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EGI federating service provision 2021-2024

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Federating Service Management

- Federating/enabling services and activities from the EGI Internal Portfolio

- Continuation of existing services. Planned funding streams:
  - infraeosc-07A(1)* Computing *focus on **service delivery***
  - infraeosc-03 EOSC$^+$ Portal
  - EGI Foundation

- Incorporated into Phase IV EGI Bidding across services/activities, each with 3 areas (integration, innovation, delivery)

- Additional requirements: mature service management and open source software.

Dates for bidding

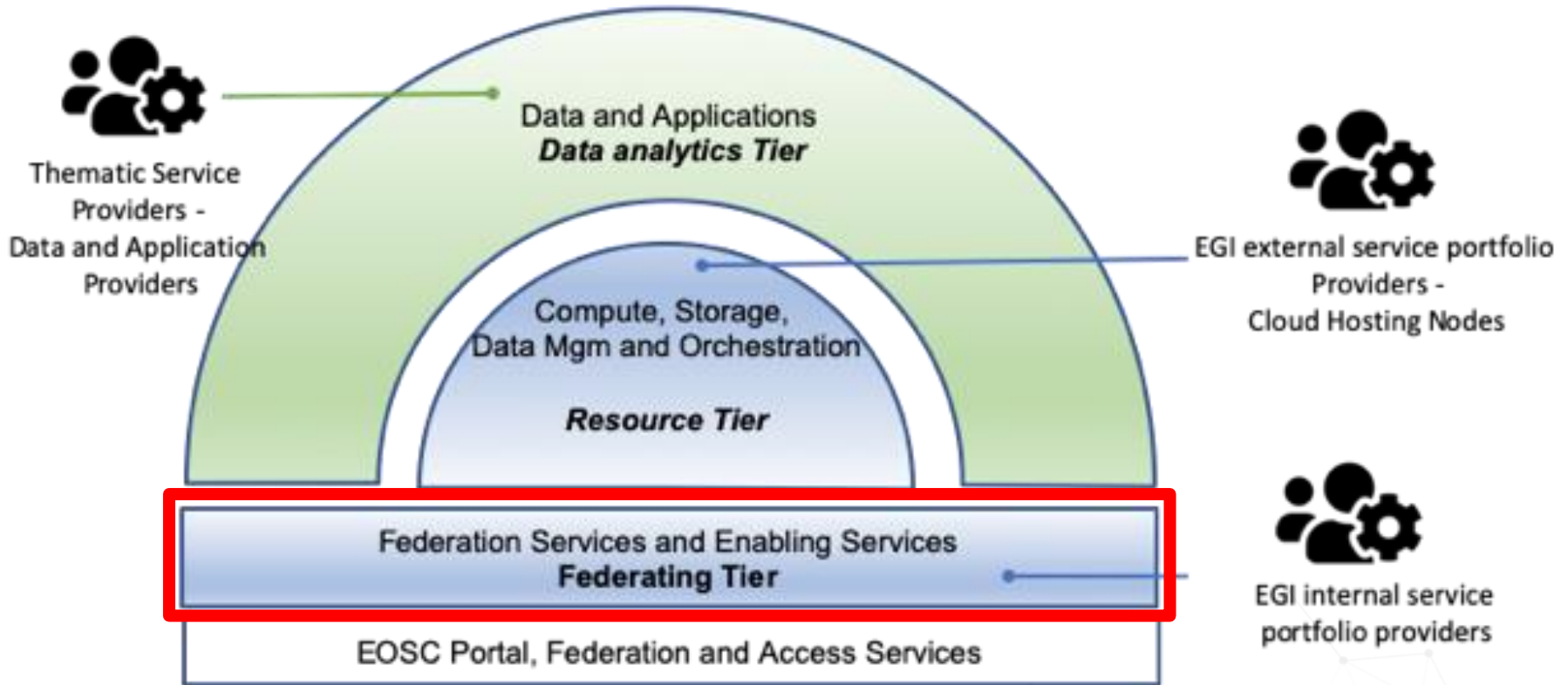21 Nov '19 – invitation for bidding opens
20 Dec '19 – bidding deadline
15 Jan '20 – evaluation and shortlisting completed
03 Feb '20 – bids presented with initial analysis

Budgeting within -07, -03 project proposal now underway

Accounting repository and portal

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
Accounting Repo + Portal	4	4	UKRI+CESGA (APEL)

