

**EGI-Engage**

Second release of the EGI Service Registry and Marketplace prototype

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Abstract

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**TERMINOLOGY**

A complete project glossary and acronyms are provided at the following pages:

* <https://wiki.egi.eu/wiki/Glossary>
* <https://wiki.egi.eu/wiki/Acronyms>

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**Executive summary**

This document details the work done to release the Second release of the EGI Service Registry and Marketplace prototype. This is based on the subsequent work done on the first demonstrator of the EGI Service Registry and Marketplace. The EGI marketplace has the ambition of becoming the platform where an ecosystem of EGI-related services, delivered by EGI providers and partners, can be promoted, discovered, shared and accessed, including EGI offered services as well as discipline and community-specific tools and services enabled by EGI and/or provided by third parties under defined agreements.

This documents describes the work done on two distinct marketplace, one based on PrestaShop and the second on Open IRIS .

# Introduction

This deliverable describes the work done to implement the second release of two marketplace demonstrators based on PrestaShop and Open IRIS platforms. EGI-Engage funding supported the deployment of these tools, their customization to meet a number of requirements and provides effort for the integration of the selected platform with the EGI tool ecosystem; in both cases software development is conducted externally.

PrestaShop is a free, open source e-commerce solution. The software is published under the Open Software License (OSL). It is written in the PHP programming language with support for MySQL database. PrestaShop is currently used by 250,000 shops worldwide and is available in 60 different languages. PrestaShop has its strength in being like a traditional online store that most people are already familiar with. It gives an attractive and simple to use interface, as well as a set of functionality that is immediately useful, like the support of commercial transactions when building products and services. The adoption of PrestaShop could reduce the cost EGI will incur to maintain a solution such us Open IRIS and, in addition, could help on designing a marketplace ready to attract commercial actors, such as SMEs.

Open IRIS (Integrated Resource and Information System) is a platform that was originally developed as a Swiss wide project to facilitate sharing of research resources of many different types within Switzerland. In the course of the evaluating the requirements for the EGI marketplace the opportunity was taken to work with a variety of organizations outside of Switzerland to validate the different marketplace concepts as well as drive the direction of the development of the system to broaden its features and to increase adoption[[1]](#footnote-1). This has resulted in Open IRIS now being used in several other countries by hundreds of researchers daily. Historically Open IRIS has been focused on instrumentation and lab services, but the objective is to be a single point where researchers can find and use all forms of resources needed to conduct their research. This includes resources within their organization, including those of the researchers, as well as resources from other organizations or commercial providers. Open IRIS is tailored for the research world, so it looked promising to be easily adapted to the EGI world.

The selected service registry and marketplace will be paramount in order to make EGI services more easily discoverable and accessible.

The document is structured as follows:

* Section 2: Describes the high-level service architecture defining the workflows and the data model implemented in the two demonstrators. Customisations applied to the underlying technologies are explained, as well as the integration with other EGI tool.
* Section 3: Lists the requirements satisfied in this release.
* Section 4: Give details on the two prototypes, describes the evaluation procedure and motivates the choice of the PrestaShop technology.

The document is completed by the feedback on satisfaction, a draft dissemination and exploitation plan and future plans.

|  |  |
| --- | --- |
| **Tool name** | EGI Marketplace |
| **Tool url** | PrestaShop based demonstrator: http://marketplace.egi.eu/  Open IRIS based demonstrator: http://egi.science-it.ch |
| **Tool wiki page** | PrestaShop: N.A.  Open IRIS: <https://wiki.systemsx.ch/display/openiris/Open+IRIS> |
| **Description** | The EGI Marketplace demonstrators show and promote EGI services. End users can discover the services and request access to them by specifying a set of options. |
| **Value proposition** | The EGI Marketplace will facilitate the discovery and the access to the EGI services. |
| **Customer of the tool** | EGI Foundation, NGIs, RIs, service providers, academic organizations. |
| **User of the service** | Prospective EGI users: research groups, individual researcher, site admins, academic organizations, SMEs, etc. |
| **User Documentation** | PrestaShop: <https://www.prestashop.com/en/documentation>  Open IRIS: <https://wiki.systemsx.ch/display/openiris/Open+IRIS> |
| **Technical Documentation** | N.A. |
| **Product team** | PrestaShop: CYFRONENT  Open IRIS: SWING |
| **License** | N.A. |
| **Source code** | N.A. |

# Service architecture

The EGI marketplace prototype has been implemented adopting and customising technologies developed by third parties. In particular, two demonstrators have been set up, one based on PrestaShop and the other based on Open IRIS.

## High-Level Service architecture

The high-level service architecture of the two demonstrators is based on the underlying technologies. Please refer to the PrestaShop[[2]](#footnote-2) and Open IRIS[[3]](#footnote-3) documentation for more details.

This section focuses on the description of the data model and workflows that have been implemented into the two prototypes. Different alternatives to introduce the pay-for-use support in the marketplace are also depicted.

Finally, PrestaShop and Open IRIS customisations needed to fully implement the specifications are described.

### Data Model

The data model of the marketplace reflects the EGI service catalogue structure (https://www.egi.eu/services & https://www.egi.eu/internal-services). It is made of a three-level hierarchy where the first level contains the EGI service areas (categories in the marketplace) and the second level maps to the EGI services (sub-categories in the marketplace). Furthermore, an additional level defines the EGI service options (products in the marketplace). The service options represents the products that the end user could access or purchase in the marketplace.

The marketplace data model has been already detailed in the D3.7 First release of the EGI Service Registry and Marketplace prototype. It has been updated and extended in this second release, defining service options for all the services in the EGI service catalogue.

