EOSC-Hub Portal Activity Report

V1.0 2020-01-12

CONFIDENTIALITY NOTICE: PUBLIC

This report provides an overview of the activities conducted between project month 19 and project month 24 in support to the development and operations of the EOSC Portal components under the responsibility of the EOSC-hub project.

In particular, the document reports on:
- Software development activities and plans relevant to the EOSC Portal Marketplace.
- Activities and plans for maintenance of information of the EOSC Portal website component.

The operations of the EOSC portal website, marketplace, EOSC Portal AAI, EOSC Portal Helpdesk and back-office activities that are respectively supported by: WP03 (website); WP5, WP10 and WP13 (marketplace), WP5 and WP3 (EOSC Portal AAI and Helpdesk); WP2 and WP4 (service portfolio management and service provider onboarding).

In 2019 the portal has been updated and maintained with contributions by the EOSC-hub, OpenAIRE-Advance, eInfraCentral projects. With the funding of the EOSC Secretariat project (started on January 2019), the EOSC Secretariat partner responsible for communications joined the EOSC Portal Editorial Board (the board in charge of updating the EOSC portal content). Activities conducted by collaborating projects are not including in this report and can be provided on demand. On the 1st of December 2019, the new EOSC Enhance project has started with the mandate of bringing forward the developments of the EOSC portal.

Marketplace Software Development Report

Technical development activities were conducted according to revised budget plans which are part of Amendment 3.

The amendment proposed an increase of budget for the delivery of integration activities required by the cross-project EOSC Portal Collaboration Agreement (Joint Activity 3) signed in September 2019. The collaboration includes extensions to the EOSC-hub work plan required to support operational processes offered to the EOSC users, providers and policy makers by EOSC-hub.

The integration plan and the development of new functionalities complement existing and planned activities that are already part of the original EOSC-hub work plan. At the same time, development plans had to support functionalities required by other project stakeholders - operational teams, other tools, and novel use cases brought by service components of the marketplace. The list of completed tasks below presents how the development was conducted to fulfill the EOSC Portal goals set for the reference period of time.

EOSC Portal development conducted in M19-M24 in scope of Joint Activity 3 include:

- The definition an integration of EOSC Portal technical implementation architecture. Delivery of Portal architecture documentation.
- The definition and further development of a single portal (WUI) and entry point (API interface) for Service Providers to register and maintain service descriptions.
- The definition and/or further development of a single Service Database and the appropriate data APIs in which the service descriptions are maintained.
- The interconnection between the Service Database and the Portal User Interface.
- The optimisation of the browsing and user experience involving: the current EOSC Portal website, the Service Catalogue and the Marketplace, as of the optimisation of the APIs to improve the user experience from a user point of view.

Other EOSC Portal feature development activities completed in M19-M24 and addressed in the scope of the EOSC-hub work plan include:

- The implementation of recognised service access models (open access, external ordering, internal ordering).
- The implementation of dedicated user space to express requests for service integrations via Marketplace Projects.
- Various integrations activities involving the service ordering management tool (reflecting the user project structure, passing service order targets, allowing for operations team internal activities).
- The integration with EOSC-hub helpdesk for incident reporting
- The reimplementation of filtering and service categorisation mechanism in compliance to common service description vocabularies and leveraging the collaboration with the eInfraCentral project.

The EOSC Portal Marketplace component is managed according to the FitSM standard (https://www.fitsm.eu/fitsm-standard/), and in particular is subject to the EOSC-hub Change Management procedure of the EOSC Service Management System being setup in WP4.

Requirements received from various stakeholders are due to analysis and evaluation inside the project WP5.2. After the evaluation along with effort estimation is completed, a dedicated group indicated by AMB decides whether the submitted requirement should be implemented and its priority is established. During the period M19-M24 the following developments has been completed in scope of these feature requests.

Feature requests supported in WP5 and completed in M19-M24:

- Two steps hierarchy for Projects and Issues for the Marketplace (source: https://jira.eosc-hub.eu/browse/EOSCWP5-129)
- Update of workflow in Marketplace related JIRA (source: https://jira.eosc-hub.eu/browse/EOSCWP5-162)
- Implementation of the possibility to visualise the service entry in the same way as in user facing view (https://jira.eosc-hub.eu/browse/EOSCWP5-188)
- Adding of research areas as a defined list (source: https://jira.eosc-hub.eu/browse/EOSCWP5-170)
- Workflow change request for orders of Open access services (source: https://jira.eosc-hub.eu/browse/EOSCWP5-164)
- Adding of new JIRA statuses (source: https://jira.eosc-hub.eu/browse/EOSCWP5-159)

