## Service information for Helmholtz Cloud services, collected during Onboarding process Last update: 17.06.2025, Page 1 of 4 $\,$

Italicised fields: Set by system, not to be filled by Service Provider

<u>Ralicised & underlined fields</u>: already part of Application form, but can be edited in Service Canvas again

Blue filled fields: dependent fields, only shown if defined answer possibilities are chosen in other fields

Authorization/access rights:

Service Owner

Service Provider Exclusion criteria

Free Provision Statement

Ensured Support Statement

Helmholtz ID Statement

Service Readiness

Authorization/access 1940as.

READ:
- during Onboarding, Service Owner (from Sen Provider side) and Service Portfolio Manager + Service Integration Manager (HIFIS side) can reservice information (every field)
- when service is online, every role can read se information (every field) WRITE/EDIT: d discussion/consulting x edit

Service Owner + Further Admins = Group Service Operation

<ul> <li>during Onboarding, Service Owner (from Service Provider side) and Service Portfolio Manager + Service Integration Manager (HIFIS side) can read service information (every field)</li> <li>when service is online, every role can read service information (every field)</li> </ul>		ŵ	suggest + requ approve chan	uest change ge	HIFIS	Legal Aspects Cloud Platforn HIFIS Manage KPI Coordinat	Manager m Manager er		gether: p HIFIS							
	Status + Rights per Role															
	Application in Draft	Service Planned/ Service Information in Draft	Service Information Received	Integration completed/ Discontinued/ Application Withdrawn / Service offer withdrawn	Ready for Integration/ Integration planned	Integration in	ı Progress	Service Card F	Review				Available,Online/ Not available/ Full C			
Field	Service Owner Write/Edit	Service Owner Write/Edit	Service Portfolio Manager Write/Edit	Service Portfolio Manager Write/Edit	Service Integration Manager Write/Edit	Service Owner Write/Edit	Service Integration Manager Write/Edit	Service Owner Write/Edit	Service Manager Write/Edit	Manager	Service Integration Manager Write/Edit	Group: HIFIS Write/Edit	Group: Service Operation Write/Edit	Service Manager Write/Edit	Role: Service Portfolio Manager Write/Edit	
Application Form fields																
Service ID (Unique Identifier)																
Service Status	×	×	×	x	x		×			×					x	
Service Name	×	×	х		x	w	y, x	w	w	y, x	w	d	w	w	y, x	
Software Name	×	×	×		×	w	y, x	w	w	y, x	w	d	w	w	y, x	
Description	×	×	×		x	w	y, x	w	w	y, x	w	d	w	w	y, x	

y, x

d

d

y, x

у, х

## Service information for Helmholtz Cloud services, collected during Onboarding process Last update: 17.06.2025, Page 2 of 4 $\,$

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Authorization/access rights:

READ:
- during Onboarding, Service Owner (from Service Provider side) and Service Portfolio Manager + y Service Information (every field)

swhen service is online, every role can read service information (every field)

HIFIS

All together: Group HIFIS

Service Owner
Further Admins
Service Manager
Provider Manager
Service Portfolio Manager
Service Integration Manager
Cloud Portal Manager
Legal Aspects Manager
Cloud Platform Manager
HIFIS Manager
KPI Coordinator