The complete data model is described in Appendix I. In the following, data associated to a customer (customer/user profile) and to a service order are described.

#### Customer/User profile

Each customer/user of the EGI marketplace needs to be registered to submit service orders. Customers are required to register during their first login into the marketplace, the registration allows the marketplace to gather enough information to create and store a customer profile in its internal database. Part of the data is retrieved by the EGI CheckIn service, which provides user with authentication. Additional data is provided by the same customers filling in a form.

The following table shows the attributes that make the customer profile up, specifying the source of the information (CheckIn or the Marketplace) and if an attribute is mandatory or optional.

|  |  |  |
| --- | --- | --- |
| Attributes | From | Mandatory/Optional |
| Name | CheckIn service | Mandatory |
| Surname | CheckIn service | Mandatory |
| e-mail | CheckIn service | Mandatory |
| Display name | CheckIn service | Mandatory |
| EGI unique identifier | CheckIn service | Mandatory |
| Country | Marketplace | Mandatory |
| Institution | Marketplace | Mandatory |
| Department | Marketplace | Mandatory |
| Departmental web page | Marketplace | Optional |
| Linkedin profile | Marketplace | Optional |
| ResearchGate profile | Marketplace | Optional |
| Supervisor name | Marketplace | Optional |
| Supervisor profile | Marketplace | Optional |

#### Service order profiling

The EGI marketplace associates to each service order a set of customer information, which are gathered during the Check-Out. Such information, complemented with the customer profile and the order details (the service options), enables the marketplace to implement a service order profiling, which allows for an appropriate service order management, accordingly to the EGI Integrated Management System (IMS) processes and procedures.

The table below shows the customer information that are linked to a service order. Such information can be extended in the future according to possibly emerging needs.

|  |  |  |
| --- | --- | --- |
| Attributes | Value | Note |
| Customer type | Dropdown: single user, research group/community/project, private company | The typical model will be to work within the context of a community/project or a private company. However, the single user case is also supported. |
| Reason to request access to the EGI services | free text |  |
| Research group/project/ community or company name (only if the customer represents a research group/ community/project or a private company) | only in cases when not a “single user” | It maps to the VO name. In the case the customers is already using the EGI infrastructure (VO list not empty), the VO name could be chosen from a drop down menu listing all the customer VOs (retrieved during the authentication) plus the option to specify a new VO. |
| Addition Information on the project  (only if the customer represents a research group/ community/project or a private company) | Project name: text  Project web site: URL | To be expanded in the future. It could be automatically filled in querying the operations portal if the project is already using the EGI infrastructure |

### Workflows

This section describes the procedures or workflows implemented in the two marketplace prototypes. For each procedure, the following information is provided:

* Overview: short description of the workflow.
* Trigger: events that start a workflow.
* Involved entities: all the entities that play a role in the workflow.
* Input: input data.
* Output: output data.
* Steps: step-by-step description of the workflow.
* Integration with other EGI tools: list of the EGI tools involved in the workflow and description of their interfaces with the marketplace.

The following workflows have been currently implemented:

* **Authentication**: the login procedure including the user registration during the first access.
* **Discover and order services**: finding and ordering services within the marketplace.
* **Check-Out**: submitting a service order together with a set of information to profile it.

#### Authentication and user enrolment

**Overview:**

The customer logs in the EGI marketplace through the CheckIn service.

**Trigger:**

* The customer can decide to log in while he/she is visiting the marketplace.
* The customer starts the checkout process

**Involved entities**

* Customer
* Marketplace
* CheckIn service

**Input**

* User credentials (federated or social login)

**Output**

* Personal customer information including the unique EGI identifier.
* Customer’s VO membership list.

**Steps**

|  |  |  |  |
| --- | --- | --- | --- |
| Step | Conditions | Tool | Action |
| 1 | N/A | Marketplace | Redirect the customers to the CheckIn service. Not required to discover resoruces. |
| 2 | N/A | CheckIn service | Authenticate the customers and provide the Marketplace with personal customer information (including the unique EGI identifier) and VO membership list. |
| 3 | Only during the first access (registration) after successful authentication | Marketplace | Complements the personal customer information already provided by the CheckIn service. The Marketplace asks the customer to complete a form with the following attributes:   * Country (mandatory) * Institution (mandatory) * Department (mandatory) * Departmental web page (optional) * Linkedin profile (optional) * ResearchGate profile (optional) * Supervisor name (optional) * Supervisor mail (optional)   These additional attributes are stored in the Marketplace and the customer will not be required again to provide them.  Customers can update their profile at any time. |
| 4 | Successful authentication | Marketplace | After the customer is successfully logged in, the Marketplace shows his/her name in its web interface. |

**Integration with other EGI tools**

|  |  |
| --- | --- |
| Tool | Integration |
| CheckIn service | Perform the customer authentication on behalf of the marketplace and provide it with customer information (including the unique EGI identifier) and VO membership list. |

#### Discover and order services

**Overview:**

The customer navigates on the service catalogue exposed in the EGI Marketplace and selects one or more services. This can be done before or after authentication. The Marketplace exposes services following the service catalogue structure:

* First level: service categories
* Second level: services
* Third level: service options

**Trigger:**

* The customer accesses directly the marketplace or through the EGI web site.

**Involved entities**

* Customer
* Marketplace

**Input**

* No input

**Output**

* List of services including service options.

**Steps**

|  |  |  |  |
| --- | --- | --- | --- |
| Step | Conditions | Tool | Action |
| 1 | N/A | Marketplace | The customer navigates through the service catalogue published in the marketplace |
| 2 | N/A | Marketplace | The customer selects one or more services specifying a set of service options |

**Integration with other EGI tools**

There are no dependencies from the EGI tools.

