

Explanation of each process step of Service Integration process v2

Process step	Role	Its detailed content
Starting point		<ul style="list-style-type: none"> - Service Information handed over from Service Portfolio Management (Onboarding process)
Assess service integration readiness	Service Integration Manager	<ul style="list-style-type: none"> - Service Integration Checklist with template user stories for product backlog is used for assessment of service integration readiness: - User Story #1: AAI Login with home account possible - User Story #2: Service provider registered service at Helmholtz AAI - ... - User Story #5: provisioning is done automatically - ... - User Story #8: service provider offers Helpdesk for service support - ... - User Story #10: service description for Cloud Portal is complete - The more user stories the service can yet fulfill, the higher is it's integration readiness
Extract technical information from Service Canvas	Service Integration Manager	<ul style="list-style-type: none"> - Check Service Canvas for technical information which are relevant to perform service integration tasks
Check whether all technical information is there	Service Integration Manager	<ul style="list-style-type: none"> - Check whether the Service Canvas includes all necessary information (is complete/filled out correctly) -
Ask service provider to give necessary information via survey or interview	Service Integration Manager	<ul style="list-style-type: none"> - If anything is missing/unclear, ask service provider for necessary information/clarification - This can be done either via the SI survey or in interview form
Fill out survey/ answer questions in interview	Service provider	<ul style="list-style-type: none"> - Give necessary information to service integration team
Decide to which list the service is added using SI criteria	Service Integration Manager	<ul style="list-style-type: none"> - As soon as all necessary information is clear and given to service integration, they need to decide to which list they put the service to, using service integration criteria - Service integration criteria are (relating to service integration checklist user stories): AAI connectivity User provisioning Deprovisioning User Support

Process step	Role	Its detailed content
Create sprint backlog for service (SI sprint list)	Service Integration Manager	- If service is put to SI sprint list, it is quite ready for service integration, so a sprint backlog for the service can be created (including sprint tasks for the service provider to be completed)
Create sprint backlog for service and plan long term activities (SI long term integration)	Service Integration Manager	- If service is put to SI long term integration list, it may take some time to integrate the service, but to get things done in the long term, it is necessary to create a sprint backlog to plan long term integration activities for the service
Regularly ask service provider about status quo (SI on hold)	Service Integration Manager	- If service is put to SI on hold, the service provider cannot drive service integration at the moment. Service is then set to status "Integration on hold". Anyway, the service provider should regularly be asked about the status quo of the service. Service being in status "Integration on hold" for a longer time might be removed from the Service Portfolio during a review process.
Shift service to other list and create sprint backlog as soon as ready (SI on hold)	Service Integration Manager	- If status quo of a service in status "Integration on hold" changes, it is shifted to another list (SI sprint list or SI long term integration). A sprint backlog is created for the service.
Perform regular sprint meetings with service providers	Service Integration Manager	- Perform sprint meetings to coordinate sprint tasks and monitor progress to drive service integration
Perform sprint tasks/ drive integration	Service provider	- Perform the sprint tasks defined in regular meetings with Service Integration Manager(s)
Support service provider in completing sprint tasks	Service Integration Manager	- Offer support to perform the sprint tasks to service provider – e.g. share experiences from previous service integrations
Evaluate whether all sprint tasks are done	Service Integration Manager	- Check sprint task completion
Ask service provider for final approval for listing in Cloud Portal	Service Integration Manager	- If all sprint tasks are done, service integration is completed - Then service provider needs to give the final go for the listing in Cloud Portal
Decide about final approval for publication in Cloud Portal	Service provider	- Decision from service provider side whether they are ready to have the service actually listed in Cloud Portal – or whether there are still some things that need to be done/clarified
Create Cloud Portal entry	Service Integration Manager	- If service provider approves to be listed in Cloud Portal, the Service Integration Manager can create the corresponding Cloud Portal entry
Ask service provider and Cloud Portal Manager for approval of Cloud	Service Integration Manager	- The created Cloud Portal entry needs to be reviewed by both service provider and Cloud Portal Manager before it is released for public visibility

Process step	Role	Its detailed content
Portal entry		
Decide about approval of Cloud Portal Entry	Service provider + Cloud Portal Manager	- Service provider and Cloud Portal Manager check the Cloud Portal entry for completeness and correctness – and whether anything needs to be adapted or everything is fine
Give feedback/ adaptations desired to Service Integration Manager	Service provider + Cloud Portal Manager	- If something needs to be adapted, service provider and Cloud Portal Manager are asked to communicate the adaptations they desire to the Service Integration Manager
Integrate feedback/ desired adaptations	Service Integration Manager	- Implementation of feedback/desired adaptations from service provider and/or Cloud Portal Manager
Release Cloud Portal entry	Service Integration Manager	- If everything is fine, the Service Integration Manager can release the Cloud Portal entry of the service for public visibility
Inform Service Portfolio Management about completed integration	Service Integration Manager	- In order to continue the service Onboarding process, the Service Portfolio Management needs to be informed about completed service integration
Continue with service Onboarding process	-	- Service integration process is completed - therefore service Onboarding process can proceed