

## Tab „Service Card (public)“

### EDIT SERVICE

Test Service 123

Service Card Mapping

Service Page 1 / 3

Service Card (public)

Service Integration (not public)

Organizational Information (not public)

Information on this tab is public (unless indicated otherwise)


### GENERAL

#### Service name

<Prefilled value from Service Application>

Please indicate the name of the service you would like to offer in Helmholtz Cloud. Feel free to also indicate the software behind the service, if your service name does not imply that (e.g. Service name = nubes, Software behind the service = Nextcloud)

#### Service Logo

 Select File ...

Please upload your service logo to be used in Helmholtz Cloud Portal in .png or .svg format. Please do not convert a png to svg. If you don't have an individual service logo, please upload the logo of the software underlying your service.

#### Software Name

<Prefilled value from Service Application>

Please indicate which software your service is based on.

#### 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.

#### Description

<Prefilled value from Service Application>

#### Markdown Preview

You can use this field to give a description about your service and its functionalities. Please note that this field is limited to 2000 chars (which equals 1 DIN A4 page full of text).

### HOW TO GET ACCESS

#### Preconditions

Select ...

Do you offer your service Helmholtz-wide without the need to fulfill preconditions?

#### Connected to Helmholtz AAI

Select ...

Please state whether your service is or will be registered with Helmholtz AAI.

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## LIMITATIONS

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### 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?

### Availability for External Users

Select ...

Please state whether your service is available for external users (meaning Helmholtz external).

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## AVAILABILITY & BACKUPS

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### Service Levels Description

Please indicate what the provided service level(s) include, e.g. in terms of:

- Availability of service in % p.a.
- Support times
- Reaction times regarding support requests
- Maintenance timeframes
- Service updates/ update policy
- Available roles (e.g. agent, customer) and corresponding functionalities

Please do not indicate information on Backup, Limitations or links to Privacy Policies. These are collected in dedicated fields.

### Backup

Please describe how your service is backed up. The most relevant questions to be answered here are:

- on which level can backups be restored? Whole service or on user level?
  - can users restore data by themselves or does an admin need to be involved?
  - how often are backups made?
  - how long are backups stored/ how many versions can a user go back in time?
  - are there limitations regarding the data backed up/ is data of a specific format/ size / or others excluded?
  - where is data stored (in centre/ in EU/ other location)?
  - are backups additionally saved at a geographically different location?
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## SIDEBAR INFORMATION

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### Link to Service Login

Please put the link to the service login here. Please avoid links to informational pages to reduce the number of clicks a user needs to make until service usage.

### User documentation link

Please put in the link to the documentation of your service here.

### Service Provider

Select ... 


Please choose your organization from the given list. If your organization is not in the list, please contact support@hifis.de.

### Committed Provision time

mm / dd / yyyy 

Please indicate how long you commit to provide your service in Helmholtz Cloud. Please note that you can extend the indicated time via Change Request at any time. The committed provision time will be reviewed during the yearly regular Service Portfolio review.

### Storage of Service Data (Location)

Select ... 

Please state where the data regarding the service is handled and stored.

### User Support Mail (1st Level)

Please name the contact for user support/1st Level support. You can indicate the mail address of the responsible Helpdesk here.

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FIELDS THAT ARE NOT DISPLAYED BUT USED IN BACKGROUND

Service Category

Select ...

▼

Please choose the primary category under which your service should be listed in the Helmholtz Cloud Portal.

Keywords / Tags

☐ HPC

☐ HTC

☐ Markdown

☐ JupyterLab

☐ Real-time

☐ Document

☐ Presentation

☐ Science

☐ Database

Please select keywords associated with your service. Keywords help users to better find services fitting their demand in Helmholtz Cloud. Please note that keywords will not be displayed but used for background search only.

Additional Keywords / Tags

You can add these additional Keywords:

Add selected Keywords

Here you can enter additional keywords associated with your service, which are not listed above. Separate keywords with comma.

Availability Checker

Protocol

Select ...