#### Check-Out

**Overview:**

Define or update the customer profile, and gather information on the user or research community/project/private company willing to exploit the EGI services and common options for the selected services. Forward all the information to a backed system that will take care of managing the service order.

**Trigger:**

* Customer starts the Check-Out process after he has selected one or more services.

**Involved entities**

* Customer
* Marketplace
* Check-In service
* Operations Portal

**Input**

* Personal customer information including the unique EGI identifier.
* Customer’s VO membership list.
* Service list including options selected by the customers

**Output**

* Personal customer information including the unique EGI identifier.
* Customer type: single user or representing a research group/community/project/private company.
* Reason to request access to the EGI services.
* Only for customers representing a community:
  + Information on the project
  + VO information
    - New or existing
    - VO name

**Steps**

|  |  |  |  |
| --- | --- | --- | --- |
| Step | Condition | Tool | Action |
| 1 | Only if the customer is not already authenticated. | Marketplace  CheckIn | Automatically starts the authentication process redirecting the customers to the CheckIn service. |
| 2 | Successful authentication. | Marketplace | Present to the customer the selected service options and his/her profile, as gathered during the authentication process, and request to fill in a form with the following fields:   * Customer typology:   + single user   + representing a research community/project   + representing a private company * Reason to request access to the EGI services |
| 3 v1 | Only if the customer represents a research community/project or a private company | Marketplace  Ops Portal | Request to the customer to fill in an additional form with the following fields:   * User group name: it maps to the VO name. In the case the customers is already using the EGI infrastructure (VO list not empty), the VO name could be chosen from a drop down menu listing all the customer VOs (retrieved during the authentication) plus the option to specify a new VO. * Information on the project. Such field will be automatically filled in querying the operations portal if the customer select an existing VO in the User group name field. |
| 3 v2 | Only if the customer is a single user | Marketplace | Check if the amount of resources requested by the customer is less than the threshold defined to access the Applications on demand platform:   * If yes, mark the customer as user eligible for the Applications on demand platform. * If no, mark the customer as a normal user. |
| 4 |  | Marketplace | Submit/record the service order and the customer profile to a backend system |
| 5 |  | Marketplace | Send a confirmation e-mail to the customers: “your order is being processed…” |

**Integration with other EGI tools**

|  |  |
| --- | --- |
| Tool | Integration |
| CheckIn | Authenticate the customer if needed. |
| Operations Portal | Provide the marketplace with information related to already existing projects (VOs). |
| Marketplace backend | Receive the service request and the customer profile from the marketplace backend. |

### Pay-for-Use support

An analysis on how to implement the pay-for-use support in the Marketplace has also been done. As result, three different options have been defined.

* EGI acts as a broker / or individual provider offers listed separate, but aggregated on the service level: under service level, differentiate each option according to the access mode, for free or for pay. Then, e.g., for Cloud Compute service, the Marketplace will expose the options “General purpose instance” and “General purpose instance for pay”, etc.
* EGI acts as a broker: add the pay-for-use attributes directly in the service options (product in the marketplace). A flag “for pay” will be added as extra service option. If this option is selected the access policies will change accordingly.
* Direct contracts between customers and providers: an additional category, related to the pay-for-use providers, will be added in the first level of the data model hierarchy (service categories). Under this category, all the providers will be listed. Under each provider, all its products will be listed.

These three different options are currently in discussion within the Pay-for-Use working group. The Marketplace prototypes implemented the first one for demonstrative aims. They will be updated accordingly to the decision of the Pay-for-Use working group.

### Technology customisation

In order to satisfy the requirements and the specifications above described, both PrestaShop and Open IRIS technologies needed customisations.

This section summarises the changes applied.

#### PrestaShop

The basic PrestaShop tool was enriched with the following plugins to extend its functionalities:

* Additional Product Attributes/Custom Product Fields Module[[4]](#footnote-4). It allowed to add new fields on the product pages. It was essential to implement all the service options as specified in the data model.
* Custom Checkout and Customer and Address Fields manager Module[[5]](#footnote-5). It allowed to easily add new fields on checkout pages and collect more data about the customers with extra fields on the registration form and customer account area. It was needed to implement both the customer and service order profiles.
* Dynamic Product Price Module[[6]](#footnote-6). It allowed to define dynamic prices based on the values that customers defined for the service options. It was needed to implement the experimental pay-for-use support.
* Google Accounts login-in module for PrestaShop.

In addition, ad-hoc customisations were needed to implement the authentication and user enrolment, and the check-out workflows. In particular, to retrieve customer information from the CheckIn service, to prevent the service order submission before the customer profile is completed and to profile the service orders. Minor changes were also requested to adjust the service options, the service list in the cart and the e-mail templates. All the changes were applied to both the PrestaShop basic code and the extra modules listed above.

#### Open IRIS

The main changes on Open IRIS were related to:

* Integration of the Open IRIS authentication mechanism with the EGI CheckIn service;
* Development of the user enrolment procedure according to the specifications;
* Development of a Cart allowing the submission of multiple service orders:
* Implementation of the service hierarchy as described in the specification.

In particular, last point was particularly complex to achieve considering that Open IRIS were designed to show services in a flat mode and categorise them via keywords. The concept of a service hierarchy did not exist in Open IRIS and its introduction requested relevant changes.

## Integration and dependencies

Both prototypes have been integrated with the EGI CheckIn service and depends on it for the user authentication.