- Marketplace Metrics for EC (Number of providers in the Marketplace, Thematic disciplines of users ordering services, Countries of users ordering services) (source: https://jira.eosc-hub.eu/browse/EOSCWP5-191)
- Implementation of the helpdesk interface in Marketplace as a communication channel for general support of federated services (https://jira.eosc-hub.eu/browse/EOSCWP5-190)

Feature requests initiated in WP10 completed in M19-M24:

- Store information about country of the customers in SO JIRA issues (source: https://jira.eosc-hub.eu/browse/EOSCWP10-90)
- Implementation of final email notification to the user in case the service-order request is approved (source: https://jira.eosc-hub.eu/browse/EOSCWP10-111)
- Better support of projects in Marketplace (source: https://jira.eosc-hub.eu/browse/EOSCWP10-69)
- The proper assignment of state for new services request (source: https://jira.eosc-hub.eu/browse/EOSCWP10-104)
- Addition of the new states to test JIRA - Marketplace integration (https://jira.eosc-hub.eu/browse/EOSCWP10-103)
- Division of tickets in JIRA (master and sub tickets) (source: https://jira.eosc-hub.eu/browse/EOSCWP10-92)
- Issue with 'Terms and conditions' when adding service to a project (https://jira.eosc-hub.eu/browse/EOSCWP10-79)

The full and detailed list of changes performed in the aforementioned months is also reflected as a changelog and accessible on GitHub where the Marketplace open source project is developed.

Marketplace Software Development Plan M25-M36

While most of the goals in the scope of the Amendment 3 revised marketplace development plan were met during M19-M24, various software development tasks are in progress, whose completion is in M25-M36.

As some of these tasks are required for the implementation of features planned to be delivered by the Enhance EOSC project, they are a priority for Q1 2020.

The list of major changes/functionalities to introduce in M25-M36 reflects the plans for future developments of EOSC Portal in scope of the EOSC-hub project:

- The preparations for the Marketplace content and graphical customizability (M25-M31)
- The enhancements in service offer attributes - structured schema, relational architecture reflected in filtering and search capabilities (M28-M33)
- The analysis and implementation of OCRE project use cases and requirements (accounting, ordering, vouchers) (M30-M36)

As mentioned before, the Marketplace component of the EOSC Portal is subject to the EOSC-hub Change Management procedure. Requirements received from various stakeholders are due to analysis and evaluation inside the WP5.2. After the evaluation along with effort estimation is completed, a dedicated change management request review group appointed by AMB decides whether the submitted requirements should be implemented and the related priority is established.

The list of requirements is split between two project work packages depending on the originating stakeholder, and are managed on the project Jira requirement tracking system. Access to these queues requires authorization that can be provided on request..

- Requirements identified and prioritized by WP5.
- Requirements identified and prioritized by WP10.

www.eosc-hub.eu

![EOSC-hub logo]

The EOSC Portal Website

The EOSC Portal is part of the EOSC implementation roadmap as one of the expected "federating core" services contributing to the implementation of the "Access and interface" action line. It has been conceived to provide a European delivery channel connecting the demand-side and the supply-side of the EOSC and all its stakeholders.

In early 2017, the European Commission (DG CONNECT and DG RTD) asked the EOSC-hub, OpenAIRE-Advance, eInfraCentral and EOSC pilot projects to start the implementation of the EOSC Portal in order to have it delivered in occasion of the EOSC launch event held in Vienna in November 2018. On that date, the EOSC portal was officially launched. EFIS owns the domain eosc-portal.eu. The EOSC Portal is hosted on the Cyfronet servers.
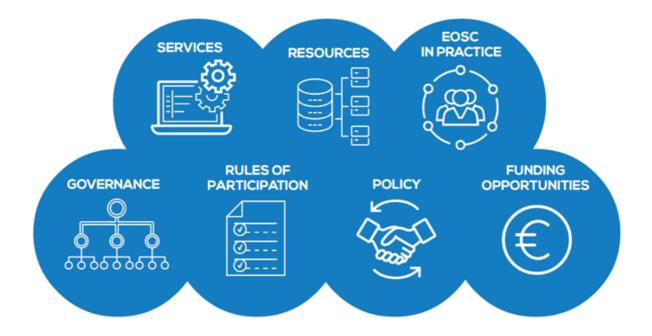
Website structure and content

The EOSC Portal content component presently complements the catalogue and arketplace role as a gateway by providing information about EOSC, the EOSC governance and players, the projects contributing to its realisation, funding opportunities for EOSC stakeholders, relevant European and national policies, important documents, and recent developments.

