EOSC-hub WP4 Monthly Meeting

21 Jan 2021 14:00

Attendees
- Matt
- Debora
- Pavel
- Joao

Apologies
- DaveK

Absent
-

General
- Now into extension/bridge period. WP4 continuing work to support EOSC Portal core service operations. Proposal to continue WP4 monthly meetings to oversee work & aid reporting for final report
  - T4.3 (sacm,capm) is no longer active
  - T4.5 is now led by KIT (Pavel) not BSC
- M4.1 now complete https://wiki.eosc-hub.eu/display/EOSC/M4.1+SMS+documented+and+ready+to+be+handed+over and new content added to SMS front page: https://wiki.eosc-hub.eu/display/EOSC/EOSC+hub+SMS

Ongoing actions
-

New actions
-

Task 4.1 Ops Coord. & SFRM (Matt)
- Onboarding, debugging and feeding back problems to the developers of the Service Provider portal

Debora: Email from WeNMR - all links in service provider portal have been broken - maybe new template? Will forward to the onboarding list

Task 4.2 Order, CRM, SLM (Debora)
- Quiet on the order management front.
- Reviewing existing orders with an aim to clear them up before the end of the project

Task 4.4 ISM (Dave K)

- CSIRT/T4.4 F2F next week

Task 4.5 ISRM, PM (Pavel)
- Handover of the ISRM Process from Nadia to Pavel has been accomplished.
- Tickets:
  - https://helpdesk.eosc-hub.eu/index.php?mode=ticket_info&ticket_id=637
    - Assigned to EUDAT in October: 2 reminders -> no response so far (Debora will check)
  - Many old tickets in the Onboarding Support Unit.
    - New mailing address onboarding@eosc-portal.eu not included in support unit contacts. Matt: maybe tighter integration is needed? Pavel has contacted Jorge and is waiting for his reply.
  - Many tickets are just hanging after assignment to Support Units, reminders don't help.

Task 4.6 CONFM,CHM,RDM (João)
- Finishing the handover document (final review)
- CHM ticket regular handling (low volume over last month)
- Adding the last services to the Data Management Plan
  Joao: where should this document be published?
  Pavel: possibly publish it on Confluence alongside deliverables and disseminate it through the EOSC Secretariat dissemination channel eosc-liaison-platform

AOB
none

DONM (3rd Thursday of each month): 2pm 18th Feb