Service Architecture (ServArch) overview

- First proposed at the GA in Geneva in July 2012
- Intended to sit between
  - the (as yet not-fully-defined) top-down business model/needs, and
  - the bottom-up TechArch developments
- Starting by explaining why we (and anyone) need a ServArch in the first place, and what it contains (Doc 1)
- Then explaining more of the HN-specific requirements from two perspectives:
  - Services: service descriptions, levels, etc. (Doc 2a)
  - Organisation: demand/supply, support, etc. (Doc 2b)
- Draft documents produced on each

Who's involved

- Atos: Mick Symonds (chairman)
  - Michel van Adrichem
- CSA: Giles Hogben
- Logica: Phil Evans
- Terradue: Hervé Caumont
- T-Systems: Bernd Schirpke

- Communications with:
  - TechArch: especially for identified requirements
  - FedSM EC Project, via EGI
  - HN EC Project:
    - WP3: requirements
    - WP4: provisioning
    - WP6: eInfrastructure
    - WP7: business model
    - WP8: governance

Context

- Business model
  - Demand profile(s)
  - Supply profile(s)
  - SME's, VAR's, etc.
  - Brokerage roles

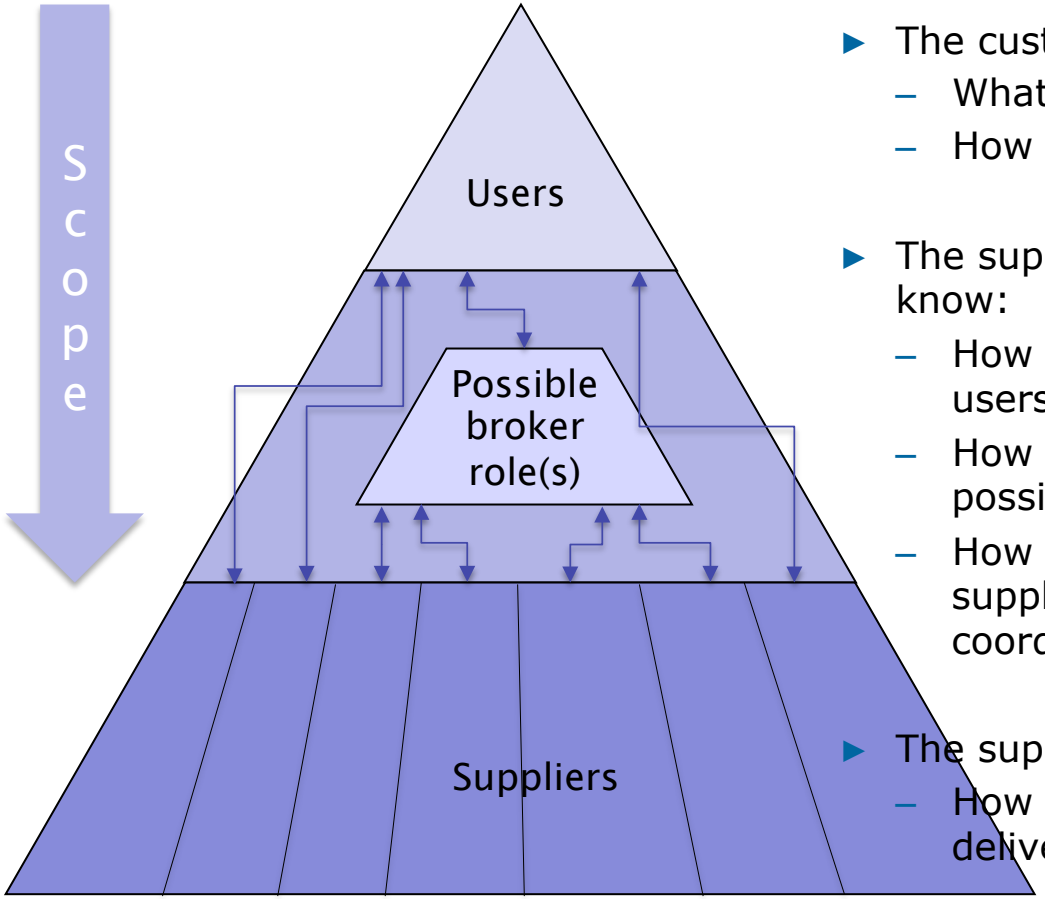
Assumed needs

- Services
  - Service descriptions, levels
  - Organisation, support
  - Billing and payment
  - etc.

