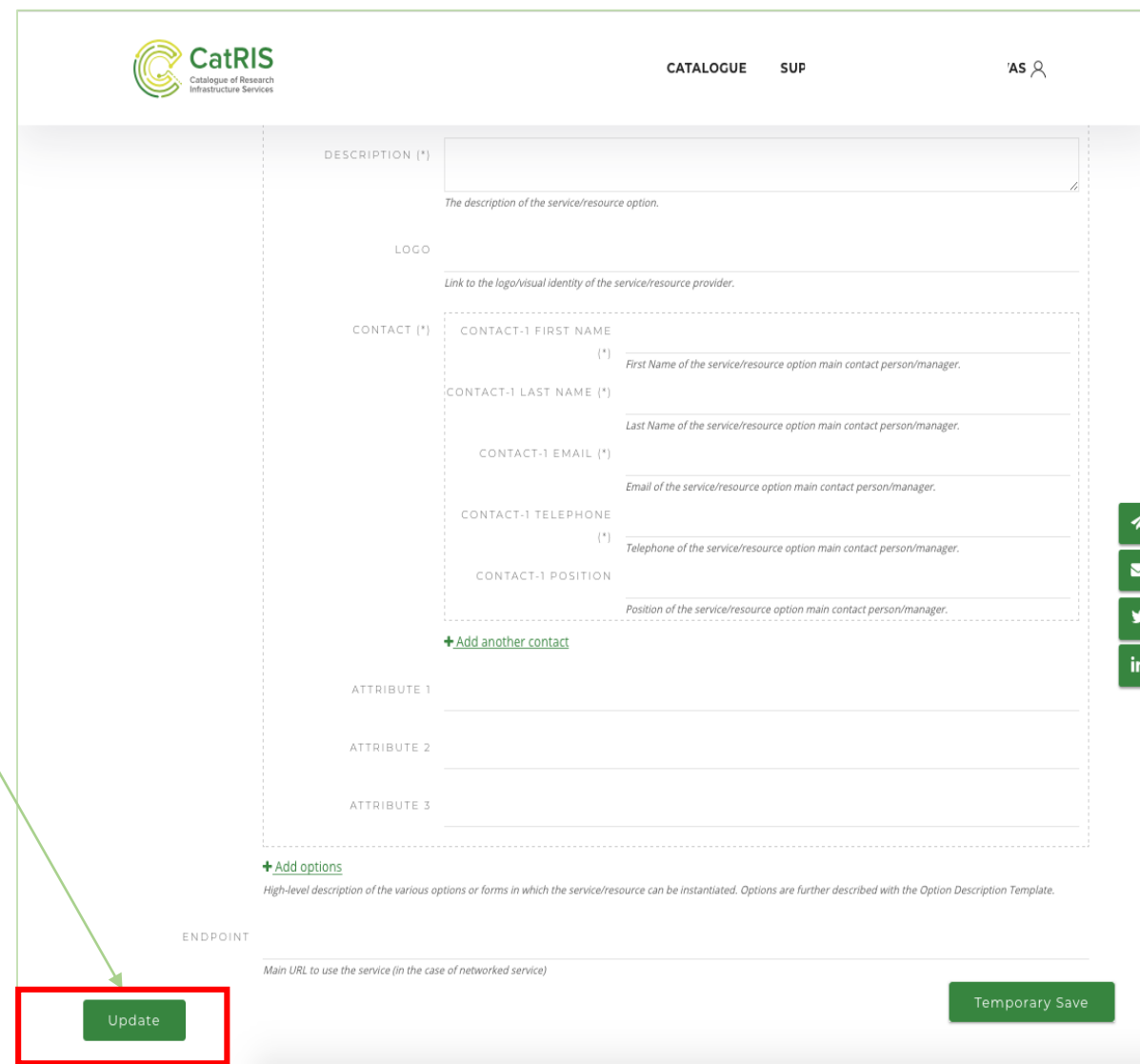
# 6 – The COT reviews the Service Description

- ✓ The COT proceeds to a first review with potential suggested changes and recommendations based on the Provider's specific needs and limitations.
- ✓ A short review of the Provider's website takes place, upon which the COT can propose more specific URL alternatives, more information for the description of the service and best practice examples from other providers.

