Context

myDRE is a solution for organisations that:

- **Employ researchers** or people that have similar needs as researchers
- **Employ data custodians** that more and more are responsible for ensuring that data is issued in a secure processing environment
- **Employ PIs and department heads** that are responsible for researchers or people that have similar needs as researchers

What differentiates myDRE from other solutions is that myDRE does not provide data management nor tools/applications nor privacy enhancing technologies. myDRE provides trusted environments in which data can be processed with the tooling the users want to use; **myDRE is data and tool agnostic and allows people, including externals, to collaborate - including in a federated way**.

Trusted is a label that is derived from doing the due diligence with the organisations that the organisation can determine for themselves what kind of data they entrust to be stored and processed in a myDRE workspace.

Purpose

This document outlines the next steps in detail from interest to onboarding. This ensures that all the relevant stakeholders in the organisation are aware and can form an informed opinion of myDRE.

From interest to onboarding

Trial period
costs dependent on duration and scope

User support and access to extensive knowledge base

(Bi)weekly progress meetings with project lead

Due diligence with (CI)SO, DPO, Procurement, IT/Networking, Legal

Prerequisites:
- 2 own Azure subscriptions
- Signed PoC contract & DPA
- Completed PoC script
- EA, MCA, or PAYG

Trial evaluation

Does the platform meet your expectations?

Onboarding to a full tenant

Access to extensive knowledge base

Internal Research Support Team trained by anDREa or Support-as-a-Service contract

Table of Contents

Contact Details

Role/function	Client	anDREa
C-level (representative)		**Stefan van Aalst - CTO** +31 6 2125 3834 stefan.vanaalst@andrea-cloud.com
Contract Holder (representative)		**Pascalle Broer - Business Manager** pascalle.broer@andrea-cloud.com **Johanna Hakonen - Operations Manager** johanna.hakonen@andrea-cloud.com
DPO		**Stefan van Aalst - CTO** +31 6 2125 3834 stefan.vanaalst@andrea-cloud.com
Research Support		**Irene Stenvers - Support** support@andrea-cloud.com irene.stenvers@andrea-cloud.com **Johanna Hakonen - Operations Manager** johanna.hakonen@andrea-cloud.com

Planning of Meetings & Information Sharing

This is part of the activity [Onboarding full tenant](#)

Strategic

Title	Description & purpose	Present	Planning
Yearly reviews	Review contract, security measurements	C-level, (CI)SO, DPO, Contract Holder	

Tactical

Title	Description & purpose	Present	Planning
Quarterly reviews	Organisational Challenges & Strategic direction Review: overall performance, performance of anDREa personnel	Contract holder	
Ad-hoc	Emerged urgent issues	Research Support	Ad-hoc

Operational

Title	Description & purpose	Present	Planning
Bi-weekly Research Support	Discuss non urgent operational issues, new features & improvements	Research Support of all clients	According to anDREa planning
Refresh/update training	Refreshment & update training. Demonstrable proof	Research support	Once a year, to be agreed to in due time

Reporting

Title	Description & purpose	Location	Planning
Pentest reports	Summary reviews - **publicly available.**	isms.andrea-cloud.com > Management reports On request full report can be examined	At least once a year according to anDREa Planning
ISO 27001 management reports	Summary of internal and external reviews - **publicly available.**	isms.andrea-cloud.com > Management reports On request full report can be examined On request observe the audit	According to anDREa planning
CTO-report	General usage, developments, ISMS, overall SLA, roadmap, planned and realised feature/improvement releases - **publicly available**.	isms.andrea-cloud.com > Management reports	1st of every Month
Insights	myDRE usage of past month	insights.adrea-cloud.com With organisation specific password full access	1st of every Month
SLA	Service Level Agreement performance - **publicly available.**	isms.andrea-cloud.com > SLA	Usually not more than 2 working days behind
Roadmap	Planned roadmap - **publicly available.**	https://support.mydre.org/portal/en/kb/articles/feature-development	Updated regularly Update to Research Support every 2 weeks
Feature & Improvement release	Planned and actual release of features and improvements - **publicly available.**	https://support.mydre.org/portal/en/kb/articles/features-and-improvements-planned-and-actual-release	Updated regularly
Ticket handling	Response time and how tickets are handled	https://support.mydre.org	Realtime available for Research Support

