



# SERVICES AND SOLUTIONS BOARD (SSB) TERMS OF REFERENCE

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## Purpose of this Document

The purpose of this document is to set out the Terms of Reference, composition and operating arrangements of the Services and Solutions Board (SSB) which will oversee and manage the creation and maintenance of the EGI.eu and EGI community service and solution portfolios.



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## II. DOCUMENT LOG

Version	Approval Date	Approved By	Amendment
1			Initial version
2			Updated version following EGI Council Feedback
3			Updated version following EGI Council Feedback
4	28 August 2015	EGI.eu Executive Board	Updated after initial experience
5	18 September 2015	EGI Council	Adopted with minor changes



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## 1 TITLE

The name of the group is Services and Solutions Board (“SSB”, hereafter also referred to as “the Group”).

## 2 DEFINITIONS

This table provides the key terms used throughout this document for reader orientation. For a complete list of all terms, the EGI Glossary V2 is to be referenced<sup>1</sup>.

Word/Term	Definition
Service	A way to provide value to a user / customer through bringing about results that they want to achieve  <i>*Note: Services usually provide value when taken on their own – unlike the specific service components they are made up of. (For instance, for a hotel customer the room cleaning is not a service as it provides value only if you are using the larger service of staying in the hotel.)</i>
Service Component	Technical or non-technical element that helps make up a service  <i>*Note: A service component may be a computer, a physical location, an authentication system or any other physical or logical component that underlies a service, but does not create value for a customer / user alone and is therefore not a service by itself</i>
Service Catalogue	User / customer facing list of all live services offered along with relevant information about these services  <i>*Note: The service catalogue can be regarded as a filtered version of and customers’ view on the service portfolio.</i>
Service Portfolio	Internal list that details all the services offered by a service provider, including those in preparation, live and discontinued  <i>*Note: The service portfolio includes meta-information about services such as their value proposition, target customer base, service descriptions, technical specifications, cost and price, risks to the provider, service level packages offered, etc.</i>
Solution	A combination of products, services, and intellectual property focused on solving a problem (opportunity) that creates and/or drives value (measurable) and can be significantly standardised. The solutions components can be from the provider and/or its partners, and the solutions implementer can be the provider, the partner, the customer itself, or a combination of the three.
Service Owner	An individual with the overall responsibility of a given service
Process Owner	An individual with the overall responsibility of one or more of the 14 ITSM processes
FitSM <sup>2</sup>	Lightweight Service Management Standard Family

<sup>1</sup> [https://wiki.egi.eu/wiki/Glossary\\_V2](https://wiki.egi.eu/wiki/Glossary_V2)

<sup>2</sup> [www.fitsm.eu](http://www.fitsm.eu)



### 3 PURPOSE AND RESPONSIBILITIES

The SSB is responsible for managing the portfolio of services and solutions regarding EGI.eu and the EGI federated services. This includes all services and solutions that are planned, active or to be retired. To support this goal, the SSB will carry out the following activities:

- Advise the EGI management on the priorities for evolving the services and solutions portfolio
- Conduct regularly scheduled management reviews of both services and solutions portfolios and related ITSM processes (see below)
- Support the activities of EGI ITSM processes upon request from the process managers
- Implement the recommendations from the EGI Council
- Interface with the UCB concerning the services and solutions for the research communities
- Interface with the TCB concerning the evolution of technology and how this can affect services and solutions
- Interface with the OMB concerning the services and solutions for resource providers
- Steer the creation, review and approval of service/solution design packages including descriptions and specifications alongside any information to be added to the service portfolio
- Plan the design and transition of new or changed services considering timescales, responsibilities, new or changed technology and communication

From the IT service management perspective, the SSB will mainly interface with the following processes:

- Service Portfolio Management (SPM)
- Service Level Management (SLM)
- Customer Relationship Management (CRM)
- Supplier Relationship Management (SUPPM)

Appropriate processes for the solutions management need to be formalised as outside the scope of the FitSM standard.