Tricky questions

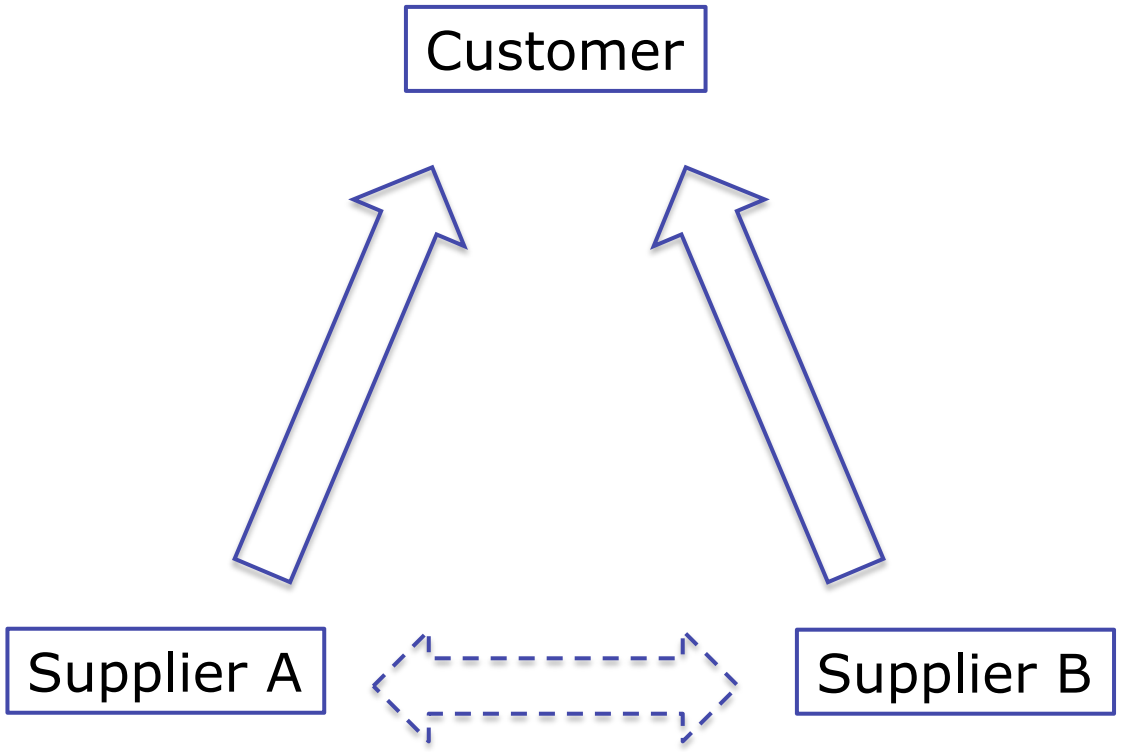
- Technology architecture
  - Servers, storage, network
  - Blue Box(es)
  - Data management