- Proposals for increased development addressing scalability (proposed for funding by EGI and EOSC) + support

- Proposal for integration of OIDC

- More funding requested for overall ops

Suggested next steps:
- Align development areas against –03/-07(A1) projects
- Support for non-EGI EOSC communities to be from infraeosc03
- Determine whether additional funding request can be met

Configuration DB

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
Configuration DB	3	1	UKRI (GOCDB)

- Proposals for development of failover and improved data consistency issues due to higher automatic updating (WLCG using GOCDB more programmatically via CRIC)

- Proposal for better scalability demanded by more endpoints in EOSC

- Proposal for integration of OIDC

Suggested next steps:
- Align development areas against –03/-07(A1) projects
- Support for non-EGI EOSC communities to be from infraeosc03
- Determine optimal source of funding

Helpdesk

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
Helpdesk	12	0	KIT (GGUS)

- Tender specific for EGI (no EOSC activity). Heavy focus on WLCG inc. EGI communities.
- Development proposal for improvements on GUI

Suggested next step
- Suitable inclusion of activity in -07a(1)

Helpdesk Support Staff

Activity OR Service	Estimated effort		Received bid
	EGI activities	EOSC activities	Institute(s)
Helpdesk Support Staff	15	0	CESNET

- Joint 1st and 2nd line support (TPM and DMSU SUs) across all EGI platforms
- Service delivery for 2PM (management), 3PM 1st level, 10PM 2nd level

Suggested next step

- Suitable inclusion of activity in -07a(1)

New service: EOSC Helpdesk

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
EOSC Helpdesk	n.a	unspecified	KIT

- New unified Helpdesk conforming to EOSC Helpdesk specifications

- Helpdesk technology based on OTRS (*https://github.com/OTRS/otrs*)

- AuthN/unauthN. ticket creation via helpdesk interface+EOSC AAI/webform

- Optional additional features: broadcast+workflow functionality. Mobile app.

- Significant advantages over splitting from GGUS

Suggested next steps

- Scoped for infraeosc03

Two Helpdesk?

- New EOSC Helpdesk being built from scratch within infraeosc-03
- Requirements from all communities inc. WLCG, EGI, EOSC communities
- Eventual migration of other existing helpdesks (inc. GGUS)

Operations portal

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
Operations Portal	8	4	IN2P3

- Improvements for VO registration process and ability to adaptability for use with any e-Infrastructure and integration with EOSC Portal

- Equal funding across -07a1 and 03 proposed

- No breakdown of funding of operations/development/integration

Suggested next step

- Clarify splits of activities

Security Coordination and Tools

Activity OR Service	Estimated effort(*) (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
Security Coordination and Tools	21(*)	17	UKRI+Nikhef+CERN+CESNET+GRNET

- Continued critical role expected

- Proposed EGI activities: security ops coordination, tools for SSC, security policy coordination, CSIRT, SVG, ops security monitoring, IGTF/EUGridPMA

- Proposed EOSC activities: security policy coordination, IGTF/EUGridPMA/security training

- All consortium partners offering 4FTEs unfunded contributions

Suggested next step

- Possibility to move any further funding of activities to 03?

(*) including EOSC-hub 1.7PM security training and 2PM maintenance of security tools

UMD/CMD QA

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
UMD/CMD QA	20	5	IBERGRID

- Proposal for further automation of the SW QA validation process AND new SQAaaS

- EOSC activity relates to SMS and not QA service provision.

Suggested next steps

- EOSC activity (inc. SQAaaS could be supporting software development in -03.

UMD/CMD SW Provisioning Infra

Activity OR Service	Estimated ops effort (NOT including development)		Received bid
	EGI activities	EOSC activities	Institute(s)
UMD/CMD SW Provisioning Infra	5	1	IASA
			IBERGRID

IASA

- Development including support for containers, new unified frontend and replacement of RT

IBERGRID

- Proposal for unification of QA and UMD/SW provisioning infrastructure

Suggested next step

- Clarify more information about the competing bids in order to select the most appropriate

Open questions and final thoughts

- Where should significant new development be funded from? project or EGI Foundation? Possibly depending on service/source requirements

- 50% Project / 30% EGI / 20% Partner split of costs acceptable?

- Looking at ways to support DPM via infraeosc-03

- Evolving requirements of these services from WLCG?

WLCG, EGI and GDB

- Requirements feedback/validation of federating service tools development roadmaps via OMB

- Proposal to use GDB as additional channel for WLCG