

## Explanation of each process step of the Service Onboarding process in Helmholtz Cloud v11

Process step	Role	Its detailed content
Starting points		<ul style="list-style-type: none"> <li>- New service should be offered via Helmholtz Cloud</li> <li>- Triggered by a service provider who wants to offer a new service</li> <li>- New service required in Helmholtz Cloud"/&lt;Somebody&gt; asked to have a service integrated into Helmholtz Cloud</li> <li>- Triggered from the user side</li> </ul>
Fill out Application Form for new services	Service Owner	<ul style="list-style-type: none"> <li>- Application Form is available in <a href="#">Plony</a></li> <li>- If validation of field input in Plony is successful, the service fulfills the listed exclusion criteria and Service Owner can continue giving service information</li> </ul>
Press validate button to check whether service fulfills exclusion criteria	Service Owner	<ul style="list-style-type: none"> <li>- Plony gives feedback on whether all exclusion criteria are fulfilled – and, if not, which values are required to continue with the Service Application</li> </ul>
Decide whether to adapt or withdraw the application	Service Owner	<ul style="list-style-type: none"> <li>- Decide whether the Exclusion criteria not yet fulfilled can be fulfilled / actions that are required to be done can/want to be performed</li> </ul>
Inform HIFIS about application withdrawal	Service Owner	<ul style="list-style-type: none"> <li>- Inform HIFIS that application will not be adapted and set status to “Application withdrawn”</li> </ul>
Adapt application and validate again	Service Owner	<ul style="list-style-type: none"> <li>- Adapt application in Plony and validate it again</li> </ul>
Press the button “Complete Service Application”	Service Owner	<ul style="list-style-type: none"> <li>- After successful validation, the Service Owner can press the button “Complete Service Application” to finish the Service Application and go on with giving more information with the Service Canvas</li> </ul>
Fill out Service Canvas incl. general usage conditions for service, valid for all Helmholtz centers (service description)	Service Owner	<ul style="list-style-type: none"> <li>- Service Owner fills out Service Canvas</li> <li>- General usage conditions should be defined for every service <ul style="list-style-type: none"> <li>- Especially for mass services the usage conditions (e.g. storage space, support times) need to be clearly defined</li> </ul> </li> <li>- General usage conditions should be documented in the fields belonging to the service description</li> </ul>

Process step	Role	Its detailed content
Send Service Canvas to Service Portfolio Manager	Service Owner	- Send filled out service information to Service Portfolio Manager via button "Send" in Plony
Check organizational part of service information	Service Portfolio Manager	<ul style="list-style-type: none"> <li>- Check whether the Service Canvas includes all necessary information (is complete/filled out correctly)</li> <li>- Check whether organizational part of service information is filled in a meaningful way</li> <li>- Clarify unclear points, if necessary</li> <li>- Give Service Owner the chance to adapt the Service Canvas if something is missing/not clear enough</li> </ul>
Ask Service Owner to give necessary information/ modify Service Canvas	Service Portfolio Manager/ Service Integration Manager	- Ask Service Owner to modify Service Canvas information according to feedback from HIFIS Service Portfolio Management/ Service Integration Management
Ask Service Integration Manager to check technical part of service information	Service Portfolio Manager	- Since some technical information are required to start the Service Integration process, the Service Portfolio Manager asks the Service Integration Manager to check these information
Check technical part of service information	Service Integration Manager	<ul style="list-style-type: none"> <li>- Check whether technical part of service information is filled in a meaningful way</li> <li>- Clarify unclear points, if necessary</li> <li>- Give Service Owner the chance to adapt the Service Canvas if something is missing/not clear enough</li> </ul>
Service Integration process	Service Integration Manager	- Please check the corresponding process documentation for more details
Inform Service Owner that Onboarding process is completed	Service Portfolio Manager	<ul style="list-style-type: none"> <li>- Give information to Service Owner that their service will soon be available in Helmholtz Cloud Portal and that the Onboarding process is completed</li> <li>- Set time to "react" before service will be released (no decision to be made, only info)</li> </ul>
Announce the availability of new service	Service Portfolio Manager	- Officially announce the newly "released" service on HIFIS Website/in Helmholtz Cloud Portal