

Project Response to PY1 Review Report Recommendations

V1.0 2020-01-12¹

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Recommendations and Responses

Rec 1: Keep a high focus on the Portal development, on service integration, backend and frontend services

PROPOSED PLAN

- Continue with the implementation of the current integration plan of the EOSC-hub marketplace with the rest of the EOSC Portal components as per the Collaboration Agreement for the EOSC Portal development in 2019, the integration will include elements like helpdesk, accounting, monitoring, the service provider dashboard and order management capabilities. This will be implemented with the involvement of WP5 (federation services) and WP10 (architecture) (internal action: <https://jira.eosc-hub.eu/browse/EOSCAMB-139>)

STATUS UPDATE

- The short-term integration plan in progress.
 - Helpdesk and monitoring ongoing
 - Order mgmt tool released under evaluation by SOCRM team
- The medium-term technical integration plan under definition will be defined with the EOSC Enhance project, whose first kickoff meeting took place on Jan 09.
- Update onboarding procedures to offer the Hub portfolio federation services to service providers whose services are being enlisted to the catalogue. This will be implemented with the involvement of the Service Validation Board, which has the responsibility of discussing which Hub services should be offered to providers and the related value proposition (involved WPs: WP2, WP5, WP10) (<https://jira.eosc-hub.eu/browse/EOSCAMB-140>)

STATUS UPDATE

- The Service Validation Board was approved by the Activity Management Board in 2019.

¹ <https://documents.egi.eu/document/3559>



- The definition of the procedure for offering Hub Portfolio services (ready for Helpdesk) is in progress.

Rec 1.1: make sure that the Portal looks like a single Portal instead of two different front ends (Portal and Marketplace)

ACHIEVED. The objective was achieved in the context of the EOSC Portal Collaboration Agreement in November in collaboration with OpenAIRE-Advance and other partners with the November 2019 new release of the portal. The unified catalogue & marketplace can be now browsed [here](#).

Rec 1.2: run a good number of workshops and training activities (so as to get requirements for the Portal, co-design it with other interested parties, and improve the user experience) with the Portal (<https://jira.eosc-hub.eu/browse/EOSCAMB-141>)

PROPOSED PLAN

- Topical meetings at the EOSC-hub Week 2020 aiming at gathering feedback from stakeholders and feeding these to the EOSC-hub and EOSC Enhance development activities, complementing EOSC Enhance specific efforts (e.g. interviews with users, expert groups, surveys etc.). This will be conducted in collaboration with ESFRIs and other EOSC/FAIR related projects, and in close collaboration with the EOSC Enhance project.
- Preparation of training modules for service providers on value of EOSC integration and service onboarding and webinars.
- Make increasing use of the Service Providers Forum to engage with onboarded Service Providers and their users and to promote workshops and training activities.

Recommendation 1.3: Expose dashboards or statistics about the services involved in running the Portal, the computing resources, number of CPU hours involved in experiments (<https://jira.eosc-hub.eu/browse/EOSCAMB-142>)

PROPOSED PLAN

- Provide monthly reports for data analytics services integrated with the EGI Federation, leveraging the existing EGI accounting service (<https://accounting.egi.eu/>). With regards to thematic service providers, as they don't have an accounting infrastructure in place, this will partly require manual gathering of statistics.



Recommendation 1.4: the Portal should include a set of training material focused on EOSC use for users and service providers (<https://jira.eosc-hub.eu/browse/EOSCAMB-143>)

PROPOSED PLAN

- In PY1 training priorities have been focused on generic (WP6) and thematic (Wp7) services meant to be promoted towards user communities for widening their user base and a successful adoption of the Virtual Access instrument. The development of EOSC-focused training resources will be conducted in PY2 in collaboration with EOSC Enhance training activities (WP5).

Recommendation 1.5: establish smooth collaboration with EOSC Enhance project (<https://jira.eosc-hub.eu/browse/EOSCAMB-144>)

PROPOSED PLAN

- Update the collaboration agreement finalized in 2019 for the development of the EOSC Portal components, and update it to match the work plan of the EOSC Enhance project. The new collaboration agreement will cover areas like:
 - The Deployment of EOSC Enhance software releases, operate the EOSC Portal technical components, and provide support helpdesk tool according EOSC-hub Service Management processes.
 - The integration of onboarding activities and service portfolio management activities to be topped up with effort offered by the EOSC Enhance project.
 - The coordination of requirements gathering from end-users and providers.
 - The provisioning of training and the development of training resources
 - The maintenance of the EOSC Portal website content.

Recommendation 1.6: rebranding services (at least the main building blocks identified in the architecture and implemented in the project) with the EOSC brand (<https://jira.eosc-hub.eu/browse/EOSCAMB-145>)

PROPOSED PLAN

- The current services and activities using the EOSC brand are: the EOSC Digital Innovation Hub (WP9), the EOSC Early Adopter Programme (WP3, WP8, WP10) and the Catalogue & Marketplace (WP5).
- The candidate services supporting the EOSC Portal and/or providing access to providers and users will be selected and evaluated with Service Validation Board and Project Management Board. The proposed services will be communicated to the EC for evaluation. Governance-defined EOSC branding procedures will be enforced.

