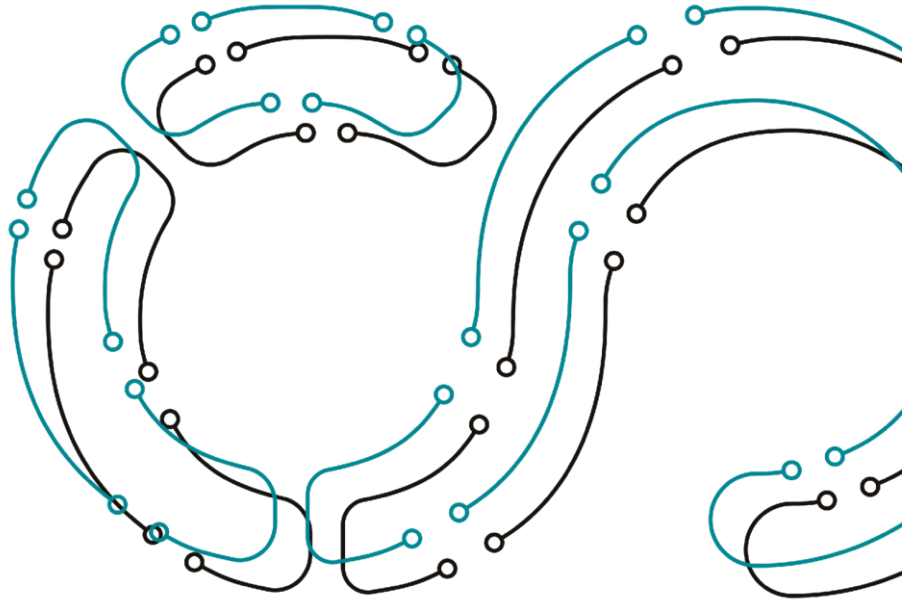
FC-3 Helpdesk: status and roadmap

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FC-3 Helpdesk: what is it?

“Integrates the helpdesks of EOSC Nodes within the EOSC Federation to provide a federated support channel between users and providers.”
EOSC Federation Handbook

Own helpdesk

Each Node keeps its own helpdesk, tools and processes.

Provider and consumer

Any Node can send a ticket to another Node or receive one.

Users stay with their Node

Users contact their own Node. They do not need to know which node owns their problem.

Exceptions to the FSU

A rotating Federation Support Unit handles what one Node cannot solve.

Mandatory today

Every Node operates a helpdesk, its own or a hosted one, with a support contact.

Recommended

Email integration with the FSU Helpdesk and other EOSC nodes.

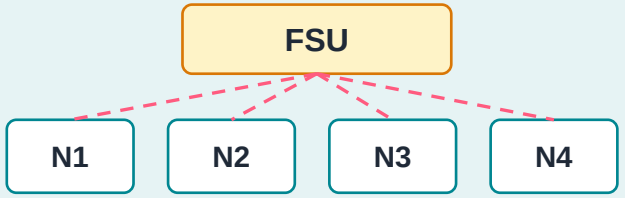
All functions of FC-3 are subject to GDPR

Roadmap: three phases

Phase 1

NOW

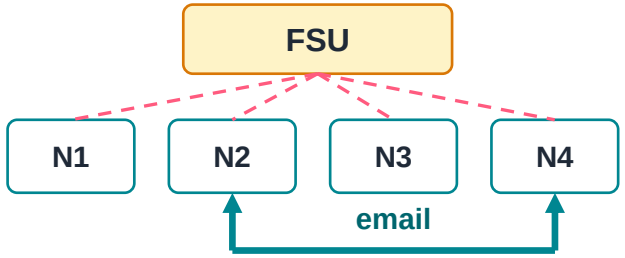
Email integration with the FSU



- Every Node helpdesk linked to the FSU Helpdesk by email
- Users contact their own Node
- Rotating FSU duty crew

