| **1** | 2 | 3 | 4 |

GENERAL INFORMATION

Service Logo   ⬆ Select File ...

Please upload your service logo to be used in Helmholtz Cloud Portal in .svg format. If you don't have an individual service   **Public**
logo, we will only use the general software logo underlying your service.
Content of this field will be published in Cloud Portal.

Software Name

Please indicate which software your service is based on.   **Public**
Content of this field will be published in Cloud Portal.

Short text for Service Card in Cloud Portal

Please write a short one-liner (max 10-15 words) to be shown on the service card of your service in Helmholtz Cloud Portal.   **Public**
Content of this field will be published in Cloud Portal.

Description (long)

You can use this field to give a longer description about your service and it's functionalities. Please note that this field is   **Public**
limited to 2000 chars (which equals 1 DIN A4 page full of text).
Content of this field will be published in Cloud Portal.

Unique Service Characteristic

Please shortly explain how your service stands out from similar services (USP).   **Public**
Content of this field will be published in Cloud Portal.

Keywords / Tags

- ☐ **Science**
- ☐ **Survey**
- ☐ **Database**
- ☐ Code
- ☐ Simulation
- ☐ Repository
- ☐ Graph
- ☐ DevOps
- ☐ VCS

Please select keywords associated with your service. Keywords help users to better find services fitting their demand in   **Public**
Helmholtz Cloud.
Green: Service Category
Blue: Main search term (visible)
Black: Minor search term (not visible)
Content of this field will be published in Cloud Portal.

Additional Keywords / Tags

Here you can enter additional keywords associated with your service, which are not listed above. Separate keywords with comma.

Documentation

Please put in the link to the documentation of your service here.

Link to Service for Usage

Please put the link for service usage here. It will be displayed in Helmholtz Cloud Portal.   **Public**
Content of this field will be published in Cloud Portal.

Initiated by   Select ...

Please indicate whether the service provision in Helmholtz Cloud was triggered by someone (if yes, please specify) or whether the
service is provided of your centre's own accord.

COMMUNICATION & SUPPORT

Contact for User Support (1st Level)

Please name the contact for user support/1st Level support. You can indicate the mail address of the responsible Helpdesk here.
Content of this field will be published in Cloud Portal.

Public

2nd + 3rd Level Support

Please indicate how your higher level support (2nd/3rd level) is organized. Are there any external providers involved (e.g. via support contract)?

Communication with Users

Please indicate how you communicate with your users e.g. ticket system for support cases, email for information, escalation levels defined, feedback channels, communication of downtime announcements.

Ticket system for support

Please give us the following information about your support/ ticket system:
Read more

Communication with HIFIS

Please indicate how you wish HIFIS to communicate with you e.g. via mailing list, via functional mail address, via ticketing system or via Service Owner. Please choose max. 2 possibilities.

RESPONSIBILITIES

Please name the Service Owner of the service (=responsible for service) and indicate a mail address for contact.
Please note: this information is only for HIFIS internal usage and will not become public. Please name a natural person here.

Service Owner - Lastname

Service Owner - Firstname

Service Owner - Email

Please name the Service Manager responsible for the Service Owner (if existing) and indicate a mail address for contact.
Please note: this information is only for HIFIS internal usage and will not become public. Please name a natural person here.

Service Manager - Lastname

Service Manager - Firstname

Service Manager - Email

Please name the Provider Manager responsible for the Service Manager (if existing) and indicate a mail address for contact.
Please note: this information is only for HIFIS internal usage and will not become public. Please name a natural person here.

Provider Manager - Lastname

Provider Manager - Firstname

Provider Manager - Email

SERVICE LEVEL

Service Levels planned   Select ...

Please indicate whether you plan any service levels besides the standard service level for Helmholtz Cloud.

Service Levels Description

Please indicate what the provided service level(s) include, e.g. in terms of availability of service in % p.a., guaranteed support   `Public`
times, reaction times in support, maintenance timeframes, regular backups, service updates, limitation of number of users if
differentiated in Service Levels etc.
Content of this field will be published in Cloud Portal.

USERS

User groups

[text area]

Please indicate the typical users of the service. Which user groups or scientific communities benefit most from using the service? e.g. employees of a centre, employees within Helmholtz, external users, scientific users, administrative users, management etc.

Expected number of using centres

Select ...

Please indicate how many Helmholtz centres you are expecting to use the service (0-18).

Expected number of using centres - description

[text area]

Please name which Helmholtz centres you are expecting to use the service.