Rec 2: Increase service integration

The project needs to work to expand the service offerings beyond the HPC/cloud computing provision.

Rec 2.1 While the Cluster projects have just started, EOSC-Hub should keep interacting with them in order to stimulate them to use the Portal in the next period, as the project implementation progresses (<https://jira.eosc-hub.eu/browse/EOSCAMB-146>)

Rec. 2.2: Scientific Competence Centres are recommended to be brought into the Marketplace (<https://jira.eosc-hub.eu/browse/EOSCAMB-147>)

Rec. 2.3: There are still some data-intensive science user communities (e.g. medical research) that are not yet represented in EOSC. (<https://jira.eosc-hub.eu/browse/EOSCAMB-148>)

PROPOSED PLAN

With regards to Rec 2.1, three CCs are working on services that are already in the marketplace & catalogue, namely: WP8.1 (ELIXIR), WP8.2 (FUSION), and WP8.3 (MARINE) as detailed below. Other CC services will be promoted as they reach TRL 8 or 9.

- Coordinated actions on user engagement service & data onboarding, training, and collaborative support to thematic user communities (e.g. through thematic calls of the Early Adopter Programme) will be defined in collaboration with cluster projects and national projects. This will be possibly reflected in a joint work plan and MoU if necessary. The Competence Centres that are already contributing are:
 - WP8.1 ELIXIR ([EBI](#), UK, CZ, FI and Belgium) with Identifiers.org, the CyVerse Cyberinfrastructure for life science and the European Galaxy Server, CSC e-pouta, and the MetaCentrum cloud services.
 - WP8.2 FUSION is contributing with the [PROMINENCE](#) service.
 - WP8.3 MARINE is contributing with [IFREMER](#) services.

For what concerns Rec 2.3 and medical research, the needs will be assessed in collaboration with the EOSC-Life project. The current list of services for Health and Medicine can be browsed in the catalogue & marketplace [here](#). At the time of writing the following competence centres and initiatives are contributing to the sector: [ELIXIR](#) and the BIOEXCEL project and [INFRAFRONTIER](#), [INSTRUCT ERIC](#).

Rec 3. Adjust the training strategy to make it more focused

A clearer and more focused training strategy, target and goal of training are needed to prioritise actions. The training catalogue and materials should be enhanced with clear routes that should be used by interested scientists/communities (<https://jira.egi.eu/browse/EOSCAMB-149>)

PROPOSED PLAN

EOSC-hub WP11 (Training) is participating through its coordinator to the EOSC-wide Training Coordinators' Community of Practice. The purpose of this is the promotion of EOSC-hub training with respect to other initiatives of the EOSC landscape.

The main audiences of EOSC-hub training are researchers, scientific communities and industry/SMEs, as well as service providers who need technical assistance on using/integrating/providing services. These activity complement training efforts of collaborating

projects like OpenAIRE-Advance and FAIRsFAIR that look into the 'Open-ing' and into the 'FAIR-ification' of science, and the efforts of EOSC Enhance from early 2020 to pull together fundamental training on EOSC.

The EOSC-hub training resources will be used to setup the Training Programme for PY3 in Milestone 11.5 (due in February 2020).

EOSC-hub will contribute to the [Workshop on training in EOSC](#) that will take place in The Hague, The Netherlands (26-28 Feb. 2020). In the event the EOSC projects will discuss training strategies for the post-EOSC-hub years in EOSC. The project will also participate in the WG on TRAINING recently approved by the EOSC Executive Board.

The project will redefine the Training Registry layout on the project website, structuring content into:

- Modules by target user communities targeting main audiences like researchers and scientific communities, and service providers.
- Modules covering key project results of EOSC-hub and its partners.

The new structure will provide clear routes with learning goals for the visitors. Besides this, the website for the Service Provider Forum will be used to advertise training events. Section 4 of deliverable D11.2, currently under review, will provide further information including the structure and list of training modules.

Rec 4. Ensure fluid and open communication with the European Commission

Rec. 4.1. Considering the project is facing significant risks coming from a crowded external environment with still limited consensus on the EOSC federating model, branding and the Portal's value proposition the project coordinator should promptly bring to the Commission's attention any significant communication problems with the EOSC Governance and working groups. (<https://jira.egi.eu/browse/EOSCAMB-150>)

PROPOSED PLAN

- The recommendation will be followed by interacting with the EC on branding activities, WG contacts and liaisons platform will be used regularly to update on Governance on activities
- The project will contribute to new Interest Groups from 2020 (e.g. onboarding, federating core) and cross-project communication mailing list: allprojects@eoscsecretariat.eu

A report on the cross-project coordination outcomes are detailed in the following [report](#).

