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;	Yes/No	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	Yes/No	Exclude services if only provided by external service providers (DFN is also an external service provider)	Yes	Yes
3	Overhead criteria	The Service provider ensures the support for the service	Self declaration given by service provider	Yes/No	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
4	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	Yes/No	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
5	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)	Yes/ No/ No Login necessary	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
6	Technical criteria	Service has a procedure for user deprovisioning in place (If service has Login)	Only applicable for services with Login	Yes/ No/ No Login necessary	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/No Login necessary	Yes/ No Login necessary
7	Technical criteria	Service is backed up regularly		Free text	Gives us an insight on if there is a backup and what is included	Backup well established	Backup well established/ No backup established