Explanation of each process step of Service Recruiting Process v5

Open points:

- Tools to prioritize service ideas need to be worked out in detail
- Data processing of applicant data can be done via Helmholtz AAI? At least if Service Recruiting process is built in Plony which uses Helmholtz AAI

Colored background:

- Green: Demand Management
- Blue: From Service idea to Service offer

Process step	Role	Its detailed content
Starting points	Requester Service Portfolio Manager	- Service required in Helmholtz Cloud that is not yet offered *(1.)* - Proactive seeking for new services *(2.)*
Inform HIFIS about demand for new service via support@hifis.net *(1.)*	Requester	- Provide some basic information and general use case for the service required in Helmholtz Cloud to HIFIS via support@hifis.net - Ensure that data handled within the potential service is allowed from Requester's centre side to be handled in Helmholtz Cloud
If necessary, coordinate the clarification of requirements/use case behind the demand for the new service *(1.)*	Service Portfolio Manager	- Ask colleagues from Service Integration and Architecture Management whether there are technical points to be clarified - Ask colleagues from Cluster and Platform Management whether there are organizational points to be clarified
Check whether demand for similar service has already been announced *(1.)*	Service Portfolio Manager	- To avoid double work on the same service required, the Service Portfolio Manager should check whether similar demand for service has already been announced before putting more effort into the Request for Service - Check Service Recruiting Mattermost Board for similar service ideas already documented
Inform Requester about already existing demand + status quo *(1.)*	Service Portfolio Manager	- If demand for a similar service has already been announced, check the status quo of the corresponding service idea (e.g. if a service provider has already been found/not) and establish a connection between the two Requesters (so they can e.g. work out requirements together)
Roughly check whether service will fulfill Exclusion criteria *(1.)*	Service Portfolio Manager	- First rough check whether service may fail to fulfill Exclusion criteria – at this point of information only roughly possible - Inform Requester if there are concerns on Exclusion criteria fulfillment – leave to Requester whether they want to proceed or drop the service idea

Process step	Role	Its detailed content
Talk to scientific user groups and fetch their service ideas *(2.)*	Service Portfolio Manager	- To get direct feedback from scientists on which services are required most in Helmholtz Cloud - Furthermore, there are already a lot of useful services for scientists available in centres, but they are often only used locally – great potential for HIFIS to provide these useful services to a broader scientific community
Gain ideas from strategic initiatives e.g. from Head Office *(2.)*	Service Portfolio Manager	- Strategic initiatives e.g. led by Helmholtz Head Office can give HIFIS useful insights on which services could be offered in Helmholtz Cloud to support these strategic initiatives and form a sustainable Service Portfolio
Initiate broader service idea seeking e.g. surveys *(2.)*	Service Portfolio Manager	- Conduct e.g. short surveys in Cloud Portal/Plony/centre's intranet to get direct user feedback on which services are desired and to seek the corresponding use cases
Refine Service Portfolio to ensure balance and integrity *(2.)*	Service Portfolio Manager	- In sense of Service Portfolio Management, it is important to continuously review the services in Portfolio and strive to close service gaps to ensure a balanced and integer Service Portfolio
Phrase service ideas gained from service recruiting activities *(2.)*	Service Portfolio Manager	- The results gained during the proactive Service Recruiting activities need to be phrased/developed to concrete service ideas
Add service idea to Service Recruiting Mattermost Board *(1. + 2.)*	Service Portfolio Manager	- Service idea is put to Service Recruiting Mattermost Board - Service ideas should be publicly available in future, e.g. in Helmholtz Cloud Portal - Users should then be able to e.g. like a service idea to prioritize it
Let service ideas be prioritized by interested users *(1. + 2.)*	Service Portfolio Manager	- Service ideas should be prioritized in some way – may be via "Surveys" on HIFIS website, announcements in regularly meeting Helmholtz working groups etc. - This gives potential service providers the chance to see which service is required most
Regularly present service ideas to KoDa *(1. + 2.)*	HIFIS Manager	- Potential service providers are triggered to consider provision of mostly wanted service ideas
Regularly review and revise Service Recruiting Mattermost Board *(1. + 2.)*	Service Portfolio Manager	- Review service ideas and drop those with low priority/ those which have already been presented a couple of times in KoDa but no service provider was found/ those that are not promising to find a service provider at all
When service provider for service is found: initiate Onboarding process *(1. + 2.)*	Service Portfolio Manager	- As soon as a service provider for a service is found, Service Onboarding can be initiated

Process step	Role	Its detailed content
Service Onboarding process *(1. + 2.)*	Service Portfolio Manager	- For details see corresponding process visualization and description