Expected number of users

Select ...

Please indicate how many users you are expecting to use the service. Is it highly interesting for different user groups or more a niche service?

Expected number of users - description

[text area]

Please indicate how you came up with the expection e.g. are there already concerete project groups interested?

Availability for External Users

Select ...

Please state whether your service is available for external users (meaning Helmholtz external).

SERVICE & USER ENABLEMENT

Connected to Helmholtz AAI

Select ... ▾

Please state whether your service is already registered with Helmholtz AAI.

User Enablement

Please describe the application process established to get access to your service (if existing) including e.g. necessary approvals by role XYZ.

Content of this field will be published in Cloud Portal.

Read more

`Public`

Service Enablement

Select ... ▾

Please indicate whether user effort is required to enable the service usage. Enabling means e.g. installation of client software, drivers, special software components or browsers.

Service Production Status

Please specify if the service is already in production and connected to other user backends or Community-AAIs.

Restricted VO Access

Please state if you restrict service access to any specific VO or communities.

User deprovisioning mechanism

Please indicate if the service has an automatic mechanism when users want to delete their accounts and associated data. If multiple manual steps are required, please specify which ones (e.g. deleting VMs in OpenStack, deleting ssh keys, etc).

Cloud triggered deprovisioning

Please indicate if it would be possible to automatically deprovision a user of the service (e.g. when users leave their centres) when triggered in the Helmholtz Cloud Portal. For this purpose the Helmholtz Cloud Agent would have to be installed at your site to ensure the communication between portal and service.

SERVICE VALUE & SCIENTIFIC PROCESS

Service value

Please describe what users can do better with than without your service e.g. collaborative work and exchange of documents for sync & share service, supporting scientists in terms of publications for publishing service. Please also state whether your service is critical for the users daily business.

Support in Scientific Process

Select ...

Please choose the phase of the scientific process your service supports most.

Support in Scientific Process - Description

You can use this field to give us some further information on which other phases of the scientific process your service supports.

FAIR data principles statement

Select ...

Please state whether your service supports FAIR data principles (if applicable).

TECHNICAL INFORMATION

Multi tenant capable

Select ...

Please indicate whether your service is multi tenant capable or allows to structure authorization rights in groups.

Data format

Select ...

Please indicate whether your service uses proprietary data formats/ interfaces.

Open Source

Select ...

Please indicate whether your service is open source or based on proprietary software.

IPv6 statement

Select ...

Please state whether your service is accessible from an IPv6 client.

Two Factor Authentication

Select ...

Please state whether a two factor authetication is possible/required for service usage.

IT SECURITY & DATA PROTECTION

IT security statement

Select ...

Please state whether there are policies established to ensure the IT security of the service.

Please name who should be contacted in case of security incidents besides the IT security contact registered for the service at DFN and indicate a mail address for contact.

Security Incident Contact - Lastname

Security Incident Contact - Firstname

Security Incident Contact - Email

Data protection statement

Select ...

Please state whether data protection aspects are regulated (e.g. how personal data is handled).

Storage of Service Data (Location)

Select ...

Please state where the data regarding the service is handled and stored.
Content of this field will be published in Cloud Portal.

Public

Please name who should be contacted in case of data protection / privacy issues besides the data protection contact registered for the service at DFN and indicate a mail address for contact.

Data protection / privacy issue Contact - Lastname

Data protection / privacy issue Contact - Firstname

Data protection / privacy issue Contact - Email

Service Privacy Policy Statement

Select ...

Please state whether you have already worked out a service privacy policy for your service.

Data Protection Documents Statement

Select ...

Please state whether you already worked out TOMs (technical organizational measures) and VTs (processing activity) for your service.

OPERATIONS

Operations performed for service

Please describe the operations you perform for the service, in terms of server hosting, storage, network, applications etc.

Architecture Description

Please indicate which components/services are required to run the service. This may include operated servers (incl. CPU, RAM), necessary third party services, licenses, clients.

Architecture picture

⬆ Select File ...

If you prefer to upload a picture of your architecture design, you can upload it here.

Dependencies

Please describe the internal and external contributions to service provision and the corresponding dependencies e.g. dependency of JupyterHub on HPC resources. Which components of the service does that involve?

OTHER

Additional information

Feel free to add any other important information on the service here.

Consent for publishing to Cloud Portal

Select ...

Please give yout consent, that the content of the marked fields will be published as a service card in the Cloud Portal.