Phase 2

Email integration between Nodes

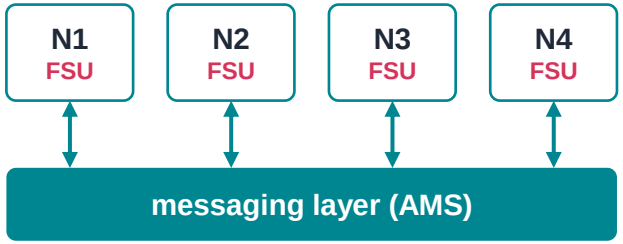


- Direct email links between Nodes that share use cases
- Remaining Nodes join

Starts when pairs of Nodes exchange tickets regularly

Phase 3

API-based full integration



- All Nodes connected through a messaging layer (AMS)
- FSU queue synced into every Node's helpdesk
- Agents work in their own helpdesk

Starts when volume justifies API integration

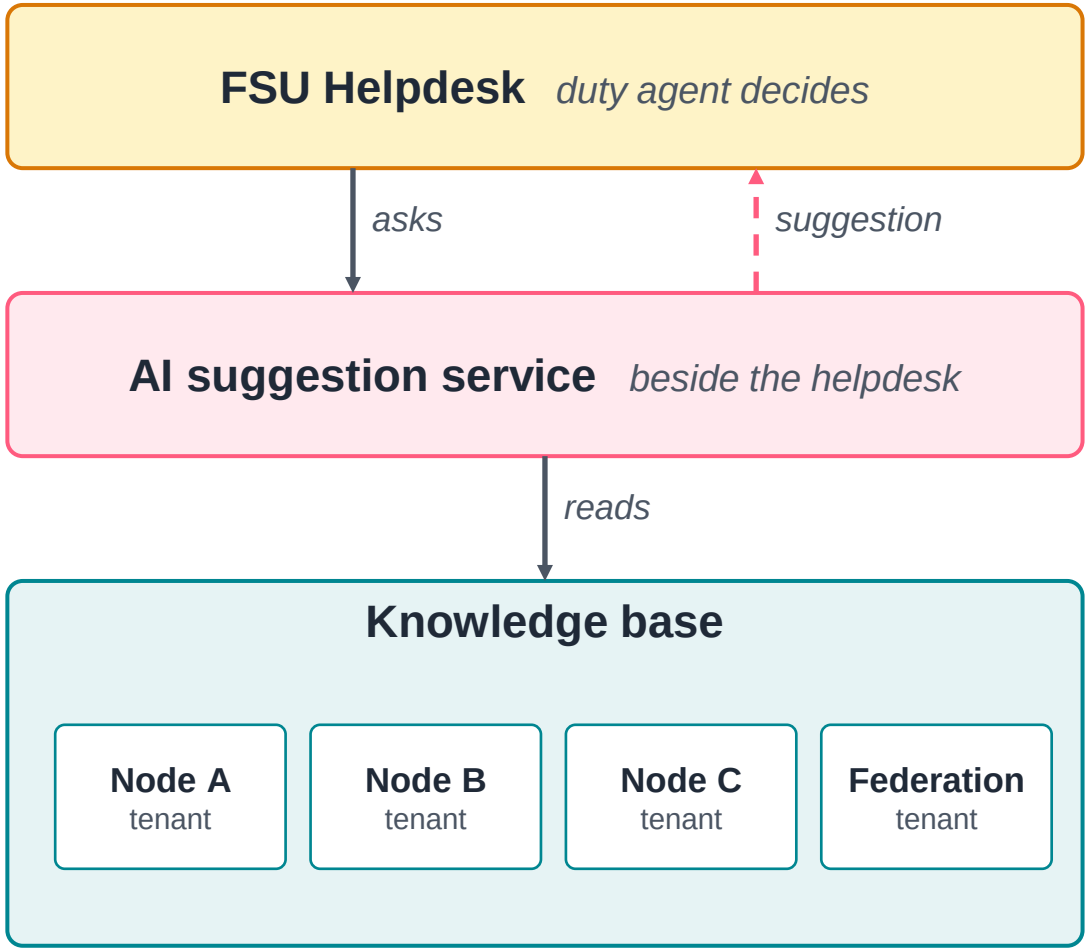
Federation Support Unit with AI assistance