Scope of ServArch document



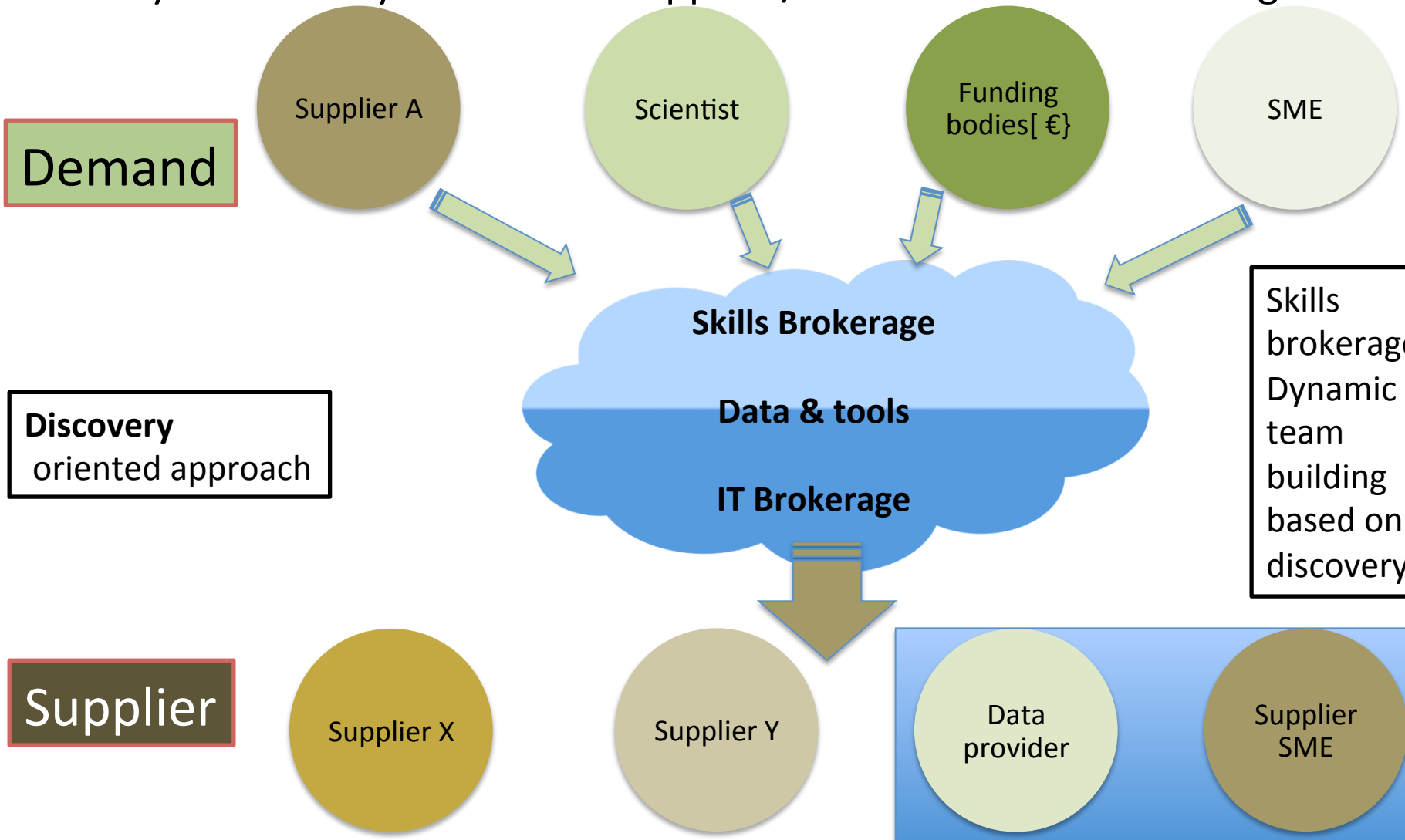
- The customer and users need to know
  - What services are being offered
  - How to use the services
- The suppliers and possible broker need to know:
  - How to deliver the services to the users
  - How the interfaces between supplier, possible broker and users work
  - How the interfaces between multiple suppliers, and possible broker, work to coordinate services
- The suppliers need to know:
  - How to manage their own service delivery

