

No.	Category	Criteria	How to measure		Description	Required value for	
			Description	Answer possibilities		Pilot service	Fully Integrated service
1	Overhead criteria	Service is provided for free	Basic service (frame conditions are to be defined for each service when describing the service in detail, cannot be defined for all) can be provided for free No profit gain, e.g. for the use, provision or operation of the service; self declaration given by service provider Service is free of advertisement;		Within Helmholtz cloud, services shall be provided to interested centers for free while offering the initial Service Portfolio (3-5 years)	Yes	Yes
2	Overhead criteria	Service is provided by a Helmholtz center	Service provider is a Helmholtz center /no external service provider		Exclude services if only provided by external service providers (DFN is also an external service provider)	Yes	Yes
3	Overhead criteria	Service is ready to be integrated in less than 1 month	Service Readiness for Helmholtz cloud integration is given within 1 month (time span)		Service Readiness Requirements are: > ability to accommodate additional users > clarity about current limitations > conditions for offering the service to external users are clarified (especially data protection & IT security aspects) > Helmholtz Legal Framework signed (as soon as possible) > Helmholtz AAI policies have been accepted by Service Provider > Multi-tenant capability or ability to manage access rights according to different user groups Service requiring more time should come back to us as soon as they are ready	Yes	Yes
4	Overhead criteria	The Service provider ensures the support for the service	Self declaration given by service provider		Including the processing of service disruptions as well as the correction of errors in the service (or underlying software) - and including the clear definition of the support interface (end point of support) and HIFIS Helpdesk interface	Yes	Yes
5	Overhead criteria	Regular measurement (Service Operation KPI) regarding the service usage and the number of users is provided	Service Operation KPI needs to be measured and provided on a regular basis		In order to keep track of KPIs such as the number & growth of users over time, HIFIS collects Service Operation KPIs for each service (and also cumulates them to overall Portfolio KPIs)	Yes/No	Yes
6	Technical criteria	Service Provider commits to fulfill quality standards in service provisioning			The service needs to be able to be technically integrated into Helmholtz Cloud. Quality Standards in service provisioning are: > Session Management is implemented > On-demand self-service (still fulfilled if preceding application process for authorization are necessary, as long as these application processes are easily accessible and intuitive in handling for users) > Broad network access (which means accessibility from the internet, regardless of access regulations due to safety mechanisms) > Resource pooling > Rapid elasticity (does not only include the physical scalability of resources but also the proactive and prompt management of available resources, thus resulting in resources being released for further usage as soon as not required anymore by previous users) > Monitored service	Yes/No	Yes
7	Technical criteria	Service is (or will use) Helmholtz ID for Login (if Login is necessary to use service)	No other authentication/authorization infrastructure accepted (besides Helmholtz AAI)		Service generally supports automated user provisioning via Helmholtz AAI, independent from whether this is already technically implemented or not. "Automated user provisioning" means automated creation of user accounts and their quota in the service after successful Login via Helmholtz AAI and authorization. Possibly manual steps in course of the authorization or preceding application processes are not included here. This only applies for services with Login.	Yes/No/No Login necessary	Yes/ No Login necessary
8	Technical criteria	Service has a procedure for user deprovisioning in place			Independent from the degree of automation, there needs to be a procedure for user deprovisioning in place (e.g. via mail to Helpdesk, via self-service, via Cloud Portal)	Yes/No	Yes
9	Technical criteria	Service provider has a backup strategy/process established			Gives us an insight on if there is a strategy and what is included	Backup well established	Backup well established