# Release notes

## Requirements covered in the release

* Authentication and user enrolment workflow.
  + Integration with the EGI CheckIn services to manage the user authentication.
  + Gathering of customer data from the CheckIn service[[7]](#footnote-7).
  + Form to gather additional customer data during the registration.
* Discover and order services workflow.
  + Implementation of the three level hierarchy of the EGI service catalogue as specified in D3.7. See Appendix I for a full specification of the data model.
  + Implementation of a custom form for each service option.
  + Registration of the service providers in the system. Each provider is linked to a set of services and visible in the service pages.
* Check-Out workflow.
  + Customised cart allowing to gather additional information to profile the service orders.[[8]](#footnote-8)
* Basic pay-for-use support.
  + Implement the first option for experimental aims: under service level each option is differentiate according to the access mode (for free or for pay).

# Prototypes evaluation

After the completion of the developments, the two prototypes were assessed to decide which technology to adopting for the EGI marketplace.

Both prototypes sufficiently implemented the specifications demonstrating that both technologies are suitable, although customisation were needed. The unique lacking features are the retrieval of the customer’s VO membership list from the CheckIn, since it not supported yet, and the interface with the Operations Portal to automatically retrieve project information, which directly depends from the customer’s VO membership list.

The following two sections shortly describe the two prototypes. Then, the outcome of the assessment is reported.

## PrestaShop prototype

Customer can easily navigates on the service tree from the marketplace homepage.



Figure 1. EGI Marketplace based on PrestaShop technology.

Login can be started on each page of the marketplace. During the first access, customers are requested to register. Part of the customer information is collected from the CheckIn service, see grey fields in Figure 2, the other attributes are manually provided by the customer through the following form.



Figure 2. Form to gather the user profile. Fields in grey are filled in with values retrieved by the EGI CheckIn service and cannot be modified.

When a service category is select, a new view showing all the services under such category is showed. Figure 3 shows the service view for the Cloud Compute service.

Customer can select the service they want to order.



Figure 3. Service category view - Compute

Each service page shows a short description of the service and provide links to the terms of use, the default SLA and to a more detailed description. Figure 4 shows the Cloud Compute service page.



Figure 4. Service view - Cloud Compute

After a customer selects a service, a view listing all the options for such specific service is showed. As example, Figure 5 shows two options for the Cloud Compute service: Compute-intensive instance and High-memory instance.



Figure 5. Example of service options - Cloud Compute

Selecting one service option, the customer is forwarded to a view that allows to add a service to the cart. He/she has to specify the additional attributes requested for the specific service option (see the data model in Appendix I).



Figure 6. View to order a service. Compute-Intensive Instance in Cloud Compute service

After the customer added to the cart all the services he/she wants to order, he/she can start the check-out going to the cart. The cart lists all the services and the related options selected, see Figure 7.



Figure 7. List of selected service options in the Cart

In the cart, the customer is asked to provide some additional information that allows the profililing of the service order, see Figure 8.

The order can be submitted after the acceptance of the terms of service.



Figure 8. Service order profiling in the cart

## Open IRIS prototype

*@Dean please add here content similar to what I added in section 4.1.*



Figure 9. The EGI Marketplace based on Open IRIS technology.

## Outcome of the assessment

The above mentioned workflows were evaluated in both systems. It was found that both systems adequately covered the current workflows as well as supported the data model demonstrating that both could be adopted to implement the EGI Marketplace.

Then, other factors were considered to choose the technology such as its long-term sustainability, availability of expertise, ready-to-use features that could be helpful in the future. As final decision, PrestaShop were selected for the following reasons:

* Widely used by other Internet web stores
* Easy to maintain as it has a wide community of developers
* Expertise within the EGI collaboration
* Ready-to-use feature to implement the pay-for-use support.

# Feedback on satisfaction

The two demonstrators have been reviewed by the persons directly involved in the task JRA1.2 and personnel from the EGI Foundation.

The involved parties agreed that both the assessed solutions reached a good level of quality. Minor bugs were identified.

The reviewers identified two critical features that need to be implemented before moving the service into production:

* a customer dashboard, where the customer can manage his/her service orders
* recording of the service orders in another EGI tool (e.g. an RT queue) where it could be further managed according to the EGI IMS processes and procedures.

# Plan for Exploitation and Dissemination

*This section should provide a plan for exploitation and dissemination (PEDR) of the project results documented in this deliverable. If a plan was already provided in an earlier deliverable, then this plan should provide an update. The content will be used to update the catalogue of project results (*[*http://go.egi.eu/egi-engage-results*](http://go.egi.eu/egi-engage-results)*) and to develop an overall PEDR for the whole project.* ***You can create as many tables as the number of results being described.***

