



EGi.eu

EGi.EU ITSM POLICY STATEMENT

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Policy Statement

The EGI Operations Management Board approved the “EGI.eu Service Management Policy”, as part of a top-level strategic decision and support to implement structured processes for the improvement of service delivery to customers.

This policy has been scoped to apply to EGI.eu and the services outlined in the EGI.eu Service Catalogue. Each NGI could develop their own policy if they so choose, such as PL-Grid and FGI, but are not bound by this policy for services delivered outside of the EGI.eu Service Catalogue.

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I. AUTHORS LIST

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II. DELIVERY SLIP

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III. DOCUMENT LOG

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1.0	15/08/2013		Sy Holsinger
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IV. APPLICATION AREA

This document is a formal EGI.eu policy or procedure applicable to all participants and associate participants, beneficiaries and Joint Research Unit members, as well as its collaborating projects.

V. POLICY/PROCEDURE AMENDMENT PROCEDURE

Reviews and amendments should be done in accordance with the EGI.eu “Policy Development Process” (<https://documents.egi.eu/document/169>).

VI. ORGANISATION SUMMARY

To support science and innovation, a lasting operational model for e-Infrastructure is needed – both for coordinating the infrastructure and for delivering integrated services that cross national borders. The objective of EGI.eu (a foundation established under Dutch law) is to create and maintain a pan-European Grid Infrastructure in collaboration with National Grid Initiatives (NGIs) in order to guarantee the long-term availability of a generic e-infrastructure for all European research communities and their international collaborators.

In its role of coordinating grid activities between European NGIs, EGI.eu will:



- Operate a secure integrated production grid infrastructure that seamlessly federates resources from providers around Europe
- Coordinate the support of the research communities using the European infrastructure coordinated by EGI.eu
- Work with software providers within Europe and worldwide to provide high-quality innovative software solutions that deliver the capability required by our user communities
- Ensure the development of EGI.eu through the coordination and participation in collaborative research projects that bring innovation to European Distributed Computing Infrastructures (DCIs)

The EGI.eu is supporting 'grids' of high-performance computing (HPC) and high-throughput computing (HTC) resources. EGI.eu will also be ideally placed to integrate new Distributed Computing Infrastructures (DCIs) such as clouds, supercomputing networks and desktop grids, to benefit the user communities within the European Research Area.

EGI will collect user requirements and provide support for the current and emerging user communities. Support will also be given to the current heavy users of the infrastructure, such as high energy physics, computational chemistry and life sciences, as they move their critical services and tools from a centralised support model to one driven by their own individual communities.

The EGI community is a federation of independent national and community resource providers, whose resources support specific research communities and international collaborators both within Europe and worldwide. EGI.eu, coordinator of EGI, brings together partner institutions established within the community to provide a set of essential human and technical services that enable secure integrated access to distributed resources on behalf of the community.

The production infrastructure supports Virtual Research Communities – structured international user communities – that are grouped into specific research domains. VRCs are formally represented within EGI at both a technical and strategic level.



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1 EGI.EU SERVICE MANAGEMENT POLICY

In the first phase of ITSM implementation, EGI.eu is focusing on 7 of the 14 total processes outlined by the FitSM standard, which will then be expanded to the others, starting first with Federated Operations. The overall work in this area, further detailed below, is based on efforts by EGI.eu as client partner in the FedSM project [2]. The policy for approval has been written in direct consultation with IT Service Management experts and will be the foundation of EGI's IT Service Management strategy. Adopting a service management policy is a requirement of the FitSM standard and the wider ISO 20000.

- 1.) **Process Approach.** To effectively manage all IT services and underlying components, a process-based approach to service management shall be adopted.
 - a. All required processes are defined, communicated and improved based on business needs and feedback from people and parties involved.
 - b. Roles and responsibilities are clearly defined.
- 2.) **Customer and User Alignment.** The provision of IT services shall be aligned to customer and user needs:
 - a. IT Services are delivered in a defined quality sufficient to satisfy requirements identified from business processes.
 - b. For all IT services, a corporate level SLA and/or specific SLAs, which have been agreed with stakeholders, is in place.
- 3.) **Continual Improvement.** IT Services and service management processes shall be continually improved.
 - a. Feedback from stakeholders is used to continually improve IT services and service quality. All proposals for improvements are recorded and evaluated.
 - b. IT Service management is improved based on continual monitoring of process performance and effectiveness.
- 4.) **Training & Awareness.** Through trainings and awareness measures, it shall be ensured that staff involved in service management activities can effectively perform according to their roles.
- 5.) **Leadership.** Senior management is committed to this policy and its implementation. It provides the resources required to implement and to improve service management and enhance customer and user satisfaction with IT services.



2 BACKGROUND

Over the last year, EGI has continued the work to increase the maturity of its service management processes in the areas of operations, policy and software delivery. With the kick-off of the FedSM project where EGI.eu is a client partner, dedicated consultancy was received from IT Service Management experts. The focus has been based on implementing the FitSM standard [2] created by the project, which is a lighter version of the ISO 20000 standard and ITIL best practices tailored for a federated environment such as EGI. The ITIL framework has already been mentioned in a variety of EGI documents and referenced as a strategic area for improving service management across EGI. ITIL is the most widely accepted approach to IT service management and the de facto standard for operating computer centres in the industrial sector providing a cohesive set of best practices, drawn from the public and private sectors internationally. A training and certification program has been developed for FitSM, which will be given by project experts. The first certification course will be held at the next EGI TF in Madrid.

One of the main outcomes from the work thus far has been the creation of the EGI.eu Service Portfolio, and subsequent EGI Service Catalogue [3], as a refactoring of the EGI---InSPIRE global tasks to organise the services being provided from the organisation viewpoint and regardless the project structure. The service portfolio was fundamental in developing the Solutions Portfolio [4] as a useful marketing tool. If EGI is to continuously evolve as a sustainable service provider, management of those services will need to continuously improve as well. Better service management will directly impact two areas of sustainability in offering more predictable service delivery and more efficient use of organisational resources. Part of EGI's sustainability efforts [5] is to move service management out of a project---based model to allow for more easily repeatable and predictable service delivery. Any future project support would then be modelled based on already existing procedures.

EGI.eu has started to analyse the service management maturity of EGI by conducting a self---assessment following a specific set assessment framework developed and supported by FedSM experts. This assessment has led to a number of actions that are being carried out to put in place the required processes and support mechanisms to ensure they are continuously improved.

Over the next year, EGI will continue to increase the maturity of the 14 service management processes in the areas of operations, policy and software delivery [6] and will also expand the service portfolio to include the NGI technical services that are user facing so to build a wider service definition covering the EGI partnership. EGI's IT Service Management starts with a strong Policy Statement that provides the vision and focus of activities as well as demonstrates support from top---level management. Adopting a service management policy is a requirement of the FitSM standard and the wider ISO 20000 (see GR1.1 in FitSM Part 1: Requirements [3]).



3 REFERENCES

R 1	EGI Service Catalogue: http://www.egi.eu/services/catalogue
R 2	FedSM Project website: www.fedsm.eu
R 3	FitSM (Standard for lightweight service management in federated IT infrastructures): www.fitsm.eu
R 4	EGI Solutions Portfolio: http://www.egi.eu/solutions
R 5	EGI Sustainability Plan (D2.20): https://documents.egi.eu/document/1570
R 6	EGI IT Service Management wiki page: https://wiki.egi.eu/wiki/EGI_ITSM