The project will contribute to all interest groups that will be kicked off in Q1 2020:

- Service Onboarding & Catalogues of services and research results
- Researcher Engagement and Use cases
- EOSC Federating Core
- EOSC Glossary

Rec. 4.2: The Portal metrics should be kept monitored on an ongoing basis and a periodic report should be sent to the EC. This report should contain info on services and providers - info on services and providers, info on and views/visitors (<https://jira.egi.eu/browse/EOSCAMB-151>)

Rec. 4.3: It is recommended to send to the EC, once by December 2019 and once in December 2020, the average number of users per month for each provider (users of service in general, not through EOSC)

PROPOSED PLAN

The project is producing a monthly report to be sent to the EC according to a structure directly agreed with the project officer (in addition to the existing portal and marketplace statistics page).

We plan to develop an automatic dashboard to gather metrics from the portal harvesting information from google analytics, Jira (for order tracking through the marketplace, this development plan is part of Amendment 3.)

The existing reporting page can be accessed [here](#).

The average number of users per month for each provider of the EOSC-hub project (EGI, EUDAT and Thematic Services) are displayed in the following table. The numbers of reported users depict the average of *unique* and *active* users that accessed a service in a given month over the 2019.

This data will be continued to be collected monthly in 2020 to measure trends and have an estimation of the impact of EOSC on the usage of these services.

| Service provider | Average number of unique users per month in 2019 |
|------------------|--|
| EGI | 57283 |
| EUDAT | 2550 ² |
| CLARIN | 411 |
| DODAS | 7 |
| ECAS | 14 |
| GEOSS | Not available ³ |
| OPENCoastS | 7 |
| WeNMR | 315 |

² User numbers based on the total numbers (not per month) of registered accounts on EUDAT's infrastructure IdP proxy. Usage of B2FIND and services without authentication are not considered in this overview.

³ The usage statistics of the GEOSS Platform are maintained by GEOSS Platform team and will be published on the GEOSS Web Portal in the next weeks.

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|--------------|--------------|
| EO Pillar | 31198 |
| DARIAH | 15 |
| LifeWatch | 199 |
| TOTAL | 91999 |

Rec 5. More timely delivery

Rec. 5.1: The project should make more efforts to ensure the timely submission of deliverables in the next project period.

PROPOSED PLAN

The timeline of deliverables and milestones has been revised taking into account requirement of public consultation or dependency on other projects' input (requests of change in the original timeline will be included in Amendment 3). The timeline will be proposed to the EC for approval in the context of Amendment 3.

The Activity Management Board will also more often check the status of deliverables and milestones during bi-weekly meetings.

| Deliverable | Proposed change (Amendment 3) |
|---|--|
| D2.4 Detailed sustainability implementation roadmap | Due date change from M24 to M26 |
| D4.4 Usage statistics of the production services and capacity plan Skip to end of metadata D4.5 Usage statistics of the production services | Merge D4.4 (M24) and D4.5 (M36) to provide one deliverable D4.4 Capacity plans for services in the Hub Portfolio (M30) |
| D2.9 Final Data policy recommendations | Due date change from M24 to M30 |
| D10.2 EOSC Hub Technical Roadmap v2 | Due date change from M24 to M30 |
| D10.6 Requirements and gap analysis report v2 | Due date changed from M24 to M28 |
| D7.5 Final report on Thematic service architecture, software integration and exploitation | Due date changed from M32 to M36 |
| D12.3 Final report on procurement and purchasing framework definition and validation | Due date changed from M33 to M34 |



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|--|--|
| D5.6 Final release of federation and collaboration services and tools D5.7 Final report on the integration of federation and collaboration services | Merge D5.6 (M34) and D5.7 (M36) to provide one deliverable D5.6 Final report on the integration of federation and collaboration services (M36) |
| M10.2 Technical Roadmap v2 revision | Due date change from 01 Aug 2020 to 01 Oct 2020 |

Rec. 5.2: After the EOSC symposium, the project coordinator should submit to the European Commission a brief report to summarise the progress made on the Portal and the outcome of the discussion about the training materials and activities.
(<https://jira.egi.eu/browse/EOSCAMB-152>)

PROPOSED PLAN

- The training report is available in response to Recommendation 3 in this document.
- The EOSC Portal report is available at: <https://documents.egi.eu/document/3559>

Rec. 5.3: The third amendment should be submitted as soon as possible in order to have sufficient time to implement the new activities in the next project period.

PROPOSED PLAN

The project office assessed the use of resources for:

- the underspending partners and their ability to consume the budget in RP2;
- the partners with a substantial deviation of the estimate average PM costs.

Partners will have to release budgets where activity cannot be justified. The 3rd amendment, currently in preparation, supports these corrective actions and the implementation of the Early Adopter Programme (Call 1 and Call 2). The budget freed is redirected where needed to: (1) to shuffle activities, efforts and budget between partners., (2) allocate additional efforts for existing and/or new activities, (3) correct “unplanned budget” resulting from the overestimate average PM costs; and (4) allocate additional travel budget to enable networking activities and project meetings in 2020.

A draft overview of the Amendment N3 was presented to the General Assembly on November 25th. It is expected to be finalized at the end of January 2020.

Rec 6. Improve the quality of some deliverables

Concerned Deliverables: D1.5, D1.6, D5.2, D5.3, D6.1, D8.1, D10.4

PROPOSED PLAN

Resubmission is planned by the end of January 2020.

