

EOSC-hub WP4 Monthly Meeting

17 Sep 2020 14:00

Attendees

- Matt
- Alessandro
- Isabella
- Dave
- Joao
- Debora

Apologies

- Nadia

Absent

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General

- Point raised by Mal on 16 Sept: "As pointed out by EC officer, WP4 is being extended till M39 but last deliverable is by M24. He requested to add new deliverable or provide justification of no deliverable for period of 15 months (!). Can you please discuss this within WP4 and come back to us by Tuesday next week? We need to come back to the EC officer with explanation or how we want to address this situation with new Deliverable."

Joao: possibly new Milestone.

Dave: possibly have the SMS as a milestone.

Alessandro: it would detract time from finalizing the SMS.

Joao: maybe a short handover document/milestone would be helpful?

- Any more processes for a final mini-audit before the end of the project? So far only ISM wants to be part of this. **Please confirm to MV before 18 Sept.**

Was there a report from the last internal audit? MV to check with Sy.

Ongoing actions

- Check the question from Joao over how the data will be preserved after the project, this presumably should be covered by the project DMP. (Matt to check with Mal)

See: <https://wiki.eosc-hub.eu/display/EOSC/Data+Management+Plan>

- 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.

Alessandro: still waiting for work on the EOSC Portal recovery plan.

- 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)

- SFRM DB now populated at the EOSC Hub service level
<https://wiki.eosc-hub.eu/display/EOSC/SFRM+DB>
- Prepared slides of SPF SP survey feedback for AMB

Task 4.2 Order, CRM, SLM (Debora)

- Working on documentation for service providers on order management -> to be part also of a webinar in October
- Customer satisfaction survey under preparation
- SOCRM procedures and processes to be revised based on SMS audit results.

Task 4.3 SACM & CAPM (Alessandro)

- To work on A&C and Cap plans for SOMBO (Order handling system)
 - Maybe just an update to the Operations Portal plans
- SACM:
 - Waiting for recovery test for EOSC Portal
- CAPM:
 - Working on [Monitoring - ARGO capacity plan](#)
 - To start Message Service capacity plan

Task 4.4 ISM (Dave K)

- Planning for and holding a full Task 4.4 meeting as part of a week of Security meetings (7-11 Sep) - EUGridPMA/IGTF, EGI CSIRT, EUDAT, GN4-3 EnCo (AARC community) (virtual and F2F for some)
- Reviewed status of all work and planned for last 4 months of the project
 - Important to finish work on SMS ISM process for handover
- Discussions ongoing related to use of “abuse AT eosc-portal.eu” and procedures for incident handling and vulnerability handling
 - Both for EOSC Hub services and External EOSC services
- Agreed we would like a follow-up audit of the ISM process
- For security risk assessment of two more Hub service, these still need to be chosen (to liaise with Owen and SVB)

Task 4.5 ISRM, PM (Nadia T)

- the issue we had related to the “Contact us” form is now solved.

- We had an issue and we could not access to the helpdesk system from BSC for few days, with minor impact, but arising the fact that there is no procedure in this case. We will work at it.

Task 4.6 CONFM,CHM,RDM (João)

- Regular handling of tickets.
- Minor updates in the CHM workflow and dashboards.
- Waiting for SMS audit for finalizing procedures and process before the handover.
- Ongoing: Data Management Plan

AOB

none

DONM (3rd Thursday of each month): 15th Oct