Maturity Information		
Phase		Updated. Please Check. It is suggested that you provide the Phase of the service/resource lifecycle.
Technology Readiness Level		Updated. Please check. It is suggested to add the technology readiness level of the service. Please see the link provided regarding the TRL.
Version		It is also suggested to add the version of the service that is in place.
Last Update		It is highly recommended to mention the latest update of your service.
Change Log		It is recommended to add the summary of the service/resource features updated from the previous version.
Certifications		Please provide any if available.
Standards		Please consider adding the list of standards supported by your service.
Contractual Information		
Order Type	Full/On-Demand	OK
Order		Updated. Please check. It is recommended to create a unique webpage with this format: "https://www.catris.eu/order" for directing visitors to ordering your service.
Service Level Agreement		It is recommended to create a unique webpage with this format: "https://www.catris.eu/SLA" for providing information about the levels of performance your service is expected to deliver.
Terms Of Use		It is recommended to provide a link to a webpage describing the rules, service conditions and usage policy which one must agree to abide by in order to use the service.
Privacy Policy		It is recommended to provide a link to privacy policy applicable to the service.
Access Policy		It is recommended to provide a link to a webpage to the information about the access policies that apply.
Payment Model		It is recommended to provide a link on your website with the supported payment models and restrictions that apply to each of them.
Pricing		It is recommended to provide a webpage with the information on the price scheme for this service in case the
Support Information		
User Manual		It is recommended to provide a link to the service user manual and documentation.
Admin Manual		It is recommended to provide a link to the admin service user manual and documentation.
Training Information		It is recommended to provide a link to the FAQ or the video tutorial.
Helpdesk		It is recommended to provide a link to the URL to a webpage with the contact person or helpdesk to ask more information from the service provider about this service.
Out-of-hours		It is recommended to add a webpage with out-of-hours information about this service.
Maintenance		It is recommended to add a webpage with information about planned maintenance windows for this service.
Contact Information		
Main Contact First Name	Michal	OK
Main Contact Last Name	Wron	OK
Main Contact Email	michal.wron@catris.eu	OK
Main Contact Phone	+420221613844	OK
Main Contact Position		Updated. Please Check.
Other Information		
Related Services		It is recommended to provide a list of other services that are currently used with this service.
Related Services		It is recommended to provide a list of other services that are currently used with this service.
Related Platform		It is recommended to provide information about any related to your service platform.

## 5b – The AARP updates the Service Description

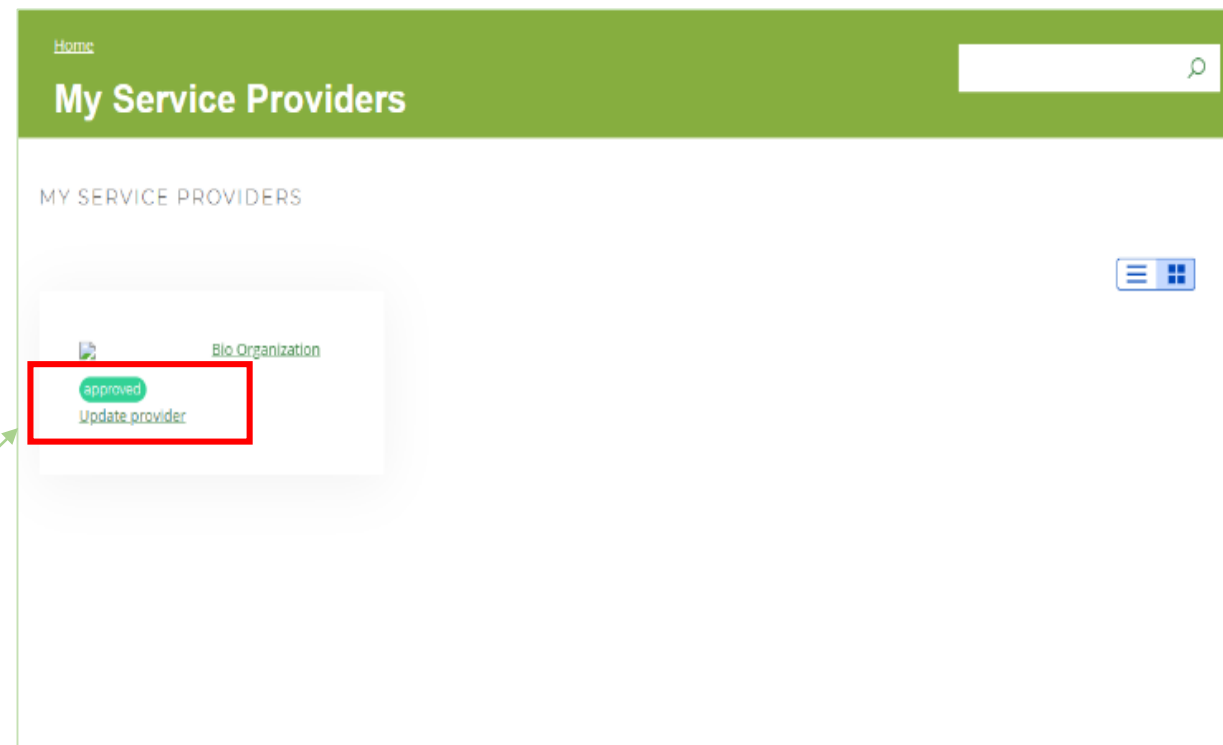
- ✓ If the AARP wants to resubmit the Service description, the AARP is directed again to the Update Service page.
- ✓ Upon completion the **submit** button has to be clicked to save the updated information on the Service.