Exceptions only: AI suggests, a person decides

The FSU acts on five cases

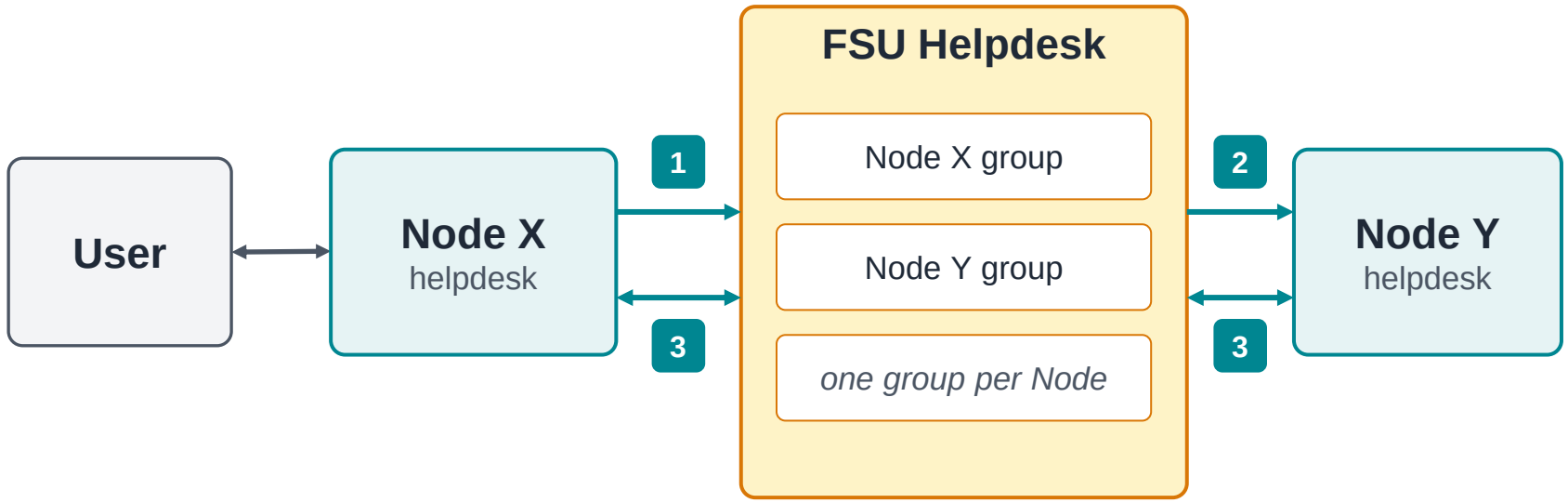
1. **Wrong assignment:** the Node cannot tell who is responsible
2. **Service gap candidate:** no Node has the capability
3. **Ownership dispute:** Nodes decline it as out of scope
4. **Federation scope:** addressed to the federation as a whole
5. **Escalation:** a shared ticket has stopped moving

Duty crew: one Node on duty per month, no L1 work for any Node



Email integration in a nutshell

Each Node helpdesk exchanges tickets with the FSU by email



1. Node X passes the ticket to the FSU Helpdesk by email.
2. The duty crew moves it into Node Y's group; a trigger forwards it to Node Y's helpdesk.
3. Every article is synced between the FSU Helpdesk, Node X and Node Y.

