Engagement Working Group
Terms Of Reference

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| Purpose of this DocumentThe purpose of this document is to set out the Terms of Reference, composition and operating arrangements of the Engagement Working Group which will support EGI’s engagement with new user communities activity.  |

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1. Document Log

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| **Version**  | **Approval Date** | **Approved By** | **Amendment** |
| 1 |  |  | Initial version |
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# Title

The name of the group is Engagement Working Group (hereafter referred to as “the Group”).

# 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[[1]](#footnote-1).

|  |  |
| --- | --- |
| **Word/Term** | **Definition** |
| Customer | The organisation or part of an organisation that commissions a Service Provider in order to receive one or more Services. A customer usually represents a number of Users. |
| Customer Relationship Management | One of the FitSM-based Service Management Processes in EGI. The goals of this process are:1. Identify and configure/develop/integrate relevant services and support from the EGI community for institutes and communities who are interested in becoming EGI customers; (Accessing services though a VO SLA)
2. Direct users to ready use services and configurations to satisfy their service orders. (Accessing services through Corporate SLA)
3. Supporting the customers in reaching long-term operational setups at EGI Service Providers. (Securing resources through SLA-OLAs)
4. Maintaining a good relationship with active customers. (Regular satisfaction and service reviews; Handling complaints)
 |
| Engagement | Pro-active, technical outreach to potential new EGI customers and supporting them to become active and self-sufficient consumers of EGI services. |
| Engagement strategy | Document that defines priorities for the EGI Engagement activity. (<http://go.egi.eu/engagementstrategy>)  |
| Service | A way to provide value to a user / customer through bringing about results that they want to achieve*\*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.)* |
| Service Catalogue | User / customer facing list of all live services offered along with relevant information about these services*\*Note: The service catalogue can be regarded as a filtered version of and customers’ view on the service portfolio.* |
| Service Level Management | One of the FitSM-based Service Management Processes in EGI. The primary purpose of this process is to maintain a service catalogue, and to define, agree and monitor service levels with customers by establishing meaningful service level agreements (SLAs), supportive operation level agreements (OLAs) and underpinning agreements (UA) |
| Service Portfolio | Internal list that details all the services offered by a service provider, including those in preparation, live and discontinued.*\*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.* |
| Service Portfolio Management | One of the FitSM-based Service Management processes of EGI. The goal of this process is to manage the service portfolio to ensure not only the review of the current portfolio, but how new or changed services are aligned with business decisions as part of the overall organisation strategy. |
| 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.  |
| Supplier, Federation Member Relationship Management | One of the FitSM-based Service Management Processes of EGI. The goal of this process is to establish and maintain a healthy relations with suppliers supporting the service provider in delivering services to customers, and monitor their performance |
| Process Owner | An individual with the overall responsibility of one or more of the 14 Service Management processes. |
| User | Individual that uses a Service on day-to-day basis. |
| Process Owner | An individual with the overall responsibility of one or more of the 14 ITSM processes |

# INTRODUCTION: EGI ENGAGEMENT

Engagement concerns the pro-active, technical outreach to potential new customers and supporting them to become active and self-sufficient consumers of EGI services. Engagement is a key activity in EGI because the federation’s long term sustainability is increasingly coupled with the core mission of connecting researchers from all fields of science with the reliable and innovative ICT services offered in the EGI Service Portfolio. Evolving this portfolio according to researchers’ needs is part of the continuous improvement process, increasing EGI’s value for members, and for research and science in Europe. The EGI Engagement Strategy drives Engagement activities in EGI. The engagement work itself can be broken into the following tasks:

1. Identifying scientific communities from academy and industry that could break current scientific barriers with the use of EGI services;
2. Reaching out to, and carrying out discussions with the representatives of these communities about ICT needs to understand and capture details of their e-infrastructure use cases and service requirements;
3. Helping user community representatives assemble ICT services, based on the EGI offerings, to enable their communities achieve scientific breakthroughs;
4. Supporting scientific communities during the whole process they need to go through to become active and self‑sufficient users of EGI services and tools;
5. Acting as a meeting point for research communities, a “community of communities”, where information and experiences relating to e-infrastructure application and adaptation can be shared.

# Purpose and Responsibilities

The Engagement Working Group is as an advisory group that supports EGI in formulating its Engagement Strategy, and monitoring the strategy implementation. The Group works directly with the coordinator of the EGI.eu User Community Support Team, and with other EGI representatives as required. The NGI Council members are responsible for the Engagement strategy implementation. Most NGIs participate in this implementation through their ‘NGI International Liaisons’[[2]](#footnote-2), while some are connected through their council representatives[[3]](#footnote-3). Some EGI partner countries (or regions) are not involved in the council but still participate in the engagement work via their User Support Teams[[4]](#footnote-4).