Cooperation triangle

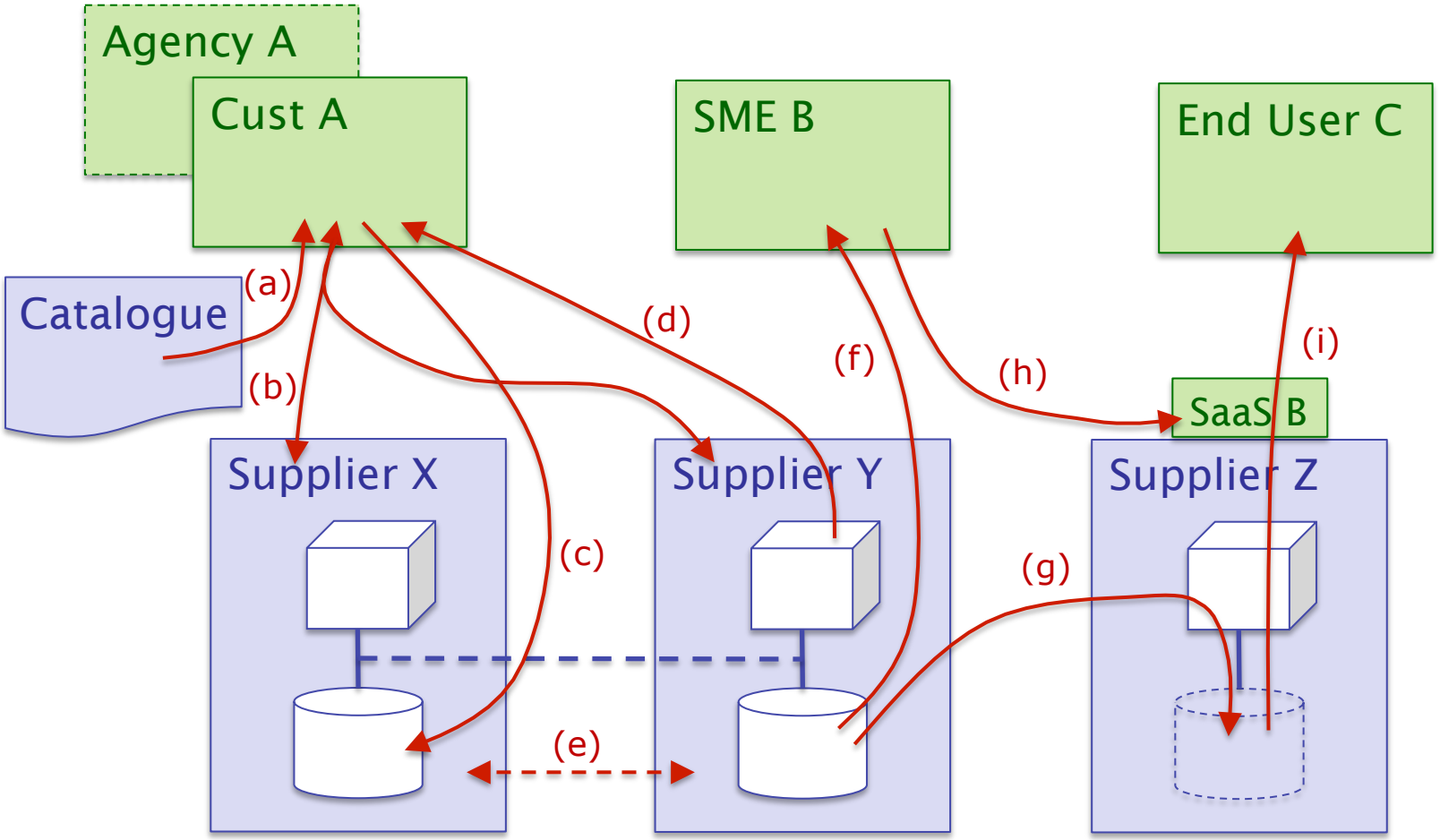


Ecosystem #4

#4 multiple customer & supplier – multiple supplier & customer; dynamic ecosystem where supplier / customer roles can change



Business and services scenarios



Meanwhile, in parallel, the service elements need to be there:

- **Support:**
  - there are coordinated points of contact between Suppliers X, Y and Z
  - and any SME's, etc. involved
  - to provide necessary support facilities to all users
  - single point of contact, no ticket-bouncing, service reporting, etc.
- **Service levels and reporting:**
  - end-to-end, in any of its six meanings
  - to agreed coordinated levels and formats
- **Billing:**
  - for infrastructure: storage, processing, network, …
  - for information, etc., and the means to supply it
- **Payments:**
  - from funding Agency and End Users to Suppliers for storage and processing
  - and/or Customer A for access to their Data and/or SME B for their Information
  - with back-payments between them, as appropriate.

Separate presentations

- Service Architecture overview
  - from Doc 1
- Services: descriptions, elements, levels, etc.
  - from Doc 2a
- Organisation: support, etc.
  - from Doc 2b

Service component relationships