|  |  |
| --- | --- |
| *Name of the result* | EGI Marketplace |
| *DEFINITION* | |
| *Category of result* | Software & service innovation |
| *Description of the result* | The EGI Marketplace demonstrates that the requirements for service and resource providers offer their services on a common platform, as well as offering the platform itself. In addition, this model supports ideas of the European Open Science Cloud (EOSC), where service providers can offer services. |
| *EXPLOITATION* | |
| *Target group(s)* | RIs, international research collaborations and the long-tail of science, industry/SMEs, service providers, Funding agencies and decision/policy makers, Standardisation bodies |
| *Needs* | There is an increasingly high demand for e-Infrastructure services for researchers. The EGI Marketplace platform provides a portal where researchers can discover and gain access to those resources. |
| *How the target groups will use the result?* | Resource providers within the EGI federation who are interested in providing services to internal and external resources can now expose them via the EGI Marketplace. In addition, researchers now have a common location to discover resources that they may require for their e-Infrastructure needs. The EGI Marketplace can then provide a framework for which e-Infrastructure services are provided to internal and external users. |
| *Benefits* | The primary benefits are efficient sharing of resources and provision or e-Infrastructure services to researchers. |
| *How will you protect the results?* | The EGI Marketplace prototypes are available to others to use freely. The PrestaShop version of the EGI Marketplace will be supported by the EGI federation. The Open IRIS prototype will be supported by financial contributions from the Open IRIS consortium partners. |
| *Actions for exploitation* | Both prototypes are developed with a SaaS delivery model. The PrestaShop model offers a full service model, where the EGI Federation provides the services to add products into the store on the behalf of service providers. The goal is for that to transition to a self-service model. Open IRIS already offers a full self-service model where resource providers can login and register a resource provider and offer services via the platform. |
| *URL to project result* | * PrestaShop prototype: <http://marketplace.egi.eu/> * Open IRIS prototype: <http://egi.science-it.ch> |
| *Success criteria* | *What are the success criteria in terms of adoption by the end of the project?* |
| *DISSEMINATION* | |
| *Key messages* | *What messages will you tell to the target groups when informing about the results?* |
| *Channels* | *What channels will you use to deliver the messages to the target? (e.g. Scientific publications, EGI web site, EGI newsletter, participation in conferences or trade fairs)* |
| *Actions for dissemination* | *Describe the concrete set of actions that will be put in place to disseminate this project output. When this result is ready, how will you reach to target group to ensure uptake of the result? (You can list the preliminary list of events where you plan to promote the results or material that will be produced or any other concrete actions that will be put in place during the project)* |
| *Cost* | *What is the expected cost of dissemination actions?* |
| *Evaluation* | *How will you evaluate the impact of the dissemination actions?* |

# Future plans

The EGI Marketplace project was fortunate enough to produce two valid prototypes. Though PrestaShop was selected for the main EGI Marketplace, Open IRIS is already gaining adoption in usage by research labs and core facilities to manage their resources (currently over 4000 users registered on the platform and a partnership with ThermoFisher Scientific).

Several activities related to the EGI marketplace are planned for the next months. The EGI IMS will now be integrated into the use of the tool. Steps will be taken to define how to integrate the other EGI tools involved in the access request management. In addition, the steps to integrate user-facing tools, such as e-Grant and the Long Tail of Science platform will now be taken. The outcome of this is that the EGI Marketplace will expose EGI services to a broader set of users and communities, and offer a simplified way to gain access to these services.

1. EGI Marketplace data model

The data model of the marketplace reflects the EGI service catalogue structure (https://www.egi.eu/services & https://www.egi.eu/internal-services). It is made of a three-level hierarchy where the first level contains the EGI service areas (categories in the marketplace) and the second level maps to the EGI services (sub-categories in the marketplace). Furthermore, an additional level defines the EGI service options (products in the marketplace). The service options represents the products that the end user could access or purchase in the marketplace.

The first two levels of the hierarchy are described in the table below.

Table 1. EGI Service Catalogue - first and second levels

|  |  |
| --- | --- |
| **Service area** | **Services** |
| **Compute** | Cloud Compute, Cloud Container Compute and High-Throughput Compute |
| **Storage** | Online Storage, Archive Storage |
| **Data** | Data transfer, Content Distribution |
| **Operations** | Configuration Database, Service Monitoring |
| **Security** | Check-in, Attribute Management |
| **Training** | Training Infrastructure, FitSM |

For five of the services, Cloud Compute, High-Throughput Compute, Online Storage, Training Infrastructure and FitSM, have been also defined the service options that are described in the following.

The following subsections describe the attributes that will be showed in the marketplace for each level of the hierarchy:

* Service areas (category in the marketplace)
* Services (sub-category in the marketplace)
* Service options (products in the marketplace)

Finally, data to describe service providers in the marketplace are also defined. Each service in the marketplace will be linked to one or more providers.

* Service areas (category in the marketplace)

Each category in the marketplace will be described with the attributes shown in the table below.

Table 6 - Service areas

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Definition** | **Notes** |
| **Name** | Name of the category | The first level category maps to the EGI service area:   * Compute * Storage * Data * Operations * Security * Training |
| **Description** | Description of the category | Inspired by the description of the EGI service areas in the service catalogue: short, punchy and expressing the value |

* Service areas in the first release of the EGI Marketplace

The following table lists the 4 categories that will be included in the first release of the EGI marketplace with the related description.

|  |  |
| --- | --- |
| **Service Area** | **Description** |
| **Compute** | Services for processing data supporting different computing models |
| **Storage** | Services for storing/retrieving files |
| **Data** | Services for moving or distributing data |
| **Training** | Services for skills development |

* Services (sub-categories in the marketplace)

The EGI marketplace will present services to the end-users with a set of attributes described in the table below. These attributes are inherited and sometime specialised by the service options.

