

## Review object

### General

<b>Date</b>	October 2025 – December 2025
<b>Review type</b>	Services in Portfolio + service selection criteria + Portfolio processes
<b>Reason for review</b>	Regular interval
<b>Reviewer(s)</b>	WG Service Portfolio <i>Lead: Laura Marie Holz (LH)</i>

### Results

<b>Preliminary results</b>	<p>Update Service Information as indicated in the corresponding table below</p> <ul style="list-style-type: none"> <li>• Support services in Pipeline (as far as possible) to join the Service Catalogue soon</li> <li>• Further push Pilot Services to fulfill criteria to become Fully Integrated Services</li> <li>• Degrade Fully Integrated Services that do not fulfill the criteria to Pilot Services and push them to fulfill criteria asap</li> <li>• Check if data deletion was done for retired services</li> </ul> <p>Adapt Process Framework</p> <ul style="list-style-type: none"> <li>• Add definition of „Helmholtz Cloud service“</li> <li>• Delete exclusion criteria „Service Provider commits to fulfill quality standards in service provisioning“ and “Service is ready to be integrated in less than one month” (outdated + cause more confusion than value)</li> </ul> <p>Adapt fields in Plony</p> <ul style="list-style-type: none"> <li>• Delete fields referring to deleted exclusion criteria</li> <li>• Minor adaptation of field description texts</li> </ul>
<b>Recommendations for HIFIS</b>	Implement changes in Process Framework and Plony
<b>Recommendations for service provider(s)</b>	/
<b>Final results</b>	No changes compared to preliminary results
<b>Additional comments</b>	/

### Approval of Process Framework adaptation (if applicable)

<b>Date</b>	05. / 07.01.2026
<b>Approved by HIFIS Coordinators</b>	Via Mail by U. Konrad & P. Neumann

## Service Portfolio Review checklist – All services in Service Portfolio

Change Requests regarding Service Information are exported from Plony and saved in one file, see [here](#)

### Service Pipeline

Services in Pipeline	Service Provider	All Exclusion Criteria still fulfilled	Recommendations	Comment
Kadi4MAT	KIT	Yes	Feedback from Service Owner: there are still open questions regarding legal aspects. The Service Owner is talking to the legal department but is not yet satisfied with the received feedback. Will suggest legal aspects management to get in contact with Service Owner.	/
LabInfrastructure Insight LI2	GFZ	Yes	Feedback from Service Owner: some topics need to be clarified internally to continue filling out service information. This will probably be done at the beginning of next year.  Offered support to continue Onboarding. Will wait until the beginning of next year to check whether service information are completed or Service Owner will be contacted again.	/
Lambda-Miner	UFZ	Yes	Feedback from Service Owner: Service is currently migrated to a new server environment. Connection to Helmholtz AAI can only be established after the migration is completed (probably beginning of next year).  Service integration will continue as soon as service is connected to Helmholtz AAI.	/

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Services in Pipeline	Service Provider	All Exclusion Criteria still fulfilled	Recommendations	Comment
Let's meet	DKFZ	Yes	Login via Helmholtz AAI to enforce that new VC rooms can only be created by logged in users is currently established. Service Integration Team is there to support the Service Provider and push Onboarding.	/

## Service Catalogue

Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
B2Share	FZJ	Pilot service since 25.06.24*	No	<p>Connection to Helmholtz AAI still missing, thus keeping the service from becoming a Fully Integrated Service.</p> <p>Service Owner is waiting for a service update (end of 2025) to connect it to Helmholtz AAI. Service Owner is regularly asked for Status Quo.</p> <p>Accept Change Requests in Plony</p>	/
BLABLADOR	FZJ	Pilot service since 25.06.24*	No	<p>BLABLADOR does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service.</p> <p>Service Owner gets number of users in Splunk, but data needs to be extracted to be used as KPI. Progress ongoing, regularly asking for Status Quo.</p> <p>Service information is up-to-date / no changes handed in.</p>	/
bwSync&Share (Nextcloud)	KIT	/	Yes	Accept Change Requests in Plony	/

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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
Collabtex (Overleaf)	HZDR	/	Yes	Accept Change Requests in Plony	/
Container-Runtime on HAICORE	KIT	Pilot service since 25.06.24*	No	<p>Container-Runtime on HAICORE does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service.</p> <p>Topic is clarified in course of the consolidation of HAICORE Services in the HAICORE collection of services.</p> <p>Missing user deprovisioning mechanism description will be submitted as soon as possible.</p> <p>Accept Change Requests in Plony</p>	/
dCache InfiniteSpace	DESY	/	Yes	Accept Change Requests in Plony	/
Earthquake Explorer	GFZ	/	Yes	Accept Change Requests in Plony	/
FileSender	DKFZ	/	Yes	Accept Change Requests in Plony	/

