

EOSC Federation Service Management System

Matthew Viljoen

EOSC United, EOSC Beyond, EOSC Mesh

EOSC Cybersecurity WG co-chair

EGI Service Delivery and Information Security lead



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The 'EOSC Federation SMS' federating capability

There are *two* SMS layers

1. One for the Federating services (the EOSC Federation SMS)
2. An SMS for each Node (the Nodes' services)

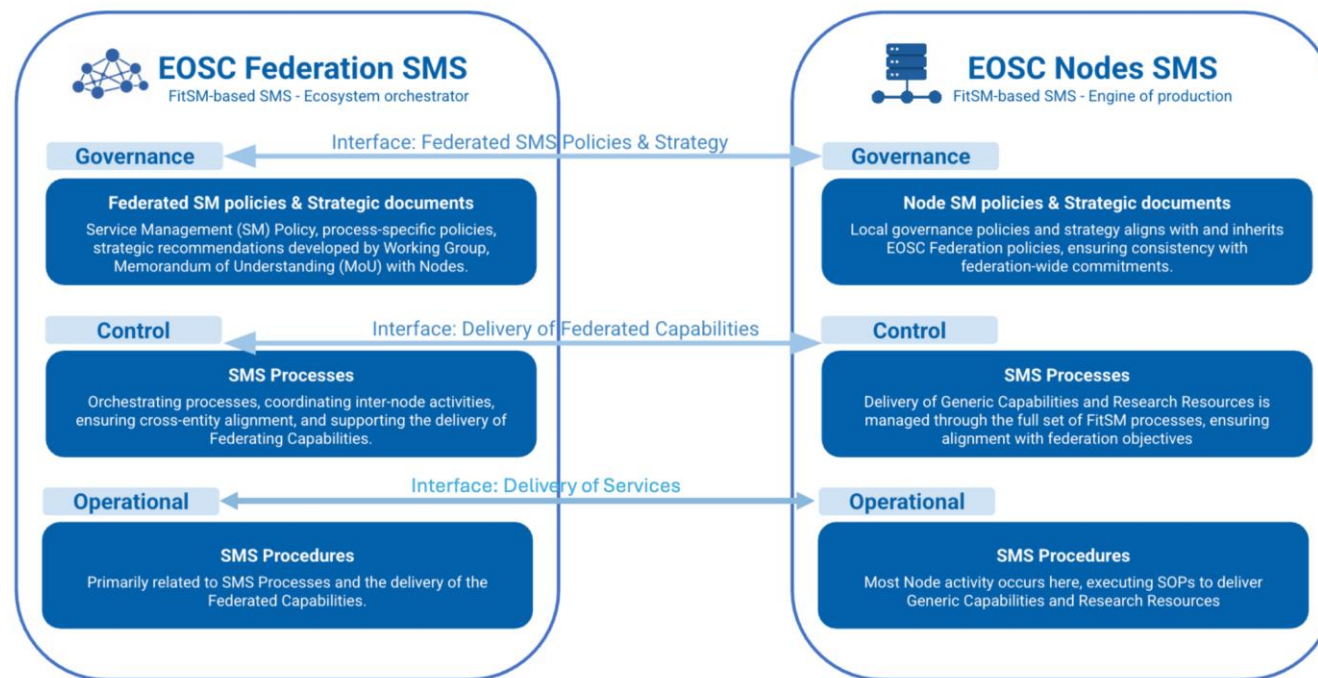


Diagram from [EOSC Federation & Nodes' SMSs: Proposal for Initial Implementation](#)

FitSM fitsm.eu standard used for EOSC Federation SMS and as a guide for EOSC Nodes' SMSs

Towards production readiness

EOSC Federation SMS

- For services delivering Federating capabilities (Catalogue, AAI, Helpdesk, Cybersecurity)
- Implemented by Confluence, Jira(workflows)
- No duplication of function: Focus on delegation to Nodes providing services (where possible)
- Top three processes: SPM, ISRM (Helpdesk) and ISM (Cybersecurity)

Nodes' SMSs

- Supports service delivery of services exposed to EOSC
- Supports mandatory integration with Federating capabilities (Catalogues, Helpdesk, Cybersecurity, Monitoring)

Oversight and reporting

- Activity within NOC
- New WG for SMS proposed and being set up within NOC, involving Nodes and interested contributors



Service Portfolio Management

Essential information/procedures for the Federating Services

Onboarding of Federating services

Maintaining portfolio of service information:

- Provider Node, contacts
- Use cases
- Software licenses, repos,
- Target users
- Endpoint URLs

Procedures

- Onboarding/decommissioning Federating services
- Updating Service Portfolio information

EOSC Security Coordination

By Matthew Viljoen 1 min Listen 5 Add a reaction

Service name	EOSC Security Coordination
Service Portfolio entry status	INCOMPLETE
Lifecycle status	PLANNED
Description	Security Coordination ensures incident response to security incidents across the EOSC Federation
Leading provider(s)	EOSC EGI Node
Access policies	N/A - Security Coordination is not a traditional technical service
Use cases	• An IT security incident relating to an EOSC Node service is reported to the EOSC Federation CSIRT and needs to be managed by that Node • An IT security incident relating to an EOSC Federating Service is reported to the EOSC Federation CSIRT and has the potential to affect multiple Nodes
Software license	N/A (not a technical service)
Software repository	N/A (not a technical service)
Roadmap	N/A (not a technical service)
Service value	
User group	• Large research groups • Individual researchers • Service providers

Information Security Management

Maintaining trust across the Federation

Policies

- Cybersecurity Policy for the EOSC Federation
- Cybersecurity Requirements for Production

Operations and procedures

- Incident reporting csirt@eosc.eu
- Procedures within ISM process of Federation SMS and within Nodes' SMSs

CSIRT response

- Case#1 Incidents relating to EOSC Node services
- Case#2 Incidents relating to EOSC Federating services

Team and reporting

- CSIRT incident triage team running rota (EOSC EGI Node) & security team across all Nodes
- Cybersecurity WG and NOC (via new SMS WG)

Incident and Service Reporting Management

Effective management of Helpdesk tickets

Supporting the EOSC Federated Support Unit (FSU) Helpdesk

- FSU On-duty Rota covering “problem” tickets (EOSC EGI Node)
- Procedures covering problem tickets
- Support for different Ticket Response times (LOW/NORMAL/HIGHEST)

Within the Nodes’ SMSs

- Local procedures for Node helpdesk ticket management and interaction with EOSC FSU Helpdesk

Team and reporting

- Helpdesk WG and NOC

Upcoming developments of SMS activities

Federation SMS

- Formalisation of Federating Service onboarding
- Supplier management and Alignment/harmonisation of Service Level Management
- Customer relationship management, continuous improvement management, alignment of capacity/service availability+continuity management

EOSC Nodes' SMSs

- Alignment across Nodes through SMS WG via training, best practice sharing, self/peer maturity assessments/auditing
- Focus on ITSM Process sessions

Questions?

matthew.viljoen@egi.eu



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