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Definition** | **Notes** |
| **Name** | Name of a specific service as assigned by the service provider | Format: Free text  Example: Cloud Compute |
| **Unique ID** | Global unique and persistent identifier of a specific service  Note: this allows to map a service to a specific organization/e-Infrastructure | Format: DOI or any other relevant standard; it should contain information about the identifier type and value.  Additional info:  A PID can be used ideally resolvable to a landing page or a machine readable data typed metadata page. It should be assigned by the CoS owner. |
| **Short description** | High-level description of what the service does in terms of functionalities it provides and the resources it enables access to. It may include the value ( benefit) to a customer and their users delivered by a service | Format: Free text  Additional info:  It may provide also information related to the offered capacity, number of installations, underlying data that is offered  Benefits are usually related to alleviating pains (e.g., eliminate undesirable outcomes, obstacles or risks) or producing gains (e.g. increased performance, social gains, positive emotions or cost saving). |
| **Description** | Longer description of what the service does in terms of functionalities it provides and the resources it enables access to the service | Format: Free text |
| **Web page** | URL to a webpage providing more information about the service | Format: URL  Additional info:  This webpage is usually hosted and maintained by the service provider. It contains current and additional information, such as what APIs are supported or links to the documentation. |
| **Service phase** | Phase of the service design selected among:  beta: service being developed while available for testing publicly  production: service available in the live environment meeting security/performance requirements | Source: UK Government Service Design Manual  Format: Closed enumeration |
| **Category** | Link to categories this service belongs to | Format: Closed enumeration |
| **Service condition** | Restrictions that apply to this service | Format: List of sentences, each of them defining a condition |
| **Payment Model** | Supported payment models and restrictions that apply to each of them | Format: List of sentences, each of them stating the type of payment model and the restriction that applies to it  Additional info:  Example of types of payment models are: free, pay-as-you-go, subscription, membership  Variable pricing for corporate customers, higher education, etc. |
| **Term of use** | URL to a document containing the rules which one must agree to abide by in order to use the service | Format: URL |
| **SLA** | URL to a document containing information about the levels of performance that a service provider is expected to achieve (service level agreement) | Format: List of URLs |

* Services in the first release of the marketplace

Services to be included in the first release of the marketplace classified for service areas.

|  |  |
| --- | --- |
| **Service area** | **Services** |
| **Compute** | Cloud Compute, Cloud Container Compute and High-Throughput Compute |
| **Storage** | Online Storage, Archive Storage |
| **Data** | Data transfer |
| **Training** | Training Infrastructure, FitSM |

The following table shows how to represent the different service attributes in the first release of the EGI marketplace.

|  |  |
| --- | --- |
| **Attribute** | **Notes** |
| **Name** | As described in the above table |
| **Unique ID** | Not available, skip it. |
| **Short description** | Copy text from https://www.egi.eu/services/ |
| **Description** | Text specified below in the service option paragraphs |
| **Web page** | https://www.egi.eu/services/ |
| **Service phase** | Productions for all service except Cloud Container Compute and Data Transfer (both in Beta) |
| **Category** | TBD |
| **Service condition** | TBD |
| **Payment Model** | TBD |
| **Term of use** | TBD |
| **SLA** | TBD |

* Service options (products in the marketplace)

The service options includes some common options described in the table below.

|  |  |  |
| --- | --- | --- |
| **Common service options** | **Description** | **Notes** |
| **Description of the research activity** | Information on the research activity that needs to access the EGI services. In particular, relevant when access for free is requested. | This attribute has to be requested to the customer in the Cart and not in the service option form. |
| **Access type** | Reserved or opportunistic (does not apply to the training and to some Cloud Computing options). | When applicable, this attribute has to be requested in the service option form. |
| **Start and end dates** | Specify the period in which users will access the services. The period can also be undefined. |  |

* Compute/Cloud Compute

Service description: Cloud Compute gives you the ability to deploy and scale virtual machines on­-demand. It offers guaranteed computational resources in a secure and isolated environment with standard API access, without the overhead of managing physical servers.

Cloud Compute offers the possibility to select pre­configured virtual appliances (e.g. CPU, memory, disk, operating system or software) from a catalogue replicated across all EGI cloud providers.

|  |  |  |
| --- | --- | --- |
| **Service option (Instance types)** | **Description** | **Attributes** |
| **General purpose instance** | Base performance instance type.  Features:   * Accessible in opportunistic or reserved ways * CPU cores could be overcommitted   Ideals for:   * Web services * Micro-services * Development environments * Building server * Small database * Test environments | Number of CPU cores: [1,2,4,8]  Amount of RAM per CPU core (GB): [1,2,4]  Local disk (GB): [10,20,40] |
| **Compute-intensive instance** | Optimised instance for computing tasks.  Features:   * High performance CPU cores * Until 64 CPU cores * Real CPU cores (non- overcommitted) * Low latency network * Reserved instances   Ideals for:   * Batch computing * High-performance applications and web services * Distributed analysis * Video encoding | Number of CPU cores: [8,12,16,20,24,28,32,64]  Amount of RAM per CPU core (GB): [2,4,8]  Local disk (GB): [10,20,40]  Note 1: Some CPU cores/RAM per core combinations are not permitted. Maximum total RAM available for 1 instance is 240 GB.  Note 2: Only reserved instances admissible. |
| **High-memory instance** | Optimised instances for tasks that require more memory relative to virtual CPUs.  Features:   * High amount of RAM per CPU core. * Up to 240 GB of RAM in total. * Reserved instances   Ideal for:   * Running in-memory database * Running in-memory stores (e.g. redis,  memcached) * In-memory big data processing engines (e.g. Apache Spark). | Number of CPU Cores: [2,4,8,12,16]  Amount of RAM per CPU core (GB): [16,32,48,64,80,96,112,120]  Local disk (GB): [10,20,40]  Note 1: Some CPU Cores/RAM per core combinations are not permitted. Maximum total RAM available for 1 instance is 240 GB.  Note 2: Only reserved instances admissible. |
| **GPU instance** | GPU-enabled instances.  Features:   * 1 or 2 GPU cores * 8 CPU cores for each GPU core * Large memory   Ideals for:   * Graphics and general purpose GPU compute applications | Number of GPU cores: [1,2]  Number of CPU cores per GPU core: [8]  Amount of RAM (GB): [24,50]  Local disk (GB): [280]  Note 1: The amount of RAM will be 24GB with 1 GPU core or 50GB with 2 GPU cores.  Note 2: Only reserved instances admissible. |

* Compute/Cloud Container Compute

Service description: Cloud Container Compute (in Beta phase) gives you the ability to deploy and scale Docker containers on-demand. It offers guaranteed computational resources in a secure and isolated environment with standard API access, without the overhead of managing the operating system. The result is improved performance, ideal for development work.