For prospective users of the services, the portal provides information on use cases under EOSC in Practice. The portal also provides information for potential service providers on how to onboard their services to the EOSC Portal Marketplace & Catalogue.

The EOSC Portal also engages the EOSC community and stakeholders by providing maintaining an up-to-date events and news section covering relevant news pieces and events coming from various EOSC initiatives.

The content provided by the Website is illustrated by the below diagram.

With the creation of the EOSC Secretariat website, there is now the need to better define what type of content is part of the EOSC portal and what type of content is part of the EOSC Secretariat project website.

It is envisaged that the EOSC Secretariat website will be the authoritative source of information for all the latest information related to the EOSC Governance. The EOSC portal should include references to the EOSC Secretariat website but focus mainly on the content related to the EOSC Marketplace and Catalogue, including use cases.

The EOSC governance should provide guidance on the future role of the EOSC portal and advice whether the EOSC portal becomes the "official" website for EOSC or if a new "EOSC" website should be created.

The structure reflected below include the parent pages (in capital letters) and subpages which are hosted in the content component of the EOSC Portal. This structure only pertains the website and does not affect the marketplace content organization.

ABOUT
- EOSC
- EOSC Doers
- EOSC Glossary
- EOSC Projects
- EOSC Governance
- EOSC Governance Board
- EOSC Executive Board
- EOSC Working Groups
- EOSC Stakeholders Forum
- Funding Opportunities
- Rules of participation
- FAQs
- Contact us

SERVICES & RESOURCES (provides the link to the Catalogue & Marketplace)

POLICY
- Europe
- Member States

DOCUMENTS
- European Commission
- Community
- Member States

EOSC IN PRACTICE
- Use Cases
- Open Call
- Best Practices
- EOSC Digital Innovation Hub

MEDIA
- News
- Forthcoming Events
- Past Events
- Submit your News/Event

FOR PROVIDERS

Branding

The EOSC Portal is branded with the EOSC logo (see below). This logo was developed by an independent web designer contracted by EFIS in view of the EOSC launch in 2018 and endorsed by the projects working on the portal implementation. In 2019, the logo has been confirmed by the EOSC Executive Board as the official EOSC logo.

Usage Statistics

A procedure is in place to track and report the statistics of the EOSC Portal. This task is carried out by EOSC-hub and is reported to the European Commission. The statistics tracking file can be accessed in this link.

Content Update Procedures and Participants

The Content Component in the EOSC Portal has been maintained by the EOSC Portal Editorial Board, whose membership has been formed of representatives from various EOSC support projects: eInfraCentral (now completed), EOSC-Enhance, EOSC-hub, EOSCpilot (now completed), EOSC Secretariat and OpenAIRE.

EOSC Portal Editorial Board

Members	Project	email
Jelena Angelis	eIC	angelis@efiscentre.eu
Iulia Popescu	EOSC-hub	iulia.popescu@egi.eu
Ilaria Fava	EOSC pilot/OpenAIRE	fava@sub.uni-goettingen.de
Sara Garavelli	EOSC-hub/EOSC Secretariat	s.garavelli@trust-itservices.com
Rob Carrillo	EOSC Secretariat/ EOSC Enhance	r.carrillo@trust-itservices.com
Tracey Biller	EOSC Enhance	t.biller@trust-itservices.com
Najla Rettberg	OpenAIRE	najla.rettberg@sub.uni-goettingen.de

EOSC-hub receives funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 777536.

www.eosc-hub.eu

| Tobias Steiner | OpenAIRE | steiner@sub.uni-goettingen.de |

Editorial Board Meetings:
- Skype calls every 3 weeks *Tuesday at 3:30 pm CET*

Content Publication Procedures:
- All the content uploaded on the portal needs to get the approval by the editorial board
- The focus of the editorial board meetings is to identify and agree the content that will be published on the portal
- If potential new content comes out right after the editorial board meeting, the board member will notify all the other members. If after one day (24 hours) no objection is received, the member is allowed to upload the content on the portal.

Future Plans

Date	Description	Who
Continuous activity	Content update	EOSC Portal Editorial Board
January 2020	Sanity check of the current EOSC portal content to make sure that there is no outdated information & clear distinction between the EOSC Secretariat & EOSC portal website	EOSC Enhance + EOSC Portal Editorial Board
January 2020 on	Collection of more meaningful use cases from EOSC cluster projects to showcase the benefits of using the portal	EOSC Enhance
February 2020 on	Creation of effective user journeys on the EOSC portal (to guide end users and service provider onboarding)	EOSC Enhance
February 2020 on	Requirements gathering for the creation of a training section on the EOSC Portal	EOSC Enhance