More specifically the Group will carry out the following activities:

* Advise the EGI management on priorities for engagement with new communities.
* Conduct regularly scheduled reviews of engagement progress with communities that were prioritised for engagement in the past.
* Advice the SSB via the Group Chair concerning the services offered by EGI for research communities.
* Advice EGI about activities of the EGI Customer Relationship Management (CRM) procedures upon request from the CRM process manager.
* Advice the TCBs (data, cloud, AAI, core) via the Group Chair concerning the evolution of technology and how this can affect communities
* Advice the OMB via the Group Chair concerning the services and solutions offered for resource providers.

From the Service Management perspective, the Group will mainly advice EGI in the context of the the following processes:

* Customer Relationship Management (CRM)
* Service Portfolio Management (SPM)
* Service Level Management (SLM)
* Supplier, Federation Member Relationship Management (SFRM)

# Authority

* The Group is a working group in EGI, invited by the EGI Technical Director to investigate any activity within its Terms of Reference.
* The Group will comply with the Policy Development Process[[5]](#footnote-5).

# Composition

## Membership

Members of the Group are invited. The Group consists of:

* The Group chair
	+ Gergely Sipos, EGI.eu Customer and Technical Outreach Manager
* The Group deputy chair
	+ Yin Chen, EGI.eu Senior Technical Outreach Expert
* NGI International Liaison representatives:
	+ Geneviève Romier, France-Grilles
	+ Jan Bot, SURFsara
* NGI members with industry engagement experiences:
	+ Elisa Cauhé Martín, BIFI
	+ Radosław Januszewski, PSNC

### General membership

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

## Chair

The Group Chair is appointed and renewed by the EGI.eu Technical Director.

### 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 ‘Engagement status review’. Depending on Group members’ availability, one meeting per year will be conducted face-to-face at EGI Forum/Conference. Regular agenda items of Group meetings will include, but not limited to:

* Reviewing progress and prioritising new opportunities and the user communities who are already in the engagement pipeline
* Reviewing status and changes of NGIs and other relevant EGI partners.
* Reviewing changes in the EGI Service Portfolio and Catalogue.
* Nominate a note taker at the beginning of each meeting that records minutes and circulate for approval within one week. (Deputy Chair or in her absence the Group Chair)

### Term of Office

Under the current mandate the term of office is limited until the end of 2017.

# Operating Procedures

## Communications and Meetings

* The topics and issues to be addressed can be specified either by EGI Management or by the Group itself.
* Any stakeholder of EGI also has the right to suggest user communities, which in their opinion need prioritisation, revision. These requests should be submitted to the Group Chair or Deputy Chair who will discuss with the group. The decision will be recorded at least in the minutes of the next meeting or earlier in email, and feedback will be provided to the original submitter.
* 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 Group 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 ‘Engagement status review’)
* Accurate minutes will be kept of the major discussion points and the decisions reached at each meeting. Meeting minutes shall be distributed to the group within one week. The Group deputy chair, or in her absence the Group chair is responsible for minute taking.
* The Chair should make sure that all updates concerning the group’s meetings, agenda and minutes are posted on group’s Wiki page.

## 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 Group.

## Communication Channels

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| **Communication channel** | **Reference** |
| The Group mailing list | engagement-wg@mailman.egi.eu  |
| Main wiki page | <https://wiki.egi.eu/wiki/EngagementWG>  |
| Meetings and minutes | <https://indico.egi.eu/indico/event/3380/>  |
| Documents | [https://wiki.egi.eu/wiki/](https://wiki.egi.eu/wiki/SSB_Documents)<TBA>  |

# References and related material

|  |  |
| --- | --- |
| **Reference** | **Name & Location** |
| **R1** | **EGI Engagement Strategy:** <http://go.egi.eu/engagementstrategy> |
| **R2** |  |
| **R3** |  |
| **R4** |  |
| **R5** |  |

# Amendment

## 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 Technical Director. 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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Tiziana Ferrari

EGI.eu Technical Director

## 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--*

1. <https://wiki.egi.eu/wiki/Glossary_V2> [↑](#footnote-ref-1)
2. NGI International Liaisons: <https://wiki.egi.eu/wiki/NIL> [↑](#footnote-ref-2)
3. EGI Council members (institutional): <https://www.egi.eu/about/egi-council/> [↑](#footnote-ref-3)
4. User Support Team contacts: <https://mailman.egi.eu/mailman/roster/ngi-ust-managers> [↑](#footnote-ref-4)
5. EGI.eu Policy Development Process: <https://documents.egi.eu/document/169> [↑](#footnote-ref-5)