

## Explanation of each process step of Service Integration process v5

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 Owner 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 Owner 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 Owner	<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 Owner 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 Integration	<ul style="list-style-type: none"> <li>- Perform sprint meetings to coordinate sprint tasks and monitor progress to drive</li> </ul>

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Service Owner	Manager	service integration
Perform sprint tasks/ drive integration	Service Owner	- Perform the sprint tasks defined in regular meetings with Service Integration Manager(s)
Support Service Owner in completing sprint tasks	Service Integration Manager	- Offer support to perform the sprint tasks to Service Owner – e.g. share experiences from previous service integrations
Evaluate whether all sprint tasks are done	Service Integration Manager	- Check sprint task completion
Switch service status in Plony to “Service card review”	Service Integration Manager	- The service card review starts at this point of the process – status in Plony changes to “Service card review” - Preview of the service card is necessary to check the content and formatting of service information later published in Cloud Portal
Check service card together with Service Owner in Cloud Portal Integration environment	Service Integration Manager	- Check whether the content of the service card is displayed correctly - Ask Service Owner for checking the service card preview
Check service card in Cloud Portal Integration environment	Service Owner	- Check whether the service information later published in Cloud Portal correctly represents the service
Give feedback/ adaptations desired to Service Integration Manager	Service Owner	- If something needs to be adapted, the Service Owner is asked to communicate the adaptations desired to the Service Integration Manager
Switch service status in Plony to "Integration completed" and thereby hand over service to Service Portfolio Manager for approval from HIFIS side	Service Integration Manager	- As soon as checked by Service Integration Manager and Service Owner, the service card approval from HIFIS side can be initiated by Service Portfolio Manager - In order to initiate approval, service status needs to be switched to „Integration completed (The Service Portfolio Manager is automatically notified then)
Create new Cloud listing request issue in GitLab	Service Portfolio Manager	- For structured discussion and documentation reasons, a new Cloud listing request issue is created in the corresponding GitLab project
Ask HIFIS Team to check service card in Cloud Portal	Service Portfolio Manager	- HIFIS Team (consisting of Service Portfolio Manager, Service Integration Manager, Cloud Portal Manager, Legal Aspects

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Integration environment		Manager and Cloud Platform Manager) is asked to check the service card preview for completeness and correctness – 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 Team
Hand over service to Service Integration Manager for final approval of Service card from Service Owner	Service Portfolio Manager	- As soon as approved from HIFIS side, the last step before publishing the service in Cloud Portal is the final approval from the Service Owner - As this is the step completing the service integration, the Service Integration Manager coordinates the final approval with the Service Owner
Ask Service Owner 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 Team, the Service Owner 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 Owner	- Review the changes done by HIFIS Team during the approval process and accept or deny the changes made
Give feedback/adaptations desired to Service Portfolio Manager	Service Owner	- If something needs to be adapted, the Service Owner is asked to communicate the adaptations desired to the Service Portfolio Manager
Inform Service Portfolio Manager that service can go online	Service Integration Manager	- If the Service Owner approves the service card, the service integration is done. - The Service Integration Manager then informs the Service Portfolio Manager who can then set the service status to “Online”
Set service status in Plony 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