Any helpdesk that sends and receives email can join

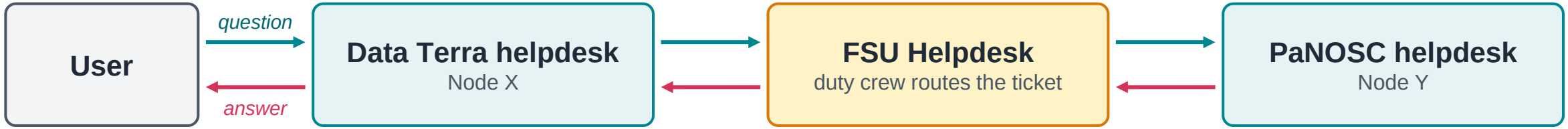
No API development needed

No child tickets, no status keywords

Tested without mail loops

Demo: a ticket crosses Nodes

One ticket shared across the Nodes and FSU Helpdesk

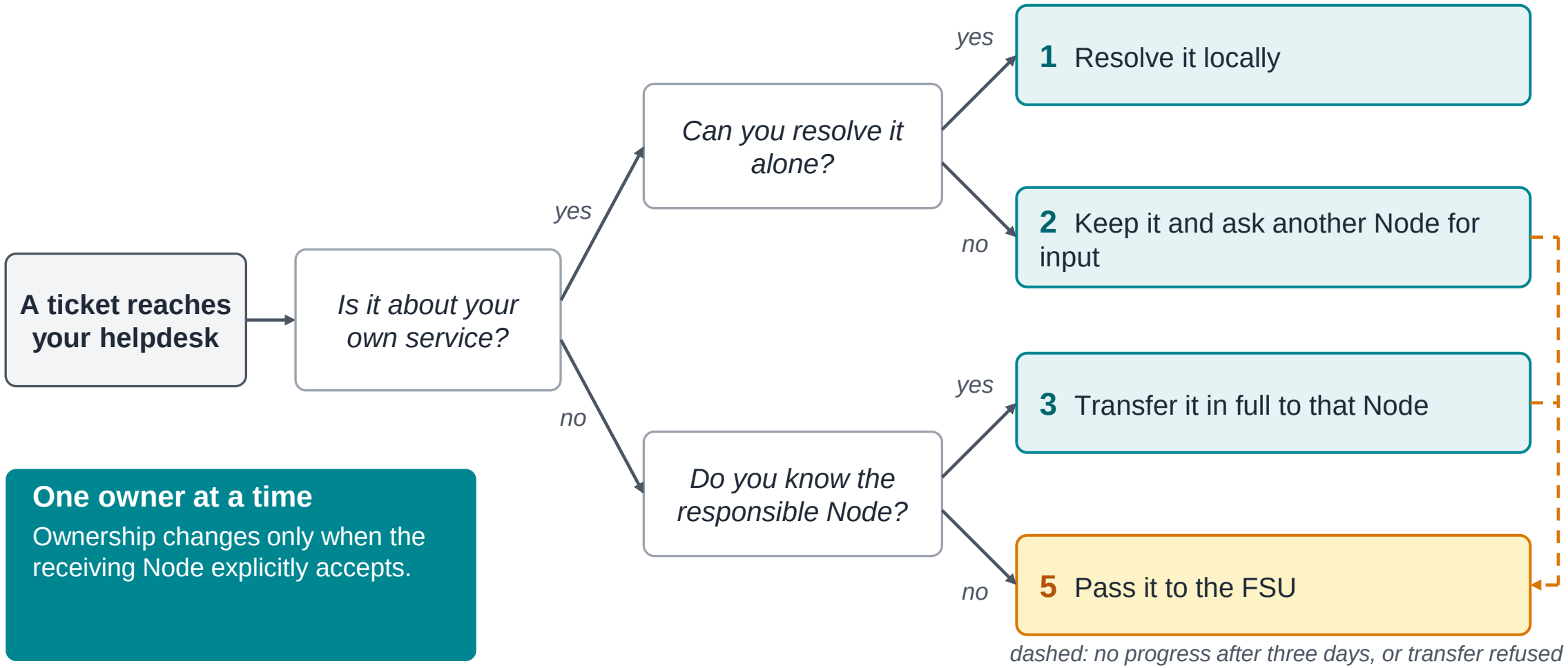




Video on Google Drive

Routing a ticket in the federation

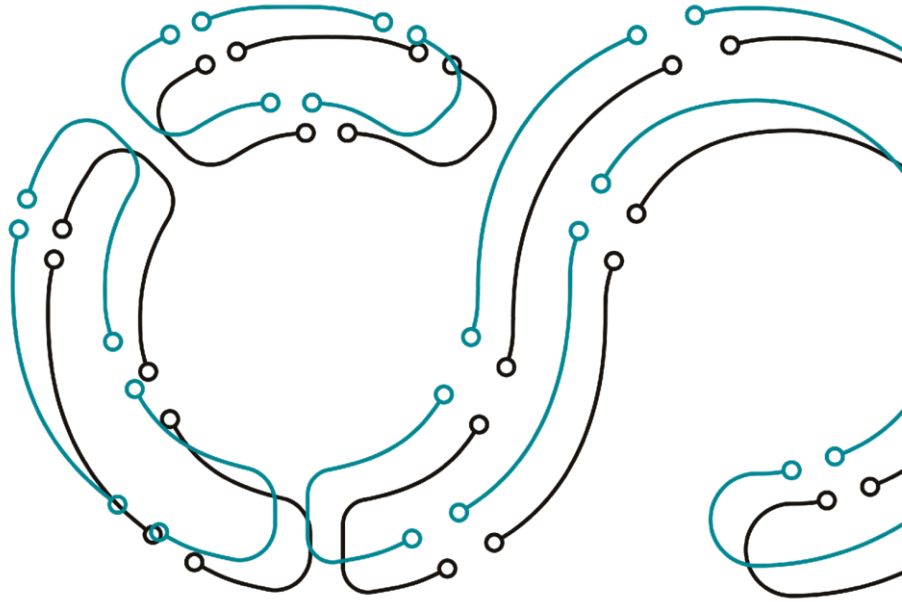
A cheat sheet for Nodes



One owner at a time

Ownership changes only when the receiving Node explicitly accepts.

Where we stand



Node readiness

Status in October 2026

21

Nodes with a confirmed helpdesk

12

Nodes integrated with the FSU Helpdesk by email

9 on Zammad, 3 on other systems

Next: connect the remaining Nodes that already run a helpdesk.

FSU Helpdesk dashboard

Tickets exchanged per Node, October 2026

TICKET OVERVIEW STATS

NAME	CLOSED	NEW	OPEN	PENDING CLOSE	PENDING REMINDER	TOTAL
Croatia	0	0	1	0	0	1
Czechia	0	0	2	0	0	2
Data Terra	0	0	1	0	0	1
EBRAINS RI	0	0	1	0	0	1
EGI	1	0	4	0	0	5
ENVRI	2	0	5	0	0	7
EUDAT	0	0	5	0	0	5
GÉANT	0	0	1	0	0	1
METROFOOD-RI	0	0	2	0	0	2
PaNOSC	12	1	6	0	0	19
Poland	0	0	1	0	0	1
Slovakia	0	0	1	0	0	1

Exchanging real tickets needs a legal basis

GDPR: problem, proposed approach, what each Node should do

1 Problem

- A ticket carries personal data
- GDPR binds every Node that processes it
- No common rules yet; bilateral contracts: **~400 for 28 Nodes**

2 Proposed approach

Inside a Node

Each Node is an independent controller; DPA with a hosting provider

Between Nodes

Federated Helpdesk Policy under the Framework Agreement, in preparation

Towards users

Privacy notice names other Nodes and the FSU as recipients

3 What each Node should do

1. Hosted helpdesk: sign a DPA
2. Apply the Federated Helpdesk Policy
3. Update your privacy notice
4. Share only what is needed
5. Name a data protection contact
6. Apply the agreed retention period
7. Report breaches to involved Nodes

Next steps 2026-2027

1. Continue to enable email integration with the remaining Nodes
2. Enhance AI triage and the federated knowledge base
3. Settle the legal basis to work on real tickets
4. Involve further Nodes in federated support

Thank you!

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