The SSB will comply with the EGI Service Management Policy<sup>3</sup> and with the processes defined in the EGI Service Management System<sup>4</sup>, at least when related to IT services,

### 4 AUTHORITY

- The Group is governed by the EGI Council through the EGI.eu Executive Board to investigate any activity within its Terms of Reference.
- The Group will comply with the Policy Development Process<sup>5</sup>.

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<sup>3</sup> [https://wiki.egi.eu/wiki/EGI\\_ITSM#EGI.eu\\_Service\\_Management\\_Policy](https://wiki.egi.eu/wiki/EGI_ITSM#EGI.eu_Service_Management_Policy)

<sup>4</sup> [https://wiki.egi.eu/wiki/EGI\\_ITSM](https://wiki.egi.eu/wiki/EGI_ITSM)

<sup>5</sup> EGI.eu Policy Development Process: <https://documents.egi.eu/document/169>



## 5 COMPOSITION

### 5.1 Membership

The membership of the Group consists of:

- The SSB Chair and Deputy
- EGI ITSM Process Owners and Process Managers
- EGI ITSM SMS Owner and Manager
- Appointed representative from the UCB, TCB and OMB (one per board)
- Chair of virtual teams initiated by the Group

The Group is open to invitees as specific subject matter dictates (e.g. Service Owners), which is to be agreed by the Group prior to confirming participation.

#### 5.1.1 General membership

Group Membership is recorded in a dedicated SSB wiki and will automatically come with a subscription to the SSB mailing list. Other people in the role of “observer” can be subscribed to the SSB mailing list for practical purposes, but that does not imply any SSB membership. The SSB Chair will advise the SSB of any new subscription requests and will consult with the SSB members before approving or rejecting them to limit any conflicts of interest regarding the planning and decision making process.

### 5.2 Chair

The Chair is appointed and renewed by the EGI.eu Director. A deputy must also be assigned. Both the Chair and Deputy can also assume different roles in the SSB.

#### 5.2.1 Duties

The Chair will be responsible for calling and running regular meetings and polling the membership for agenda items. Meetings will be held at a minimum once per quarter, and once per year the meeting will comprise a longer ‘Service and solution review’. Regular agenda items will include, but not limited to:

- Ensuring updates to the EGI Service and Solution Portfolios
- Reviewing and prioritising requirements brought to the attention of the Group
- Nominate a note taker at the beginning of each meeting that records minutes and circulate for approval within 5 working days.

Materials for the agenda points will indicate if the item is informational or is designed to lead to decision.

#### 5.2.2 Term of Office

The term of office is unlimited.



## 6 OPERATING PROCEDURES

### 6.1 Communications and Meetings

- The topics and issues to be addressed can be specified either by EGI Management or by the SSB itself.
- Any stakeholder of EGI also has the right to suggest services and/or solutions, which in their opinion need revision, addition or removal. These requests should be submitted to the Chair of SSB who will discuss with the SSB during a subsequent meeting of the group. The decision whether to accept this request or not will be recorded in the minutes of the meeting and feedback will be provided to the original requestor.
- All members of the Group must subscribe to the mailing list and should use it as primary written communication channel (see Section 6.2).
- The SSB will meet approximately every 8 weeks via conference call services provided by EGI.eu. The agenda, together with reports and documents that relate to the meeting, should be forwarded to members at least 1 week in advance of the meeting.
- The Group deliberations happen by face-to-face meetings, phone/video conferences or via the Group mailing list. Ideally at least one meeting per year should be face-to-face (for the Service and Solutions review)
- Accurate minutes will be kept of the major discussion points and the decisions reached at each meeting of the SSB. Meeting minutes shall be distributed to the group within one week. Minute taking will be managed using a rota system.
- The Chair should make sure that all updates concerning the group's meetings, agenda and minutes are posted on group's Wiki page (see Section 6.2).

### 6.2 Decision making

- Wherever possible, the Group will arrive at proposed draft recommendation documents and/or advice by clear consensus, as determined by the Chair.
- A voting process is not foreseen for the SSB.