Same options of the Cloud Compute service.

* Compute/High-throughput Compute

Service description: with High­Throughput Compute you can run computational jobs at scale on the EGI infrastructure. It allows you to analyse large datasets and execute thousands of parallel computing tasks.

High­Throughput Compute is provided by a distributed network of computing centres, accessible via a standard interface and membership of a virtual organisation. EGI offers more than 650,000 cores of installed capacity, supporting about 1.6 million computing jobs per day.

This service supports research and innovation at all scales: from individuals to large collaborations.

|  |  |  |
| --- | --- | --- |
| **Service option** | **Description** | **Attributes** |
| **Base** | It allows the execution of large numbers of independent or loosely coupled computing tasks. Limited parallel and multi-thread computing can be supported as well. | Number of CPU cores: [1-32]  Amount of RAM per CPU core (GB): [4-8]  Other technical requirements: [text] |
| **MPI** | It allows parallel computing, with support of MPI protocol and libraries. | Number of CPU cores: [1-256]  Amount of RAM per CPU core (GB): [4-8]  Parallelism (Threads): [8-24]  Other technical requirements: [text] |

* Storage/Online Storage

Service description: Online Storage allows you to store data in a reliable and high-­quality environment and share it across distributed teams. Your data can be accessed through different standard protocols and can be replicated across different providers to increase fault­-tolerance.

Online Storage gives you complete control over the data you share and with whom.

|  |  |  |
| --- | --- | --- |
| **Service option** | **Description** | **Attributes** |
| **Block storage** | Block Storage is a block-level storage solution that allows you to expand the storage capacity of your instances in the EGI Federated Cloud. This means you can increase your storage without increasing the size or capacity of your instance or by provisioning new ones. Once you mount and format your drive, you can use it just like a regular hard drive attached to your server. Or you can detach your block storage volume from one server and attach it to another. Or you can delete your server, keeping your data intact and ready for the next time you need it. | Storage capacity [TB]: [1, 5, 10, other]  Special requirements (e.g. performance, close to the computational resources, etc.): [text] |
| **Object storage** | Object storage manages data as objects. Each object includes the data itself, a variable amount of metadata, and a globally unique identifier. Cloud object storage allows relatively inexpensive, scalable and self-healing retention of massive amounts of unstructured data. | Storage capacity [TB]: [1, 5, 10, other]  Interfaces: [CDMI, POSIX, SWIFT, to be specified by the users]  Special requirements (e.g. performance, close to the computational resources, etc.): [text] |
| **File storage** | Highly scalable storage system accessible from anywhere allowing to easily share data through different standard interfaces. It assigns global identifiers to files and allows to organise your data using a flexible hierarchical structure. | Technology: [DPM, DCache, STORM, …, any]  Special requirements (e.g. performance, close to a specific site, etc.): [text] |

* Storage/Archive Storage

Service description: Archive Storage allows you to store large amounts of data in a secure environment freeing up your usual online storage resources.

The data on the Archive Storage can be replicated across several storage sites, thanks to the adoption of interoperable open standards. The service is optimised for infrequent access.

|  |  |  |
| --- | --- | --- |
| **Service option** | **Description** | **Attributes** |
| **Archive Storage** | Archive Storage allows you to store large amounts of data in a secure environment freeing up your usual online storage resources.  The data on the Archive Storage can be replicated across several storage sites, thanks to the adoption of interoperable open standards. The service is optimised for infrequent access.  Main characteristics:   * Store data for long-term retention * Store large amount of data * Free up your online storage | Amount of data (TB): [number] |

* Data/Data Transfer

Service description: Data Transfer allows you to move any type of data files asynchronously from one place to another. The service includes dedicated interfaces to display statistics of on-going transfers and manage network resources.

Data Transfer is ideal to move large amounts of files or very large files. The Data Transfer service has mechanisms to ensure automatic retry in case of failure.

|  |  |  |
| --- | --- | --- |
| **Service option** | **Description** | **Attributes** |
| **Data Transfer** | Data Transfer allows you to move any type of data files asynchronously from one place to another. The service includes dedicated interfaces to display statistics of on-going transfers and manage network resources.  Data Transfer is ideal to move large amounts of files or very large files. The Data Transfer service has mechanisms to ensure automatic retry in case of failure.  Main characteristics:   * Ideal for very large files * Able to handle large amounts of files * Transfer process with automatic retry | Tool: [FTS3, Globus Online] |

* Training/Training Infrastructure

Service description: The Training Infrastructure offers cloud compute and online storage for training activities. It is useful to organise onsite tutorials or workshops and online training courses or as a platform for self-paced learning.

For example, with the Training Infrastructure trainers can create and deploy any custom virtual machine images for the students. A library of existing virtual machines images is offered so that tutors can customise and use these according to their specific needs. This allows easy deployment, sharing and reuse of course materials.