Procession   Process   P									Status +	Rights per Ro	ole							
March   Marc		Application in	Planned/ Service Information in	Information	Discontinued/ Application Withdrawn / Service offer	Integration/ Integration	Integration in	Progress	Sanica Card I	Povious				Available Opli	ing/ Not availa	blo/ Full Capaci	tu reached	
Service Control Methods   Service Control				Service Portfolio	Service Portfolio	Service Integration	Service	Service Integration	Service	Service	Portfolio	Integration	Group: HIFIS Write/Edit	Group: Service	Service Manager	Role: Service Portfolio	Role: Service Integration	Group: HIFIS
Service designation  Service School		VIII CO Edit	Witterzuit	Witte/East	Wite Zuic	prince/ Eure	Witter East	Wilee/Edit	Wilter Luit	Witte/Euit	Witter Eure	Wilec/Luic	- Trice/ Edit	Wilter Edit	Witte/ Edit	Wilcoreare	Witter East	TTTTC/Eutc
Secretary Secret	Last Edit Service Card (public)																	
Service Loop	General		ī	1	Т		1				1			1	1		T	
Extension processes	Service Name																	
Section   Sect	Service Logo		x	х		x	w	у, х	w	w	y, x	w	d	w	w	y, x	w	d
Description to service Good Portral    X																		
			×	×		×	w	y,x	w	w	y, x	w	d	w	w	y,x	w	d
Precorditions    X	Short text for Service Card in Cloud Portal																	
Precorditions    X	<u>Description</u> How to get access																	
Preconditions - Description			x	х		х	w	у, х	w	w	y, x	w	d	w	w	y, x	w	d
Preconditions - Done	Preconditions		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Preconditions - Done	Preconditions - Description																	
X	Preconditions - Description		x	×		×	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
X	Preconditions – Done																	
User Access			×	x		×	w	у, х	w	w	у, х	w	d	w	w	у, х	w	d
Unitations	<b>User Access</b>		х	х		x	w	у, х	w	w	у, х	w	d	w	w	у, х	w	d
X	Hara Access - December -		×	x		×	w	y, x	w	w	у, х	w	d	w	w	y, x	w	d
Limitations  X X X W Y,X W W Y,X W D W W D W D W W W Y,X W D W D W D W D W D W D W D W D W D W	Limitations									1								
Availability for External Users  Availability & Backups	Limitations		×	×		×	w	у, х	w	w	y, x	w	d	w	w	y,x	w	d
	Availability for External Hoose		×	×		×	w	y, x	w	w	у, х	w	d	w	w	y, x	w	d
	Pvallabillity & Backups  Availability & Backups																	
			×	х		×	w	у, х	w	w	у, х	w	d	w	w	у, х	w	d
Service Levels Description  x x x w y, x w w y, x w d w y, x w d  Backup			x	x		×	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d

## Service information for Helmholtz Cloud services, collected during Onboarding process Last update: 17.06.2025, Page 3 of 4 $\,$

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Authorization/access rights:

WRITE/EDIT:
d writing Onboarding, Service Owner (from Service
- during Onboarding, Service Owner (from Service
- writing Onboarding, Service Portfolio Manager +
Service Integration Manager (HIFIS side) can read
service information (every field)
- when service is online, every role can read service
information (every field)

HIFIS

Service Owner
Further Admins
Service Manager
Provider Manager
Service Portfolio Manager
Service Integration Manager
Cloud Portal Manager
Legal Aspects Manager
Cloud Platform Manager
HIFIS Manager
KPI Coordinator

information (every field)								Status ·	+ Rights per R	ole							
		Service Planned/ Service Information in Draft	Service Information Received	Integration completed/ Discontinued/ Application Withdrawn / Service offer withdrawn	Ready for Integration/ Integration planned	Integration i	n Progress	Service Card	Available,Online/ Not available/ Full Capacity reached								
	Service Owner Write/Edit	Service Owner	Service Portfolio Manager	Service Portfolio Manager	Service Integration Manager	Service Owner	Service Integration Manager	Service Owner	Service Manager	Service Portfolio Manager Write/Edit	Service Integration Manager Write/Edit	Group: HIFIS	Group: Service Operation	Service Manager	Role: Service Portfolio Manager	Role: Service Integration Manager	Group: HIFIS
Field Sidebar Information	Write/Edit	I	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit		Write/Edit	T		Write/Edit		Write/Edit			Write/Edit
Link to Service Login		×	×		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
User documentation link  Service Provider		×	×		×	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
SERVICE PROVIDE																	
Committed Provision time		×	х		x	w	у, х	w	w	у, х	w	d	w	w	y, x	w	d
		×	х		х	w	y, x	w	w	у, х	w	d	w	w	у, х	w	d
Storage of Service Data (Location) User Support Mail (1st Level)		х	×		х	w	y, x	w	w	у, х	w	d	w	w	у, х	w	d
User Support Mail (1st Level) Fields that are not displayed but used in backgrou	1																
		x	х		×	w	у, х	w	w	у, х	w	d	w	w	y, x	w	d
Service Category																	
		×	×		×	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Research field			^		_ ^		y, x	•		y, ^	W		"	"	у, ^		
		×	×		×	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
			,				,,,			,,,,			"		,,,		
Keywords/Tags																	
Additional Keywords/Tags		×	×		×	w	y, x	w	w	у, х	w	d	w	w	у, х	w	d
Availability Checker		х	х		х	w	y, x	w	w	у, х	w	d	w	w	у, х	w	d
Availability Checker Service Integration (not public) Service Integration		Ι	Ι	Ι	T T	T	T	T	T	T		T	Т	T	T	T	
		x	×		×	w	y, x			×			w	w	y, x	w	d
Service Type																	
Service Production Status		×	×		×	w	y, x			×			w	w	y, x	w	
		×	×		×	w	y, x			×			w	w	y, x	w	d
Connection with 1977 11.																	
Connection with HIFIS Helpdesk		×	×		×	w	y, x			×			w	w	y, x	w	d
Service Operation KPI - Description		×	×		×	w	y, x			×			w	w	y, x	w	d
Service Operation KPI – Description													<u> </u>				
How connected to Helmholtz AAI		×	×		x	w	y, x			×			w	w	y, x	w	
How connected to Helmholtz AAI Description		×	×		×	w	y, x			×			w	w	y, x y, x	w	
VO capability VO cability description		×	×		x	w	y, x y, x			×			w	w	y, x	w	
User Deprovisioning mechanism		×	×		×	w	y, x			x			w	w	у, х	w	
		x	x		×	w	y, x			x			w	w	у, х	w	
User Deprovisioning mechanism description																	