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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
GIPP Experiment Database	GFZ	Pilot service since 12.11.24	No	GIPP Experiment Database does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service. Service Owner is regularly asked for Status Quo. Accept Change Requests in Plony	/
GPU compute Service	HZDR	/	Yes	Accept Change Requests in Plony	/
Gravity Information Service (GravIS)	GFZ	Pilot service since 12.11.24	No	GravIS does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service. Service Owner was contacted to find out which KPIs could be tracked. Accept Change Requests in Plony	/
HAICORE	FZJ	/	No	Connection to Helmholtz AAI still missing and no KPIs are delivered, thus keeping the service from staying a Fully Integrated Service. Service is degraded to a Pilot Service until AAI Connection and KPIs are established.  Accept Change Requests in Plony	/

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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
HAICORE	KIT	/	No	HAICORE does not yet deliver KPIs, thus keeping the service from staying a Fully Integrated Service. Service is degraded to a Pilot Service until KPIs are established. Missing user deprovisioning mechanism description will be submitted as soon as possible. Accept Change Requests in Plony	/
HAICORE	MDC	Pilot service since 15.12.25	Yes	Service was only onboarded during Review, therefore no changes / service information is up-to-date	/
Helmholtz Codebase (GitLab)	HZDR	/	Yes	Accept Change Requests in Plony	/
Helmholtz Imaging CONNECT	DESY	/	Yes	Accept Change Requests in Plony	/
Helmholtz KG & unHIDE	FZJ	/	Yes	Accept Change Requests in Plony	/
Helmholtz RSD	GFZ	/	Yes	Accept Change Requests in Plony	/

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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
HIFIS Events (Indico)	DESY	/	Yes	Accept Change Requests in Plony	
HIFIS Helpdesk (Zammad)	HZDR	/	Yes	Accept Change Requests in Plony	/
International Centre for Global Earth Models (ICGEM)	GFZ	Pilot service since 12.11.24	No	ICGEM does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service. Service Owner was contacted to find out which KPIs could be tracked. Accept Change Requests in Plony	/
JuChat (Rocket.Chat)	FZJ	Pilot service since 25.06.24*	No	JuChat does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service. Service Owner already has ideas on KPIs but there are technical challenges regarding how the data can be integrated into the HIFIS KPI project. Progress ongoing, regularly asking for Status Quo. Accept Change Requests in Plony	/



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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
Jupyter on HAICORE	KIT	/	No	<p>Jupyter on HAICORE does not yet deliver KPIs, thus keeping the service from staying a Fully Integrated Service.</p> <p>Service is degraded to a Pilot Service until KPIs are established.</p> <p>Topic is clarified in course of the consolidation of HAICORE Services in the HAICORE collection of services.</p> <p>Missing user deprovisioning mechanism description will be submitted as soon as possible.</p> <p>Accept Change Requests in Plony</p>	/
JupyterHub	FZJ	/	Yes	Service information is up-to-date / no changes handed in.	/
LimeSurvey	DKFZ	/	Yes	Accept Change Requests in Plony	/
Mattermost	HZDR	/	Yes	Accept Change Requests in Plony	/
Notes (HedgeDoc)	DESY	/	Yes	Accept Change Requests in Plony	/

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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
NovaCrate	KIT	Pilot service since 12.11.25	Yes	Service was only onboarded during Review, therefore no changes / service information is up-to-date	/
nubes (Nextcloud)	HZB	/	Yes	Accept Change Requests in Plony	/
Ocean and Climate Sensor Management	AWI	Pilot service since 23.09.24	No	Ocean and Climate Sensor Management does not yet deliver KPIs, thus keeping the service from becoming a Fully Integrated Service. Service Owner was contacted to find out which KPIs could be tracked. Accept Change Requests in Plony	/
OMERO	HMGU	Pilot service since 24.06.24	Yes	Service information is up-to-date / no changes handed in.	/
OpenStack (HDF Cloud)	FZJ	/	Yes	Accept Change Requests in Plony	/
PHILEAS-Storage	FZJ	/	Yes	Accept Change Requests in Plony	/
SciFlow	HZB	/	Yes	Accept Change Requests in Plony	/
Sensor Management System	GFZ	/	Yes	Accept Change Requests in Plony	/

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Services in Catalogue	Service Provider	If Pilot Service, for which time?	All Exclusion Criteria still fulfilled	Recommendations	Comment
Sensor Management System	UFZ	/	Yes	Accept Change Requests in Plony	/
Sync & Share (Nextcloud)	DESY	/	Yes	Accept Change Requests in Plony	/
Timeseries Management	GFZ	Pilot service since 06.09.24	No	Timeseries Management does not have an established user deprovisioning mechanism yet, thus keeping the service from becoming a Fully Integrated Service. Service Owner was contacted to find out what keeps service from deprovisioning. Accept Change Requests in Plony	/

\*date when info mail on legal framework and possibility to become a fully integrated service was sent

