

EGI.eu Service Management Policy - Adoption

Authors

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EGI OMB Approval

The EGI Operations Management Board is asked to approve 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 [1]. 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.

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.

EGI.eu Service Management Policy

- 1.) **Process Approach.** To effectively manage all IT services and underlying components, a process-based approach to service management shall be adopted.
 - All required processes are defined, communicated and improved based on business needs and feedback from people and parties involved.
 - Roles and responsibilities are clearly defined.
- 2.) **Customer and User Alignment.** The provision of IT services shall be aligned to customer and user needs.
 - IT Services are delivered in a defined quality sufficient to satisfy requirements identified from business processes.
 - 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.
 - Feedback from stakeholders is used to continually improve IT services and service quality. All proposals for improvements are recorded and evaluated.
 - 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 improve service management and enhance customer and user satisfaction with IT services.

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]).

References

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