▼

Name

+

Please insert at least one address which the Cloud Portal can use to monitor the availability of your service. The link(s) should meet the following requirements:  
[Read more](#)

## Tab „Service Integration (not public)“

### EDIT SERVICE

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Service Card Mapping

Service Page 2 / 3

Service Card (public)

Service Integration (not public)

Organizational Information (not public)

Here you find all fields for the preparation of the technical Service Integration. Please fill them out as far as possible. The Service Integration Manager will contact you to go over the integration's tasks. The steps will be monitored in a [HIFIS Mattermost Board](#). If you need assistance in accessing Mattermost, please contact [support@hifis.net](mailto:support@hifis.net)

### SERVICE INTEGRATION

The automatic service type categorization was not possible because not all relevant fields are filled in yet.

#### Service Type

Select ...



Whether this service is provided as a pilot or Fully integrated service. This field can only be edited by a Service Portfolio Manager or Service Integration Manager.

[Read more](#)

#### Service Production Status

Select ...



Please specify if the service is already in production.

#### Connection with HIFIS Helpdesk

Select ...



Do you consider to use the central HIFIS support as support contact point? Please specify the planned scenario.

#### Service Operation KPI

Select ...



Is there a regular measurement (Service Operation KPI) regarding the usage and the number of users of the service you can provide to HIFIS?

## Tab „Organizational Information (not public)“

### EDIT SERVICE

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Service Page 3 / 3

Service Card (public)

Service Integration (not public)

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### COMPLIANCE & SECURITY

#### Legal prerequisites

- ☐ Impress
- ☐ Privacy notice
- ☐ Declaration of Accessibility
- ☐ None

To provide a service in the Helmholtz Cloud, the service's website must meet certain compliance tasks. Please state, whether you have the following legal documents in place:

#### Security Incident – additional information receiver

In case of security incidents we inform the Service Owner, further admins as well as the centre's IT Security Officer and Data Protection Officer by default.

If you wish that an additional person or mailing list is informed, please insert the corresponding mail address here.

### COMMUNICATION

#### Communication with HIFIS

Select ...



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.

## RESPONSIBILITIES

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### Service Owner

- enter contact manually -



#### Enter contact manually

<First name>

<Last name>

<mail address>

Please enter a valid email address

☐ The contact's email address is **not** their personal one

The person filling out the Service Application is automatically set as Service Owner. Here you can assign the role of the Service Owner (=responsible for service) to another person.

**Please note:** The Service Owner has the right to enter the service information during the Onboarding process – if you change the Service Owner, you won't be able to edit the service information anymore.

This information is only for HIFIS internal usage and will not become public.

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### Service Manager

Select ...



☐ The contact's email address is **not** their personal one

Please select the Service Manager responsible for the Service Owner (if existing). This information is only for HIFIS internal usage and will not become public.

You can enter an alternative mail address (e.g. if a functional mail address should be used for contact).

Please do not enter the same person as Service Manager as you entered as Service Owner. If there is no explicit Service Manager, leave this field empty. The Service Owner will inherit the Service Manager rights if the Service Manager field is left empty.

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### Provider Manager

Select ...



☐ The contact's email address is **not** their personal one

Please select the Provider Manager responsible for the Service Manager (if existing). This information is only for HIFIS internal usage and will not become public.

You can enter an alternative mail address (e.g. if a functional mail address should be used for contact).

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## SERVICE QUALITY

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### Quality standards in Service Provisioning

Select ...



Please state whether you commit to strive for fulfilling quality standards in service provisioning.

[Read more](#)

### Support in Scientific Process

Select ...



Please choose the phase of the scientific process your service supports most.

### 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.

### Resilience / Off-Site Backup

Please describe whether your service is backed up somewhere off-site and, if yes, give us an insight of e.g.:

Do you perform backup recovery tests? How long does it take to restore the backup?

The content of this field is only for HIFIS internal use and will not be displayed to the end user.

### Software Updates

Select ...



Please state whether there is a process in place for regular updates of your service/ the underlying software.

## OTHER

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### Additional information

Feel free to add any other important information on the service here.