

## Explanation of each process step of Service Integration process v4

Process step	Role	Its detailed content
Starting point		<ul style="list-style-type: none"> <li>- Service reached status „Ready for Integration“ in Plony</li> </ul>
Assess service integration readiness	Service Integration Manager	<ul style="list-style-type: none"> <li>- Service Integration Checklist with template user stories for product backlog is used for assessment of service integration readiness:</li> <li>- User Story #1: AAI Login with home account possible</li> <li>- User Story #2: Service provider registered service at Helmholtz AAI</li> <li>- ...</li> <li>- User Story #5: provisioning is done automatically</li> <li>- ...</li> <li>- User Story #8: service provider offers Helpdesk for service support</li> <li>- ...</li> <li>- User Story #10: service description for Cloud Portal is complete</li> <li>- The more user stories the service can yet fulfill, the higher is it's integration readiness</li> </ul>
Extract technical information from Service Canvas	Service Integration Manager	<ul style="list-style-type: none"> <li>- Check Service Canvas in Plony for technical information which are relevant to perform service integration tasks</li> </ul>
Check whether all technical information is there	Service Integration Manager	<ul style="list-style-type: none"> <li>- Check whether the Service Canvas includes all necessary information (is complete/filled out correctly)</li> </ul>
Ask service provider to give necessary information via survey or interview	Service Integration Manager	<ul style="list-style-type: none"> <li>- If anything is missing/unclear, ask service provider for necessary information/clarification</li> <li>- This can be done either via the SI survey or in interview form</li> </ul>
Fill out survey/ answer questions in interview	Service provider	<ul style="list-style-type: none"> <li>- Give necessary information to service integration team</li> </ul>
Create sprint backlog for service	Service Integration Manager	<ul style="list-style-type: none"> <li>- A sprint backlog for the service can be created (including sprint tasks for the service provider to be completed)</li> </ul>
KPI Process	Service Integration Manager	<ul style="list-style-type: none"> <li>- Please check the corresponding process documentation for more details</li> </ul>
Perform regular sprint meetings with service providers	Service Integration Manager	<ul style="list-style-type: none"> <li>- Perform sprint meetings to coordinate sprint tasks and monitor progress to drive service integration</li> </ul>
Perform sprint tasks/ drive integration	Service provider	<ul style="list-style-type: none"> <li>- Perform the sprint tasks defined in regular meetings with Service Integration Manager(s)</li> </ul>

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Support service provider in completing sprint tasks	Service Integration Manager	<ul style="list-style-type: none"> <li>- Offer support to perform the sprint tasks to service provider – e.g. share experiences from previous service integrations</li> </ul>
Evaluate whether all sprint tasks are done	Service Integration Manager	<ul style="list-style-type: none"> <li>- Check sprint task completion</li> </ul>
Ask Service Portfolio Manager to trigger the preview of the service card in Cloud Portal Integration environment	Service Integration Manager	<ul style="list-style-type: none"> <li>- The service card review starts at this point of the process – status in Plony changes to “Service card review”</li> <li>- Preview of the service card is necessary to check the content and formatting of service information later published in Cloud Portal</li> </ul>
Set Service status in Plony Test environment to „Online“ and inform Service Integration Manager that preview of service card is now available in Cloud Portal Integration environment	Service Portfolio Manager	<ul style="list-style-type: none"> <li>- As soon as in status “Online” in Plony Test, the service card will be displayed as a preview in Cloud Portal Integration environment</li> <li>- Service Integration Manager can now check the service card together with the Service provider</li> </ul>
Check service card together with Service Provider in Cloud Portal Integration environment	Service Integration Manager	<ul style="list-style-type: none"> <li>- Check whether the content of the service card is displayed correctly</li> <li>- Ask service provider for checking the service card preview</li> </ul>
Check service card in Cloud Portal Integration environment	Service provider	<ul style="list-style-type: none"> <li>- Check whether the service information later published in Cloud Portal correctly represents the service</li> </ul>
Give feedback/ adaptations desired to Service Integration Manager	Service provider	<ul style="list-style-type: none"> <li>- If something needs to be adapted, the Service provider is asked to communicate the adaptations desired to the Service Integration Manager</li> </ul>
Hand over service to Service Portfolio Manager for approval from HIFIS side	Service Integration Manager	<ul style="list-style-type: none"> <li>- As soon as checked by Service Integration Manager and Service provider, the service card approval from HIFIS side can be initiated by Service Portfolio Manager</li> <li>- In order to initiate approval, service needs to be handed over to Service Portfolio Manager</li> </ul>
Create new Cloud listing request issue in GitLab	Service Portfolio Manager	<ul style="list-style-type: none"> <li>- For structured discussion and documentation reasons, a new Cloud listing request issue is created in the corresponding GitLab project</li> </ul>
Ask HIFIS group to check service card in Cloud Portal Integration environment	Service Portfolio Manager	<ul style="list-style-type: none"> <li>- HIFIS Group (consisting of Service Portfolio Manager, Service Integration Manager, Cloud Portal Manager, Architecture Manager and Cloud Platform Manager) is asked to check the service card preview for completeness and correctness –</li> </ul>

Process step	Role	Its detailed content
		and decide whether anything needs to be adapted or everything is fine
Integrate feedback/perform desired modifications	Service Portfolio Manager	- Agreed modifications of service information are performed in Plony until the service card preview is approved by each role in HIFIS Group
Hand over service to Service Integration Manager for final approval of Service card from Service provider	Service Portfolio Manager	<ul style="list-style-type: none"> <li>- As soon as approved from HIFIS side, the last step before publishing the service in Cloud Portal is the final approval from service provider side.</li> <li>- As this is the step completing the service integration, the Service Integration Manager coordinates the final approval with the service provider</li> </ul>
Ask Service provider for final approval of service card in Cloud Portal Integration environment	Service Integration Manager	- Since it is likely that the service card was modified during the approval process by HIFIS Group, the Service provider needs to give the final approval before the service is published in Cloud Portal
Decide about final approval of service card in Cloud Portal Integration environment	Service provider	- Review the changes done by HIFIS Group during the approval process and accept or deny the changes made
Give feedback/adaptations desired to Service Portfolio Manager	Service provider	- If something needs to be adapted, the Service provider is asked to communicate the adaptations desired to the Service Portfolio Manager
Set service status in Plony production environment to „Integration completed“ and inform Service Portfolio Manager	Service Integration Manager	- With setting the status “integration completed” in Plony, the service integration is done. This is the signal for the Service Portfolio Manager to set the service status to “Online”
Set service status in Plony production environment to „Online“	Service Portfolio Manager	- If everything is fine, the Service Portfolio Manager can change the service status in Plony to “Online”, thus resulting in the publishment of the service card in the Cloud Portal
Continue with service Onboarding process		- Service integration process is completed - therefore service Onboarding process can proceed