The screenshot shows the 'Update Service' page in the CatRIS interface. The page has a header with the CatRIS logo, 'CATALOGUE SUP', and a user profile icon. The form contains several sections: 'DESCRIPTION (\*)' with a text area and a placeholder 'The description of the service/resource option.'; 'LOGO' with a text area and a placeholder 'Link to the logo/visual identity of the service/resource provider.'; 'CONTACT (\*)' which is a dashed box containing fields for 'CONTACT-1 FIRST NAME (\*)', 'CONTACT-1 LAST NAME (\*)', 'CONTACT-1 EMAIL (\*)', 'CONTACT-1 TELEPHONE (\*)', and 'CONTACT-1 POSITION', each with a placeholder. Below this is a link '+ Add another contact'. There are also three 'ATTRIBUTE' fields (ATTRIBUTE 1, ATTRIBUTE 2, ATTRIBUTE 3). Below these is a link '+ Add options' and a placeholder 'High-level description of the various options or forms in which the service/resource can be instantiated. Options are further described with the Option Description Template.'; and an 'ENDPOINT' field with a placeholder 'Main URL to use the service (in the case of networked service)'. At the bottom, there is a red-bordered box containing an 'Update' button, and to its right is a 'Temporary Save' button.

## 6b – The COT approves the Service Description

- ✓ The Service description is reassessed following the same process.
- ✓ When the Service description complies with the minimum requirements, the Service is approved and becomes public on the CatRIS Portal.
- ✓ The AARP is notified by email from the CatRIS Portal.
- ✓ The COT updates the status in the Jira ticket.
- ✓ The Provider is now registered to the CatRIS portal as a new Provider.
- ✓ The AARP is able to verify the success of the onboarding by inspecting that the Provider is marked as “**approved**” in the “My Service Providers” page.
- ✓ The CatRIS Portal opens the interface to the Provider to onboard all other services either manually (web interface) or via the CatRIS Portal API.





# 6b – The COT approves the Service Description

## Access to equipment for the characterisation of traditional building materials

Work with us for a future better and sustainable built environment

Provided by: LEDRA LABS

Categorization: PROCESSING & ANALYSIS > MEASUREMENT & MATERIALS ANALYSIS > ANALYSIS

PROCESSING & ANALYSIS > MEASUREMENT & MATERIALS ANALYSIS > CHARACTERISATION

Scientific Categorization: NATURAL SCIENCES > EARTH SCIENCES

ENGINEERING & TECHNOLOGY > MATERIALS ENGINEERING

ENGINEERING & TECHNOLOGY > CIVIL ENGINEERING

Offered to: Researchers

♥ 0 👁 0

The lab is fully equipped with state-of-the-art analytical equipment for the physico-chemical and mechanical characterisation of materials. It houses a Bruker D8 Advance XRD which may be used for qualitative and quantitative mineralogical analyses, an ED-XRF for chemical analyses, a Shimadzu DTA-TG for thermal analyses, a DRMS for micro destructive in-situ and laboratory mechanical tests, a MIP, a stereoscope, a polarising optical microscope and a SEM-EDS.

