



D2.1: EUDAT Service Portfolio Processes Definition and SLA Template Set

WP:

WP2

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This document presents the Service Portfolio Management (SPM) and Service Level Management (SLM) processes required to define and manage the service portfolio and service catalog for the EUDAT Collaborative Data Infrastructure (CDI) and institutionalize the use of Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) across the CDI. The document also provides some useful templates to kick-start the service management approach. The defined processes are based on the recommendations of FitSM and follow other service management best practices.

Contract:

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