Service Canvas for future Helmholtz Cloud onboarding process
Last update: regular review January 2022

Legend:
Please fill in your answers here

Field	Explanation text	Content	Required for Pilot service	Fully Integrated service	Input for Weighting criteria
General information					
Service logo	Please attach your service logo to this Service Canvas to be used in Helmholtz Cloud Portal in .svg format. If you don't have an individual service logo, we will only use the general software logo underlying your service.				
Software Name	Please indicate which software your service is based on.		x	x	
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.		x	x	
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 limited to 2000 chars (which equals 1 DIN A4 page full of text).				
Keywords/tags	Please indicate some keywords associated with your service. Keywords help users to better find services fitting their demand in Helmholtz Cloud.				
Documentation	Please put in the link to the documentation of your service here.			x	
Link to service for usage	Please put the link for service usage here. It will be displayed in Helmholtz Cloud Portal.		x	x	
Initiated by	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 center's own accord.		x	x	x
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.		x	x	
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)?			x	
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: > Which ticket system is used? > Can external users use the system? > Is there any awareness/guarantee of data protection by the ticket system? > Has the system been assessed for data protection aspects?			x	
Connection with HIFIS Helpdesk	Do you consider to use the central HIFIS support as support contact point, so that HIFIS specific questions (e.g. about the AAI) can be filtered there, while technical questions would be redirected to your local service helpdesk?				
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.		x	x	
Responsibilities					
Service Owner	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.		x	x	
Service Manager	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.				
Provider Manager	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.				
Service Level					
Service Levels planned	Please indicate whether you plan any service levels besides the standard service level for Helmholtz Cloud.			x	
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 times, reaction times in support, maintenance timeframes, regular backups, service updates, limitation of number of users if differentiated in Service Levels etc.				

Users					
User groups	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	Please indicate how many Helmholtz centres you are expecting to use the service.			x	x
Expected number of using centres - description	Please name which Helmholtz centres you are expecting to use the service.				
Expected number of users	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?			x	x
Expected number of users - description	Please indicate how you came up with the expection e.g. are there already concrete project groups interested?			x	x
Limitations	Please describe the limitations of your service provision. Is there an absolute limitation in terms of number/sort of users (internal/external) allowed to use the service?		x	x	
Availability for external users	Please state whether your service is available for external users (meaning Helmholtz external).			x	x
Service & User enablement					
Connected to Helmholtz AAI	Please state whether your service is already registered with Helmholtz AAI.		x	x	
How connected to Helmholtz AAI	Please describe on which technology the connection to the Helmholtz AAI was implemented (OIDC, SAML, infrastructure proxy).			Only if line 38 is "Yes"	
Planned Helmholtz AAI connection	Please specify the technology to be used for the Helmholtz AAI connection and the estimated time required for implementation			Only if line 38 is "No"	
User enablement	Please describe the application process established to get access to your service (if existing) including e.g. necessary approvals by role XYZ. > Does user provisioning run automatically, so that the user can directly use the resources of the service after the first login? > Are further manual steps necessary from the user side to get access to the service? > Are further steps required on the part of the provider to grant access to the user?			x	
Service enablement	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			x	x
Service Production Status	Please specify if the service is already in production and connected to other user backends or Community-AAIs.				
VO capability	Please state whether VOs/groups can be identified/filtered by your service. VO capability is relevant for provisioning because it describes different SLAs according to the group / VO.			Only if line 38 is "Yes"	
Multiple VO capability	Please state whether the service can deal with users being a member in different VOs/groups.			Only if line 38 is "Yes"	
Requested AAI attributes	Please state which AAI attributes are required by the service at user login.			Only if line 38 is "Yes"	
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 center) 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 & scientifc 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	Please choose the phase of the scientific process your service supports most.			x	x
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	Please state whether your service supports FAIR data principles (if applicable).			x	x

Technical Information					
Multi tenant capable	Please indicate whether your service is multi tenant capable or allows to structure authorization rights in groups.			x	
Data format	Please indicate whether your service uses proprietary data formats/ interfaces.			x	x
Open source	Please indicate whether your service is open source or based on proprietary software.				x
IPv6 statement	Please state whether your service is accessible from an IPv6 client.			x	
IPv6 statement - description	In case your service is not (yet) accessible from an IPv6 client: are there any plans to realize this in the near future?			Only if line 59 is "No (only IPv4)"	
Two factor authentication	Please state whether a two factor authetication is possible/required for service usage.				
IT security & data protection					
IT security statement	Please state whether there are policies established to ensure the IT security of the service.		x	x	
Security incident contact	Please name who should be contacted in case of security incidents besides the IT security contact registered for the service at DFN. Please also indicate a mail address for contact.				
Data protection statement	Please state whether data protection aspects are regulated (e.g. how personal data is handled).		x	x	
Storage of service data (location)	Please state where the data regarding the service is handled and stored.		x	x	
Data protection/ privacy issue contact	Please name who should be contacted in case of data protection/ privacy issues besides the data protection contact registered for the service at DFN. Please also indicate a mail address for contact.				
Service privacy policy statement	Please state whether you have already worked out a service privacy policy for your service.			x	
Service privacy policy - upload	Please attach the service privacy policy you already worked out to this service canvas.			Only if line 68 is "Yes"	
Data Protection Documents Statement	Please state whether you already worked out TOMs (technical organizational measures) and VTs (processing activity) for your service		x	x	x
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	If you prefer to provide a picture of your architecture design, you can attach it to this service canvas.				
Dependencies	Please describe the internal and external contributions to service provision and the corresponding dependencies e.g. dependency of JupyterHub on HPC ressources. Which components of the service does that involve?			x	
Others					
Additional information	Feel free to add any other important information on the service here.				