## Retired Services

Discontinued / Retired Services	Service Provider	Status	Reason for Offboarding	Offboarding Date	Data deletion done	Recommendations	Comment
Compute Projects	FZJ	Retired	No Cloud service (only available for users on FZJ HPC systems)	02.06.2025	No data to delete since users can still use the service via FZJ HPC systems	/	/
Container- Runtime	FZJ	Retired	No Cloud service (only available for users on FZJ HPC systems)	06.05.2025	No data to delete since users can still use the service via FZJ HPC systems	/	/
Data Projects	FZJ	Retired	No Cloud service (only available for users on FZJ HPC systems)	02.06.2025	No data to delete since users can still use the service via FZJ HPC systems	/	/
Jupyter (JupyterHub)	DESY	Retired	Service discontinued due to discontinuation of underlying Openstack Infrastructure	11.06.2025	Data transfer/ deletion done as self service by users	Check whether data deletion on server side was done	/
LimeSurvey	HMGU	Retired	No service usage	20.05.2025	No service usage = no data to delete	/	/

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Discontinued / Retired Services	Service Provider	Status	Reason for Offboarding	Offboarding Date	Data deletion done	Recommendations	Comment
Rancher managed Kubernetes	DESY	Retired	Service discontinued due to discontinuation of underlying Openstack Infrastructure	11.06.2025	Data transfer/ deletion done as self service by users	Check whether data deletion on server side was done	/
REMS	DKFZ	Retired	No service usage	07.04.2025	No service usage = no data to delete	/	/
webODV	AWI	Retired	Not enough resources for maintenance	05.11.2025	Data will be deleted 3 months after the service was shut down	Check in February 2026 whether data deletion was done	/

## Service Portfolio Review checklist – service selection criteria

### Exclusion criteria

Exclusion criteria	Old content	New content	Reason for change(s)	Recommendations	Comment
Service Provider commits to fulfill quality standards in service provisioning	Delete exclusion criterion		<p>Quality standards in Service Provisioning (defined below) are very vague – information is not used for anything. Service quality is measured based on multiple other service information – therefore no need to adapt this criterion, can be deleted.</p> <ul style="list-style-type: none"> <li>- Session Management is implemented</li> <li>- 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)</li> <li>- Broad network access (which means accessibility from the internet, regardless of access regulations due to safety mechanisms)</li> <li>- Resource pooling</li> <li>- Rapid elasticity (does not only include the physical</li> </ul>	Conduct suggested changes	/

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Exclusion criteria	Old content	New content	Reason for change(s)	Recommendations	Comment
			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“		
Service is ready to be integrated in less than one month	Delete exclusion criterion		<p>Criterion was once established to avoid service applications that are started but never completed (and to avoid that services that are not yet technically ready start service integration).</p> <p>Currently this criterion causes confusion for Service Providers (they often think that service integration needs to be done within 1 month).</p> <p>Since we want to guide Service Providers better throughout the Onboarding process and will have a meeting with the Cloud Management as soon as the service application was handed in, we can replace this exclusion criterion by more (personal) guidance in the process.</p>	Conduct suggested changes	/

## Service Portfolio Review checklist – Portfolio processes

Portfolio processes	Change(s) of	Old content	New content	Reason for change(s)	Technical adaptations required	Re-commendations	Comment
Chapter “Service Type Definitions” (Service Portfolio Management)	Add Definition of “Helmholtz Cloud service”	As defined by Cloud Weekly Team <a href="#">here</a>		“Helmholtz Cloud service” definition was yet missing in Process Framework (and in general)	Change in Process Framework	Conduct suggested changes	/
Chapter “Overview” in Process Framework (Processes regarding the service portfolio)	Adapt roles	Merge roles “Cloud Platform Manager”, “KPI Coordinator” and “HIFIS Manager” into role “Management”		Simplification / same persons holding roles	Change in Process Framework	Conduct suggested changes	/
Chapter “Onboarding process for new services” in Process Framework (Processes regarding service portfolio)	Adapt list of exclusion criteria	Adapt list according to changes described above (see chapter “Service Portfolio Review checklist – service selection criteria”)		Exclusion criteria are adapted	Change in Process Framework	Conduct suggested changes	/



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Portfolio processes	Change(s) of	Old content	New content	Reason for change(s)	Technical adaptations required	Re-commendations	Comment
Chapter "Operation of Services" (Processes regarding service portfolio)	Adapt Operation Matrix	Delete fields that were related to deleted exclusion criteria ("Service Readiness" and „Quality standards in Service Provisioning“)		Corresponding exclusion criteria are deleted	Change in Process Framework	Conduct suggested changes	/

## Service Portfolio Review checklist – Plony

Part of Plony	Change(s) of Field	Old content	New content	Reason for change(s)	Technical adaptations required	Recommendations	Comment
Application Form – Exclusion Criteria	Service Readiness	Delete field belonging to deleted exclusion criterion		Deleted exclusion criterion	Delete field in Plony	Conduct suggested changes	/
Service Canvas – tab „Organizational Information“	Quality standards in Service Provisioning	Delete field belonging to deleted exclusion criterion		Deleted exclusion criterion	Delete field in Plony	Conduct suggested changes	/
	Software Updates	Adapt description text to „Do you update your service and the underlying software regularly?“		Improve understanding of what we actually want to know	Adapt description text	Conduct suggested changes	/