Service information for Helmholtz Cloud services, collected during Onboarding process
Last update: 17.06.2025, Page 1 of 4

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Authorization/access rights:

READ:
- during Onboarding, Service Owner (from Service Provider side) and Service Portfolio Manager + Service Integration Manager (HIFIS side) can read service information (every field)
- when service is online, every role can read service information (every field)

WRITE/EDIT:		
d	discussion/consulting
x	edit
w	suggest + request change
y	approve change

Service Provider	Service Owner, Further Admins, Service Manager, Provider Manager	Service Owner + Further Admins = Group Service Operation
HIFIS	Service Portfolio Manager, Service Integration Manager, Cloud Portal Manager, Legal Aspects Manager, Cloud Platform Manager, HIFIS Manager, KPI Coordinator	All together: Group HIFIS

Status + Rights per Role

Field	Application in Draft	Service Planned/ Service Information in Draft	Service Information Received	Integration completed/ Discontinued/ Application Withdrawn / Service offer withdrawn	Ready for Integration/ Integration planned	Integration in Progress		Service Card Review					Available,Online/ Not available/ Full Capacity reached				
	Service Owner	Service Owner	Service Portfolio Manager	Service Portfolio Manager	Service Integration Manager	Service Owner	Service Integration Manager	Service Owner	Service Manager	Service Portfolio Manager	Service Integration Manager	Group: HIFIS	Group: Service Operation	Service Manager	Role: Service Portfolio Manager	Role: Service Integration Manager	Group: HIFIS
	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit	Write/Edit
Application Form fields																	
Service ID (Unique Identifier)																	
Service Status	x	x	x	x	x		x			x					x		
Service Name	x	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Software Name	x	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Description	x	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Service Owner	x	x	x		x	w	y, x			x			w	w	y, x	w	
Service Provider	x	x	x		x	w	y, x			x			w	w	y, x	w	d
Exclusion criteria																	
Free Provision Statement	x																
Ensured Support Statement	x																
Helmholtz ID Statement	x																
Service Readiness	x																

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Service Canvas fields																	
Last Edit																	
Service Card (public)																	
General																	
Service Name																	
Service Logo		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Software Name																	
Short text for Service Card in Cloud Portal		x	x		x	w	y,x	w	w	y, x	w	d	w	w	y,x	w	d
Description																	
How to get access																	
Preconditions		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Preconditions – Description		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Preconditions – Done		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Connected to Helmholtz AAI		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
User Access		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
User Access – Description		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Limitations																	
Limitations		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y,x	w	d
Availability for External Users		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Availability & Backups																	
Service Levels Description		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d
Backup		x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d

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Sidebar Information																	
Link to Service Login	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
User documentation link	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Service Provider																	
Committed Provision time	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Storage of Service Data (Location)	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
User Support Mail (1st Level)	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Fields that are not displayed but used in backgrou																	
Service Category	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Research field	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Keywords/Tags	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Additional Keywords/Tags	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Availability Checker	x	x		x	w	y, x	w	w	y, x	w	d	w	w	y, x	w	d	
Service Integration (not public)																	
Service Integration																	
Service Type	x	x		x	w	y, x			x			w	w	y, x	w	d	
Service Production Status	x	x		x	w	y, x			x			w	w	y, x	w		
Connection with HIFIS Helpdesk	x	x		x	w	y, x			x			w	w	y, x	w	d	
Service Operation KPI	x	x		x	w	y, x			x			w	w	y, x	w	d	
Service Operation KPI – Description	x	x		x	w	y, x			x			w	w	y, x	w	d	
How connected to Helmholtz AAI	x	x		x	w	y, x			x			w	w	y, x	w		
How connected to Helmholtz AAI Description	x	x		x	w	y, x			x			w	w	y, x	w		
VO capability	x	x		x	w	y, x			x			w	w	y, x	w		
VO cability description	x	x		x	w	y, x			x			w	w	y, x	w		
User Deprovisioning mechanism	x	x		x	w	y, x			x			w	w	y, x	w		
User Deprovisioning mechanism description	x	x		x	w	y, x			x			w	w	y, x	w		

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Organizational information (not public)																	
Compliance & Security																	
Legal prerequisites	x	x			x	w	y, x			x			w	w	y, x	w	d
Security Incident – additional information receiver	x	x			x	w	y, x			x			w	w	y, x	w	
Communication																	
Communication with HIFIS	x	x			x	w	y, x			x			w	w	y, x	w	d
Communication with HIFIS - mailing list/functional mail address	x	x			x	w	y, x			x			w	w	y, x	w	d
Communication with HIFIS – Other	x	x			x	w	y, x			x			w	w	y, x	w	d
Responsibilities																	
Service Owner																	
Service Manager	x	x			x	w	y, x			x			w	w	y, x	w	
Provider Manager	x	x			x	w	y, x			x			w	w	y, x	w	
Service Quality																	
Quality standards in Service Provisioning	x	x			x	w	y, x			x			w	w	y, x	w	
Support in Scientific Process	x	x			x	w	y, x			x			w	w	y, x	w	
Support in Scientific Process - Description	x	x			x	w	y, x			x			w	w	y, x	w	
Resilience/ Off-Site Backup	x	x			x	w	y, x			x			w	w	y, x	w	
Software Updates	x	x			x	w	y, x			x			w	w	y, x	w	
Other																	
Additional information	x	x			x	w	y, x			x			w	w	y, x	w	