The Training Infrastructure uses the same high-quality computing and storage environment that EGI provides to researchers.

|  |  |  |
| --- | --- | --- |
| **Service option** | **Description** | **Attributes** |
| **Cloud Training Infrastructure** | The Training Infrastructure offers cloud compute and online storage for training activities. It is useful to organise onsite tutorials or workshops and online training courses or as a platform for self­-paced learning.  For example, with the Training Infrastructure trainers can create and deploy any custom virtual machine images for the students. A library of existing virtual machines images is offered so that tutors can customise and use these according to their specific needs. This allows easy deployment, sharing and reuse of course materials.  The Training Infrastructure uses the same high­ quality computing and storage environment that EGI provides to researchers. | Location: [text]  Aim of the training event: [text]  Number of concurrent trainees: [number]  Number of CPU cores (total): [number]  Amount of RAM (total) (GB): [number]  Online storage size (total) (GB): [number]  Special requirements (e.g. VM images/apps available in the training infra, big instances, etc.): [text] |

* Training/FitSM

Service description: FitSM is a lightweight standards family aimed at facilitating service management in IT service provision, including federated scenarios. FitSM training aims at providing those involved in operating federated infrastructures with the professional skills they need in order to effectively manage their services.

FitSM professional training is certified by TÜV SÜD, a global leader in standardisation and certification. The qualification programme offers three training levels: Foundation, Advanced and Expert.

|  |  |  |
| --- | --- | --- |
| **Service option** | **Description** | **Attributes** |
| **Foundation level** | Target audience:   * All individuals involved in the provisioning of (federated) IT services * Candidates who wish to progress to advanced level of the qualification and certification scheme   Contents:   * Basic IT service management concepts and terms (based on FitSM-0) * Purpose and structure of FitSM standards and their relationship to other standards * Process framework underlying FitSM * Requirements defined in FitSM-1 | Number of students: [number]  Location: [text] |
| **Advanced Level in Service Planning and Delivery** | Target audience:   * Individuals aiming to fulfil a coordinating role in the ITSM processes related to the planning and delivery of IT services * Candidates who wish to progress to expert level of the qualification and certification scheme   Contents:   * Repeat the most important foundation knowledge on (lightweight) ITSM * Become familiar with the general aspects of implementing ITSM, the processes required to plan and deliver services effectively (according to the FitSM-1 standard), and important interfaces in a service management system * ITSM processes in focus of this training: Service portfolio management, service level management, service reporting management, service availability and continuity management, capacity management, information security management, customer relationship management, supplier relationship management   Entry requirements:   * Must hold FitSM Foundation Certificate | Number of students: [number]  Location: [text] |
| **Advanced Level in Service Operation and Control** | Target audience:   * ·         Individuals aiming to fulfil a coordinating role in the ITSM processes related to the operation and control of IT services * ·         Candidates who wish to progress to expert level of the qualification and certification scheme * Contents: * ·         Repeat the most important foundation knowledge on (lightweight) ITSM * ·         Become familiar with the general aspects of implementing ITSM, the processes required to operate and control services effectively (according to the FitSM-1 standard), and important interfaces in a service management system. * ·         ITSM processes in focus of this training: Incident and service request management, problem management, configuration management, change management, release and deployment management, continual service improvement management   Entry requirements:   * ·         Must hold FitSM Foundation Certificate | Number of students: [number]  Location: [text] |
| **Expert level** | Target audience:   * ·         Individuals aiming to fulfil the role of internal or external consultant or auditor in the topic area of IT service management (ITSM).   Contents:   * ·         Repeat the most important advanced level knowledge on (lightweight) ITSM * ·         ITSM-related frameworks and standards * ·         Understanding the organisational context of implementing ITSM (including federation structures and scope setting) * ·         Leadership and governance (including top management responsibilities, governance practices, effective communication and organisational change management) * ·         Planning and implementing ITSM (including service management planning, service design and transition and effective documentation) * ·         Monitoring, reviewing and improving ITSM (including capability & maturity assessment, key performance indicators, managing an audit program and conducting audits)   Entry requirements:   * ·         Must hold both FitSM Advanced Certificates in Service Planning and Delivery (SPD) and Service Operations and Control (SOC) | Number of students: [number]  Location: [text] |
| **Consultancy** | Advise on how to manage IT services with a pragmatic and lightweight standard. | Description of the consultancy: [text] |

* Service Providers

The following table defines the attributes that will identify the service providers within the EGI marketplace.

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Definition** | **Notes** |
| **Name** | Organisation or federation or part of an organisation or federation that manages and delivers a service or services to customers | Format: Free text  Additional info:  The entity with whom the customer signs the SLA; this entity will be able to give information about other contributors to the service |
| **Description** | Short description of the organisation or federation or part of an organisation or federation | Format: Free text |
| **Contacts** | Delegate of the organisation | Format: Name and e-mail |
| **Logo** | Organisation logo | Format: Image |
| **Webpage** | URL to the provider website | Format: URL |

1. Production instance at Institut Curie, http://iris.curie.fr. [↑](#footnote-ref-1)
2. <https://www.prestashop.com/en/documentation> [↑](#footnote-ref-2)
3. <http://iris.science-it.ch> [↑](#footnote-ref-3)
4. <http://addons.prestashop.com/en/20201-additional-product-attributes-custom-product-fields.html> [↑](#footnote-ref-4)
5. <http://addons.prestashop.com/en/19736-custom-checkout-and-customer-and-address-fields-manager.html> [↑](#footnote-ref-5)
6. <http://addons.prestashop.com/en/19389-dynamic-product-price.html> [↑](#footnote-ref-6)
7. The customer’s VO membership list cannot be retrieved from the CheckIn service yet. [↑](#footnote-ref-7)
8. The Check-Out workflow was entirely implemented except for the interface with the Operations Portal since the customer’s VO membership list cannot be retrieved from the CheckIn service yet. [↑](#footnote-ref-8)