The aforementioned equipment is used in ongoing studies aiming at the reproduction of traditional materials using reverse engineering and the characterisation of compatible materials for restoration works. The research currently focuses on lime and gypsum mortars, building and decorative stones and mud bricks. The ultimate aim of the program is the establishment of a database with the characteristics of local traditional materials

Access to equipment hosted in Ledra Labs by external users is facilitated upon the signature of a Facility Use Agreement.

building materials monuments restoration

Funded by: European Regional Development Fund , National Research Foundation

Access Types: Physical Access Modes: Paid

Screenshot

Service Homepage


Slideshow/Video

Ask for a Quote

Request Information

## Service coverage

Countries serviced by Access to equipment for the characterisation of traditional building materials



PLACES  
Europe

LANGUAGES  
English, Greek

### Contractual Info

[Privacy policy](#) →

[Access policy](#) →

[Payment model](#) →

### Support

### Contact

OWNER

PHASE

TRL

CERTIFICATIONS

STANDARDS

VALUE FOR USERS  
Ledra Labs host a competent multidisciplinary team of researchers and engineers which are used in dealing with complex and challenging problems related to the restoration of monuments and historical buildings.

USER BASE  
Academia, Public and Private sector in Cyprus and abroad.

USE CASES

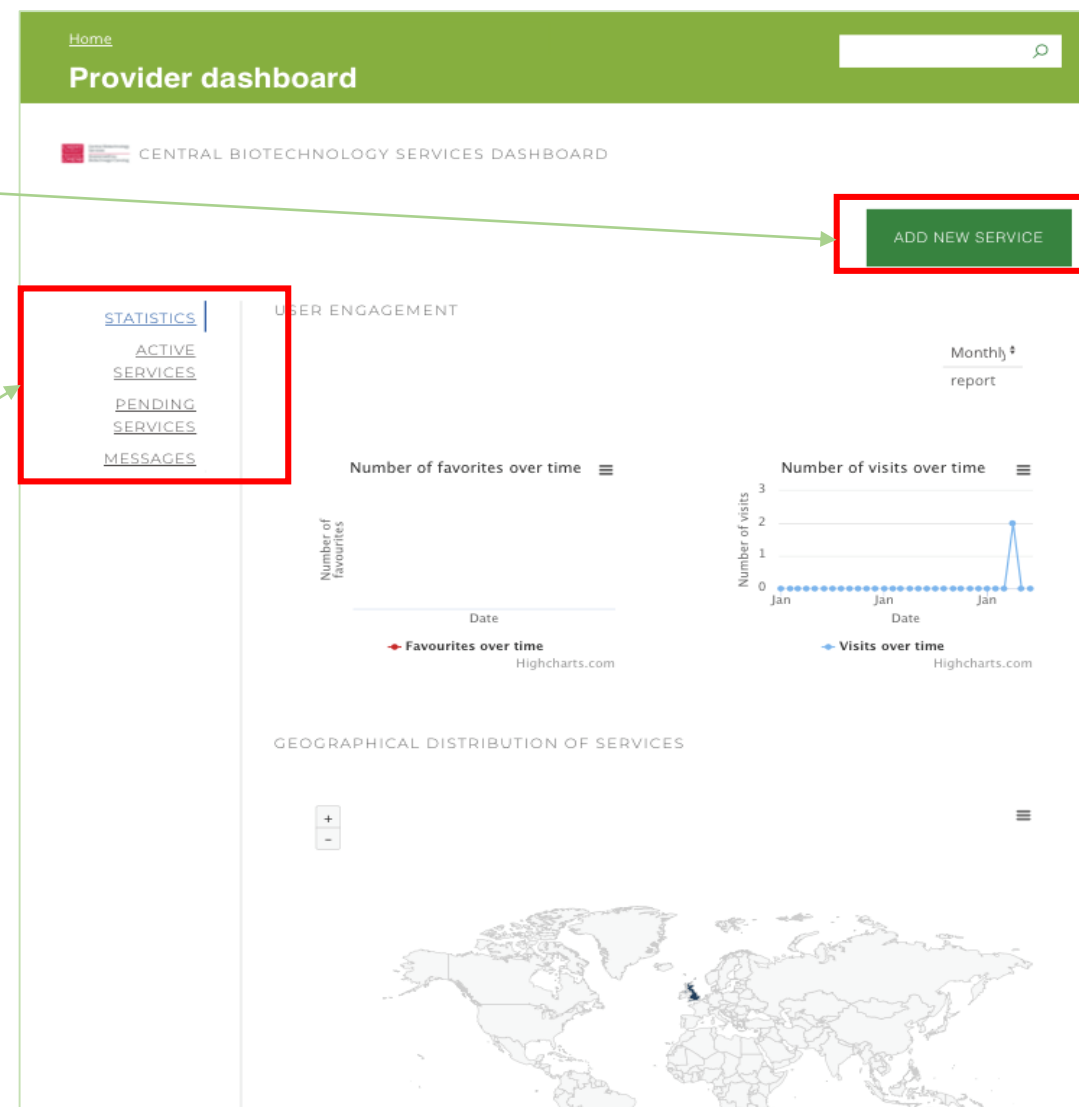
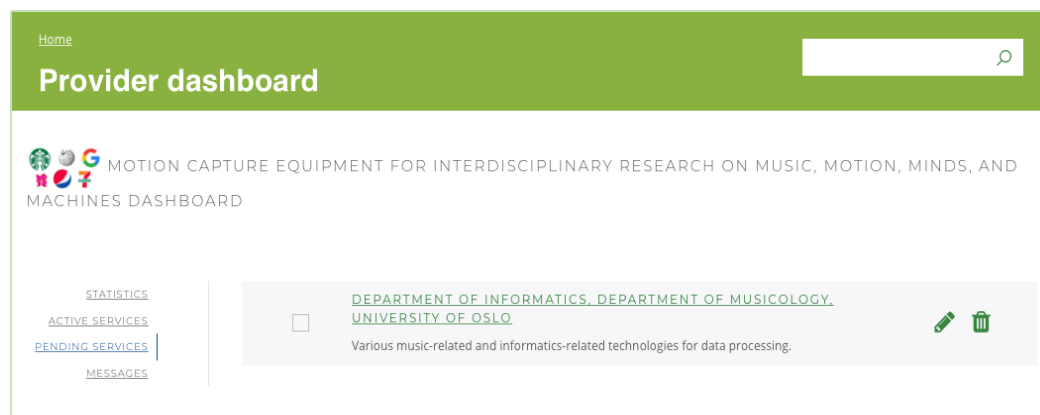
## Service Offers