Activities

Free Trial

Item	Status	Planning	Remarks
☐ Identify users / workloads	Not started ▾	📅 Date	
☐ Document expectations / criteria	Not started ▾	📅 Date	Criteria of clients/prospects used in the past
☐ Onboard users	Not started ▾	📅 Date	
☐ Evaluation & documentation	Not started ▾	📅 Date	
☐ anDREa response	Not started ▾	📅 Date	
☐ Delete all Workspaces	Not started ▾	📅 Date	
☐ NO GO/GO decision	Not started ▾	📅 Date	
☐ Statement of Work for Proof-of-Concept	Not started ▾	📅 Date	In case of GO, what must be configured and tested during Proof-of-Concept that is not default available (e.g. licence server)

Proof-of-Concept / Onboarding

Item	Status	Planning	Remarks
☐ Create and transfer subscriptions (Client): contract type **Choose** ▾	Not started ▾	🗓 Date	EA, MCA, or PAYG Azure contract needed
☐ Sign-off on Statement of Work for Proof-of-Concept	Not started ▾	🗓 Date	
☐ Make contract related documents available	Not started ▾	🗓 Date	See also: Agreement related documents
☐ Onboard Tenant (anDREa)	Not started ▾	🗓 Date	Takes 3 working days
☐ Due-diligence with (CI)SO	Not started ▾	🗓 Date	CIA (BIV) Classification, ISO 27001 ISMS, FAQ
☐ Due-diligence with DPO / Legal	Not started ▾	🗓 Date	DPA, FAQ
☐ Due-diligence with Procurement / Legal	Not started ▾	🗓 Date	SLA, ARBIT, FAQ
☐ Due-diligence with IT/Networking	Not started ▾	🗓 Date	FAQ
☐ Connect to Client licence servers	Not started ▾	🗓 Date	Optional
☐ NOGO/GO decision	Not started ▾	🗓 Date	
☐ Egress all relevant data (CLIENT)	Not started ▾	🗓 Date	In case of NOGO
☐ Cleanup and remove subscriptions	Not started ▾	🗓 Date	In case of NOGO

POC - evaluation

Item	Status	Planning	Remarks
☐ Conclusion & findings users	Not started ▾	🗓 Date	
☐ Conclusion & findings Research Support	Not started ▾	🗓 Date	
☐ Conclusion & findings (CI)SO	Not started ▾	🗓 Date	
☐ Conclusion & findings DPO / Legal	Not started ▾	🗓 Date	
☐ Conclusion & findings Procurement / Legal	Not started ▾	🗓 Date	
☐ Conclusion & findings IT / Networking	Not started ▾	🗓 Date	
☐ Summary Report	Not started ▾	🗓 Date	
☐ anDREa response	Not started ▾	🗓 Date	
☐ Evaluation	Not started ▾	🗓 Date	
☐ NO GO/GO	Not started ▾	🗓 Date	
☐ Statement of Work for Onboarding	Not started ▾	🗓 Date	In case of GO, what must be configured tested before sign-off on Accepted (e.g. licence server)

Onboarding full tenant

Item	Status	Planning	Remarks
☐ Finalise contract	Not started ▾	🗓 Date	
☐ Sign contract	Not started ▾	🗓 Date	
☐ Training Client Research Support	Not started ▾	🗓 Date	
☐ Provide access to communication material	Not started ▾	🗓 Date	
☐ Plan meetings	Not started ▾	🗓 Date	Strategic, Tactical, Operational
☐ Sign-off on Statement of Work for Onboarding	Not started ▾	🗓 Date	