

EOSC-hub WP4 Monthly Meeting

15 Oct 2020 14:00

Attendees

- Alessandro
- Matt
- Isabella
- Simon
- Joao
- DaveK

Apologies

- Nadia
- Debora

Absent

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General

- Final 'mini'-audit best dates 16-17th Dec. Awaiting confirmation from Thomas. Processes involved: SPM, ISM, CONFM, SLM(?)
People involved: Owen, DaveK, Urpo, Joao, Pavel, Isabella Mal(?)
Possibly invite GEANT(EOSC-Future/WP7) to facilitate handover?
Supplementary deliverable "Service Provider Survey" under AMB review until next Tue, then will be published
- Raised at AMB: T4.5 - No technical requests for improvement have been received (this is KPI14. Baseline is 8). Not only including XGUS but other channels.

Ongoing actions

- Question over where generic guidance should go over external SMS integration with EOSC SMS (Matt to follow up at AMB)
- Unresponsiveness of Cyfronet re. A&C plan to be raised at the next AMB
Raised and escalated by Pavel.
 - Oct 9: information on recovery test provided, without the information on the timing
- Internal Audit last July, all to complete ongoing findings:
<https://wiki.eosc-hub.eu/pages/viewpage.action?spaceKey=EOSC&title=2nd+Internal+Audit%3A+6-10+July+2020>
Outstanding: CONFM, PM, SFRM, SOCRM (SPM)

New actions

- Check with Sy the status of the internal SMS audit findings (MV)

- Let MV know before 18 Sept if your process is to be included in the final mini-audit (all)

Task 4.1 Ops Coord. & SFRM (Matt)

- New FAQ for onboarding:
https://docs.google.com/document/d/1saxDPydGnXqKA_MgDbQtYUKdhF11GP9xUz_-FZnTgcl4/edit#heading=h.x636s982j1d
- Awaiting new SP Portal to be launched prior to announcing changes to SP Documentation page:
<https://wiki.eosc-hub.eu/display/EOSC/Service+Provider+Documentation>
- SFRM DB - waiting for Mal to implement new template listing Hub service components

Task 4.2 Order, CRM, SLM (Debora)

- Work ongoing to answer the audit findings

Task 4.3 SACM & CAPM (Alessandro)

- Waiting for the definitive list of services in The Hub portfolio
- To work on A&C and Cap plans for SOMBO (Order handling system)
 - Maybe just an update to the Operations Portal plans
- SACM:
 - Performed the recovery test for EOSC Portal, but they didn't tell how long it took...
- CAPM:
 - [Messaging](#) and [Monitoring](#) capacity plans created
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Task 4.4 ISM (Dave K)

- Usual activities as ever on all sub-tasks
- Planning for work on ISM process towards end of project. To be done - actions from SMS audit, including better handling of risks and controls.
- Organising a WISE virtual meeting (joint with SIG-ISM) on 26th and 29th October
- Held meeting to discuss outcome of EOSC Marketplace risk assessment
- Attended NSF Cybersecurity summit (virtual). David Groep gave nice talk on "Trust Coordination for Research Collaboration in the Era of the European Open Science Cloud"

Task 4.5 ISRM, PM (Nadia T/Simon)

- Redefinition of the KPI for implemented requests of technical improvements (now we have 0 requests in the helpdesk system)
- Update Acknowledgements in the helpdesk front-end
- To be done: Implementation of audit findings

Task 4.6 CONFM, CHM, RDM (João)

- Daily activities about CHM.
- CHM / RDM audit findings under evaluation / implementation. Some of the actions not under our control like for example:
 - Increase CHM awareness among service providers. Already presented CHM to WP5 / WP6 meeting with very little impact.
 - Standard changes empty: all service providers already contacted several times but almost none answered.
 - Implementations into CHM workflow (tickets) require Jira Administration privileges (subject already raised with WP4 leader)
- CONFM ongoing work on the data management plan and CMDB implementation. Working in cooperation with CONFM owners.

AOB

none

DONM (3rd Thursday of each month): 19th Nov