## Related services

[Nanobiotechnology](#)

# 7 – The AARP applies to onboard other Services

- ✓ The AARP can now onboard new Services from the Provider Dashboard.
- ✓ The AARP can also update the Provider and the Service description from the Provider Dashboard by either using the pencil button or clicking on the name of the Service.
- ✓ The Dashboard offers also statistics for services, and a reach a set of additional functionalities that is constantly being enriched such as active services, pending to be approved services, messages.



# 8 – The CQT send the Benchmarking Report

When all services of a Provider are listed, the Provider may receive a Benchmarking Report by the CatRIS Quality Team (CQT) that can be used to show compliance to the CatRIS Service Catalogue specifications and proceed with further improvements on the service descriptions.

- The sole purpose of this report is to improve the “service readiness” of the service providers. **The reports will be private** and will only be shared with the Provider Representative.
- The methodology and tools used to assess this Compliance with the CatRIS Service Catalogue, will be made available to the Provider a priori.

Completeness Level Report  
on Service Descriptions for

**SERVICE PROVIDER X**

June 2020



# CatRIS

Catalogue of Research  
Infrastructure Services

## Thank you for your attention!

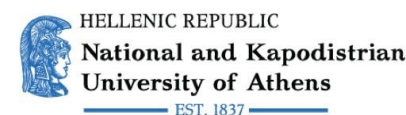
## Q&A





# Partnership

- European Science Foundation (ESF)
- European Future Innovation System Centre
- JNP Strategy and Management Consulting
- National Kapodistrian University of Athens
- National Hellenic Research Foundation – National Documentation Centre
- EurOcean Foundation
- Core Technologies for Life Science Association





[www.project.catris.eu](http://www.project.catris.eu)



[catris@esf.org](mailto:catris@esf.org)



<https://www.linkedin.com/company/catris>



[@project\\_catris](https://twitter.com/project_catris)