

Transfer services roadmap overview (2021-2025)

User experience

To improve the user experience the Transfer Services team will implement a new centralized documentation site, such site will include definitions of each of the existing services with examples on how to use each of them.

Transfer Services will start leveraging Help-Desk for SOPs and will be prepared for the ITSM implementation when requested.

Communication and networking

A user group will be created to facilitate communication between our different stakeholders. Such a group will be used initially to communicate the changes being implemented, ensuring such service transformations can be done with the minimal service disruption possible while being transparent on why such changes need to be applied.

An outcome of the users group should be a rolling update on the Transfer Services roadmap.

Consolidation

Being able to provide services with acceptable SLA or expectations depends on the knowledge of such expectations. Currently the number of permutations between storage systems, services provided, authentication systems and bespoke elements is too high to deliver a standardized catalogue with simple KPIs.

The transfer team will review the current systems, obtain updated expectations and decide new technical implementation, prepare simplified transition packs for the users, and involve the internal users where their input is required.

The consolidation will be aligned with the TSC Data management strategy, the expectation is that such standardization will allow for the inclusion of other services or protocols into the transfer services catalogue.

Monitoring , metrics and logging

Following GDPR rules all user consumable logging will be provided through Web Production. Inside TSC we will create a monitoring system, as a joint effort with other teams, that should help reduce the downtime and troubleshooting time for all transfer services.

Services

Globus will be promoted. Aspera, http, ftp will be maintained.

We will consult and analyse the service lifecycle of each protocol with the stakeholders, prioritizing the services or protocols with high maintenance cost and low usage/throughput.