

Explanation of each process step of the future Onboarding process for new services in Helmholtz Cloud v9

Process step	Role	Its detailed content
Starting points		<ul style="list-style-type: none"> - New service should be offered via Helmholtz Cloud - Triggered by a service provider who wants to offer a new service - New service required in Helmholtz Cloud"/>
Fill out Application Form for new services	Service provider	<ul style="list-style-type: none"> - Application Form is available in Plony - Application Form includes all necessary information on a service to evaluate whether it passes all Exclusion criteria
Check whether service fulfills Exclusion criteria	Service Portfolio Manager	<ul style="list-style-type: none"> - Check whether the Application Form includes all necessary information (is complete/filled out correctly) - Clarify unclear points, if necessary - Check if service passes all Exclusion criteria (partly automated check via Plony, thus reducing the effort required for evaluation to a minimum)
Document the criteria the service fails to fulfill	Service Portfolio Manager	<ul style="list-style-type: none"> - Could be e.g. an export of Application Form from Plony showing which Exclusion criteria are not fulfilled
Give feedback to the service provider and offer chance to adapt application	Service Portfolio Manager	<ul style="list-style-type: none"> - Inform service provider about evaluation results and underline which Exclusion criteria were not fulfilled/what needs to be done to fulfill these criteria - Offer the possibility to review and adapt the application and therefore apply again
Decide whether to adapt or withdraw the application	Service provider	<ul style="list-style-type: none"> - Decide whether the Exclusion criteria not yet fulfilled can be fulfilled / actions that are required to be done can/want to be performed
Inform HIFIS about application withdrawal	Service provider	<ul style="list-style-type: none"> - Inform HIFIS that application will not be adapted and set status to "Application withdrawn"
Adapt application and apply again	Service provider	<ul style="list-style-type: none"> - Adapt application in Plony and send it again to HIFIS
Put the service to the Service Integration List	Service Portfolio Manager	<ul style="list-style-type: none"> - The Service Integration List equals the service pipeline - Service integration list is filled up with further services continuously – integration rank of services may change when services with a higher score come into service pipeline
Ask service provider to fill out Service Canvas and Service Description	Service Portfolio Manager	<ul style="list-style-type: none"> - Service Canvas (thus including Service Description information) is to be available in Plony - Provide support if required to fill out the Service Canvas

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Fill out Service Canvas	Service provider	- Service provider fills out Service Canvas
Work out general usage conditions for service, valid for all Helmholtz centres (service description)	Service provider	- General usage conditions should be defined for every service - Especially for mass services the usage conditions (e.g. storage space, support times) need to be clearly defined - General usage conditions should be documented in the service description
Give all service information (Service Canvas + service description) to Service Portfolio Manager	Service provider	- Send filled out service information (Service Canvas + service description) to HIFIS Service Portfolio Manager
Check whether all necessary service information is there	Service Portfolio Manager	- Check whether the Service Canvas includes all necessary information (is complete/filled out correctly) - Clarify unclear points, if necessary - Give service provider the chance to adapt the Service Canvas if something is missing/not clear enough
Ask service provider to give necessary information/ modify Service Canvas	Service Portfolio Manager	- Ask service provider to modify Service Canvas information according to feedback from HIFIS Service Portfolio Management
Evaluate the service based on the defined Weighting criteria	Service Portfolio Manager	- Conduct evaluation of the service based on the Weighting criteria - Points earned in the service selection indicate the integration priority (rank in Service Integration List)
Hand over service to Service Integration	Service Portfolio Manager	- Hand over all service information to Service Integration (process for Service Integration is to be documented by WG Service Integration) - As soon as Service Integration started, the rank of a service in the Service Integration List doesn't change anymore
Service Integration process	Service Integration Manager	- Please check the corresponding process documentation for more details
Inform service providers that Onboarding process is completed	Service Portfolio Manager	- Give information to service providers that their service will soon be available in Helmholtz Cloud Portal and that the Onboarding process is completed - Set time to "react" before service will be released (no decision to be made, only info)
Announce the availability of new service	Service Portfolio Manager	- Officially announce the newly "released" service on HIFIS Website/in Helmholtz Cloud Portal