### 6.3 Communication Channels

Communication channel	Reference
The Group mailing list	<a href="mailto:SSB@mailman.egi.eu">SSB@mailman.egi.eu</a>
Web page on EGI.eu website	<a href="http://www.egi.eu/about/policy/groups/Services_and_Solutions_Board_SSB.html">http://www.egi.eu/about/policy/groups/Services_and_Solutions_Board_SSB.html</a>
Main wiki page	<a href="https://wiki.egi.eu/wiki/SSB">https://wiki.egi.eu/wiki/SSB</a>
Members	<a href="https://wiki.egi.eu/wiki/SSB_Members">https://wiki.egi.eu/wiki/SSB_Members</a>
Meetings and minutes	<a href="http://indico.egi.eu/indico/categoryDisplay.py?categId=171">http://indico.egi.eu/indico/categoryDisplay.py?categId=171</a>
Documents	<a href="https://wiki.egi.eu/wiki/SSB_Documents">https://wiki.egi.eu/wiki/SSB_Documents</a>



## 6.4 Appointment of a Virtual Team

Given the potential complexity of any new or changed service or solution, a dedicated project may be initiated according to the EGI Virtual team framework<sup>6</sup>. The following points provides an overview of the Virtual team mechanism:

- The Group may appoint a Virtual team. Each appointment of a Virtual team must be accompanied by a written mandate that includes purpose and responsibilities, the list of deliverables that shall be produced (with delivery dates), and the duration of the appointment.
- Each Virtual team must be appointed by consensus and approved within the governance of the Virtual Team framework. The Group appoints the members including chair and deputy of a Virtual team.
- A Virtual team that is appointed by the Group shall keep minutes of its meetings. The minutes shall be made available to the Group as soon as possible.
- The Virtual team shall report to the Group upon request by any member of the Group.
- The Virtual team Chair is automatically *ex officio* member of the SSB.
- By consensus, the Group may close down a Virtual team prematurely if the Virtual team does not comply with the mandate.

## 7 EVALUATION

The Group will produce an annual report to the Governing Body, in line with best practice that will be defined, which sets out how the Group has met its Terms of Reference during the preceding year. The minutes of the Group will be formally recorded and available to the Governing Body.

## 8 REFERENCES AND RELATED MATERIAL

Reference	Name & Location
R1	<b>EGI Glossary:</b> <a href="https://wiki.egi.eu/wiki/Glossary">https://wiki.egi.eu/wiki/Glossary</a>
R2	<b>FitSM “Lightweight Service Management Standard”:</b> <a href="http://www.fitsm.eu">www.fitsm.eu</a>
R3	<b>EGI.eu Service Management Policy:</b> <a href="https://wiki.egi.eu/wiki/EGI_ITSM#EGI.eu_Service_Management_Policy">https://wiki.egi.eu/wiki/EGI_ITSM#EGI.eu_Service_Management_Policy</a>
R4	<b>EGI.eu Policy Development Process:</b> <a href="https://documents.egi.eu/document/169">https://documents.egi.eu/document/169</a>
R5	<b>EGI ITSM Processes:</b> <a href="https://wiki.egi.eu/wiki/EGI_ITSM#Service_Management_Processes">https://wiki.egi.eu/wiki/EGI_ITSM#Service_Management_Processes</a>

<sup>6</sup> [https://wiki.egi.eu/wiki/EGI\\_Virtual\\_teams](https://wiki.egi.eu/wiki/EGI_Virtual_teams)





## 9 AMENDMENT

### ***9.1 Entry in Force, Review, Approval***

These Terms of Reference can be amended by mutual agreement of the Group Members through consultation and consensus. The amendments must be approved by the EGI.eu Director and EGI.eu Executive Board. The Group will review its Terms of Reference on an annual basis as a minimum.

The present Terms of Reference enters into force with immediate effect.

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Yannick Legré  
EGI.eu Director

### ***9.2 Amendment log***

This section provides background material and further non-binding details about changes made to the document. It is intended to provide the reader with additional information to better understand the history of the document.

*--There have been no official revisions to this document to date--*