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Authorization/access rights:

READ:
- during Onboarding, Service Owner (from Service widering Owner)

- Provider side) and Service Portfolio Manager +

- Service Integration Manager (HIFS side) can read service information (every field)

- when service is online, every role can read service information (every field)

Service Owner
Further Admins
Service Manager
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Service Portfolio Manager
Service Integration Manager
Cloud Portal Manager
Legal Aspects Manager
Cloud Platform Manager

HIFIS Manager KPI Coordinator

HIFIS

when service is online, every role can read service nformation (every field)						KPI Coordina	tor											
	Service Planned/ Service Application in Information in Information Draft Draft Received			Integration completed/ Discontinued/ Application Withdrawn / Service offer withdrawn	Ready for Integration/ Integration planned	Integration in	n Progress	Status ·	Review	ole			Available,Onl	ine/ Not availa	ible/ Full Capac	/ Full Capacity reached		
Field	Service Owner Write/Edit	Service Owner Write/Edit	Service Portfolio Manager Write/Edit	Service Portfolio Manager Write/Edit	Service Integration Manager Write/Edit	Service Owner Write/Edit	Service Integration Manager Write/Edit	Service Owner Write/Edit	Service Manager Write/Edit	Service Portfolio Manager Write/Edit	Service Integration Manager Write/Edit	Group: HIFIS Write/Edit	Group: Service Operation Write/Edit	Service Manager Write/Edit	Service Portfolio Manager Write/Edit	Service Integration Manager Write/Edit	Group: HIFIS Write/Edi	
Organizational information (not public) Compliance & Security																		
and proroquicitor		×	×		×	w	у, х			×			w	w	у, х	w	d	
egal prerequisites																		
		×	×		×	w	y, x			×			w	w	y, x	w		
Security Incident – additional information receiver																		
Communication																		
		×	×		×	w	y, x			×			w	w	y, x	w	d	
Communication with HIFIS							-								-			
Communication with HIFIS - mailing list/functional		×	×		×	w	y, x			×			w	w	y, x	w	d	
nail address							+	-	-						-	-		
Commission with URIG Col		×	×		×	w	y, x			×			w	w	y, x	w	d	
Communication with HIFIS – Other Responsibilities																		
service Owner																		
<u> </u>																		
		×	×		×	w	y, x			×			w	w	y, x	w		
Service Manager																		
ervice manager																		
		×	×		×	w	y, x			×			w	w	y, x	w		
Provider Manager Service Quality																		
ervice Quanty		Ι	I	Т			Τ	Т	Т	Т		Т	Т	Τ	T	T	T	
		x	х		х	w	y, x			х			w	w	y, x	w		
Quality standards in Service Provisioning								_	_	+		_	_	_		+	+-	
										1								
		×	×		×	w	y, x			×			w	w	у, х	w		
upport in Scientific Process								-	1									
	1	×	×		×	w	y, x	1		×			w	w	y, x	w		
upport in Scientific Process - Description	-	-		-				+	+	+		_	+			+		
	1	1																
					1	w	y, x	1	1	×	1	1	w	w	y, x	w		
		×	×		×		,,											
		×	x		×		,,											
esilience/ Off-Site Backup		x	×		×	w	y, x			×			w	w	y, x	w		
tesilience/ Off-Site Backup oftware Updates Uther													w	w	y, x	w		