HIFIS | HELMHOLTZ FEDERATED IT SERVICES

HELMHOLTZ CLOUD SERVICE CANVAS

IT-SERVICE	SERVICE'S NAME AT CENTER	IT-SERVICE PROVIDER	FILLED OUT BY	LAST EDIT/VERSION	LABELS USED IN THIS DOCUMENT
<Name e.g. Nextcloud>	<if applicable, e.g. nubes>	<Center>	<Author/s>	<date, version>	<if the service can e.g. be used with different resources, please label information concerning a specific resource with A:[<information>]> <if there is no differentiation within the service, you do not need to label anything>

DESCRIPTION	OPERATIONS	SUPPORT	RESPONSIBILITIES	USERS	COMMUNICATION	SERVICE LEVEL	
Please describe what the service includes.	Which operations for the specific service are performed at the center itself?	How is the 1st Level support organized? Who is the contact for the user? Is there a Help Desk?	Which are the most important roles for the service provision? Who has these roles?	Who are the typical users of the service? Which user groups or scientific communities benefit most from using the service?	How does HIFIS communicate with the service provider?	Are there any service levels besides the standard Service level defined or planned for Helmholtz Cloud?	
<basic functionality of the service, features>	<operations in terms of server hosting, storage, network, applications etc.>	<support e.g. via ticket system, Help Desk contact information>	<e.g. Service Owner (=responsible for the service, probably knows it best), Service Manager (=responsible for multiple service owners), Provider Manager (=responsible for all service managers>	<e.g. employees of a center, employees within Helmholtz, external users, scientific users, administrative users, management etc.>	<via mailing list, via functional mail adresse, via ticketing system or via Service Owner> <please choose max. 2 possibilities>	<Yes/No>	
Are there any extensions of the basic functionality implemented?	How is the user provisioning organized? Does the service support user deprovisioning?	How is the higher level (2nd, 3rd level) support organized, is there any external service provider?	Who should be contacted in case of security incidents besides the IT security contact registered for the service at DFN?		How does the service provider communicate with the users?	Which services levels are provided in Helmholtz Cloud? Is there a differentiation between Virtual Organizations (VOs)?	
<extensions e.g. additional apps>	<automatic service provision/ application for service required (please describe process if applicable in field "User Enablement") etc.> <service supports/ does not support user deprovisioning e.g. there is a script implemented which regularly checks whether users are still active, also whether there is a way for the user to delete his account>	<external support (contract with support provider)>	<name, contact>		<e.g. ticket system for support cases, email for information, escalation levels defined, feedback channels, communication of downtime announcements>	<Provided service levels> <if differentiated, for each VO>	

	In case of data to be stored: is there a backup established to restore user data? <backup established Yes/No> <in case of system outage as well as in case of accidentally deleted data by user> <restore limitations might be named here, too (e.g. if no single data record can be restored)>		Who should be contacted in case of data protection/ privacy issues besides the IT security contact registered for the service at DFN? <name, contact>			What are the differences between these service levels? <e.g. availability of service in % p.a., guaranteed support times, reaction times in support, maintenance timeframes, regular backups, service updates, limitation of number of users if differentiated in Service Levels etc.>
ARCHITECTURE (OPTIONAL)	**DEPENDENCIES**	**SERVICE READINESS**	**LIMITATIONS/ NOTIFICATIONS**	**USER ENABLEMENT**	**SERVICE ENABLEMENT**	**OPEN ACCESS**
Which components/services are required to run the service? Hardware, infrastructure, applications etc.	Are there any internal/external contributions (e.g. technical contributions, external suppliers) in the service provision? If yes, for which component?	Estimation of which time frame is required to make the service ready for the integration into the Helmholtz Cloud?	Is the service multi-client capable?	Is there any application process established to get access to the service? If yes, please describe this process in detail	Is there any user effort required to enable the service usage?	Does the service support open access APIs (in accordance to https://en.wikipedia.org/wiki/Open_data)?
<e.g. operated servers (incl. CPU, RAM), necessary third party services, licenses, clients>	<e.g. dependency of JupyterHub on HPC ressources>	<will be prefilled by HIFIS Cloud with informtion given in 2nd Iteration of Service Selection>	<Yes/No>	<Application process including e.g. necessary approvals by role XYZ>	<No enabling needed User can enable service Admin needs to enable service> Enabling means e.g. installation of client software, drivers, special software components or browsers	<Yes/No (if applicable)>
		Which actions are required for making the service ready? <optional answer>	Which limitations does the service have in general? <limitations>			
			Is there an absolute limitation in terms of number/sort of users (internal/external) allowed to use the service? <limitation in terms of number/sort of users>			
			Are there other limitations? <Other limitations>			

SCIENTIFIC PROCESS/ VALUE	IT-SECURITY	DATA PROTECTION	ADDITIONAL INFORMATION				
Which scientific processes does the service support? How critical is the service to the user? What can users do better with than without the service?	Are there any policies established to ensure IT-Security of the service?	Are data protection aspects regulated (e.g. how is personal data handled)?	Feel free to add any other important information on the service here			
<e.g. collaborative work and exchange of documents for sync & share service, supporting scientists in terms of publications for publishing service> <Service is critical/not critical for the users daily business>	<Yes/No>	<Yes/No>	<Additional Information>			
		Where is the data regarding the service handled and stored? <within the center/externally>				