D7.4b
EOSC Usage Overview

D7.4b / EOSC Usage Overview

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Dissemination level of the document

Public

Abstract

This deliverable is an update of D7.4a and provides the most current statistics information at this end point of the EOSC Future project.

Version History

Version	Date	Authors	Description
V0.1	29/09/2023	Matthew Viljoen (EGI.eu)	Version ready for review
V0.2	30/09/2023	Matthew Viljoen (EGI.eu)	Review Comments incorporated
V1.0	03/10/2023	Matthew Viljoen (EGI.eu), Ron Dekker (TGB), Mike Chatzopoulos (ATHENA)	Revised version submitted to EC by PC (ATHENA)

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Abbreviations

Acronym	Definition
CPA	Core Participation Agreement
CAB	Change Advisory Board
CAPM	Capacity Management
CHM	Change Management
CI	Configuration Item
CONFM	Configuration Management
CPA	Core Participation Agreement
CSI	Continual Service Improvement
EOSC	European Open Science Cloud
EPOT	EOSC Portal Onboarding Team
ISM	Information Security Management
ISRM	Incident and Service Request Management
KEDB	Known Error Database
MVE	Minimum Viable EOSC
PM	Problem Management
PMB	Project Management Board
RDM	Release and Deployment Management
RfC	Request for Change
SACM	Service Availability and Continuity Management
SDTP	Service Design and Transition Package
SFI	Suggestions for Improvement
SLI	Service Level Indicators
SLM	Service Level Management
SMS	Service Management System
SFRM	Supplier Federation member Relationship Management
SOCRM	Service Ordering and Customer Relationship Management
SP	Service Portfolio
SPM	Service Portfolio Management
SQA	Software Quality Assurance
SRM	Service Reporting Management
TCB	Technical Coordination Board

1 Executive Summary

This deliverable is an update of D7.4a which outlined the approach in which the EOSC Service Management System quantifies current and predicted usage of components of the EOSC Portal, along with the revision of this original deliverable including how up-to-date statistics information may be obtained on demand. The latest version of this deliverable provides the most current statistics information at this point of the EOSC Future project.

2   Introduction

The previous version of this deliverable, D7.4a gave a complete approach covering how the EOSC Service Management System quantifies the value delivered by EOSC Portal components within the Service Portfolio Management process, along with the current and predicted usage of components of the EOSC Portal within the Capacity Management process. A later revision of this deliverable included an appendix providing information how up-to-date statistics relating to usage may be obtained at any time, on demand.
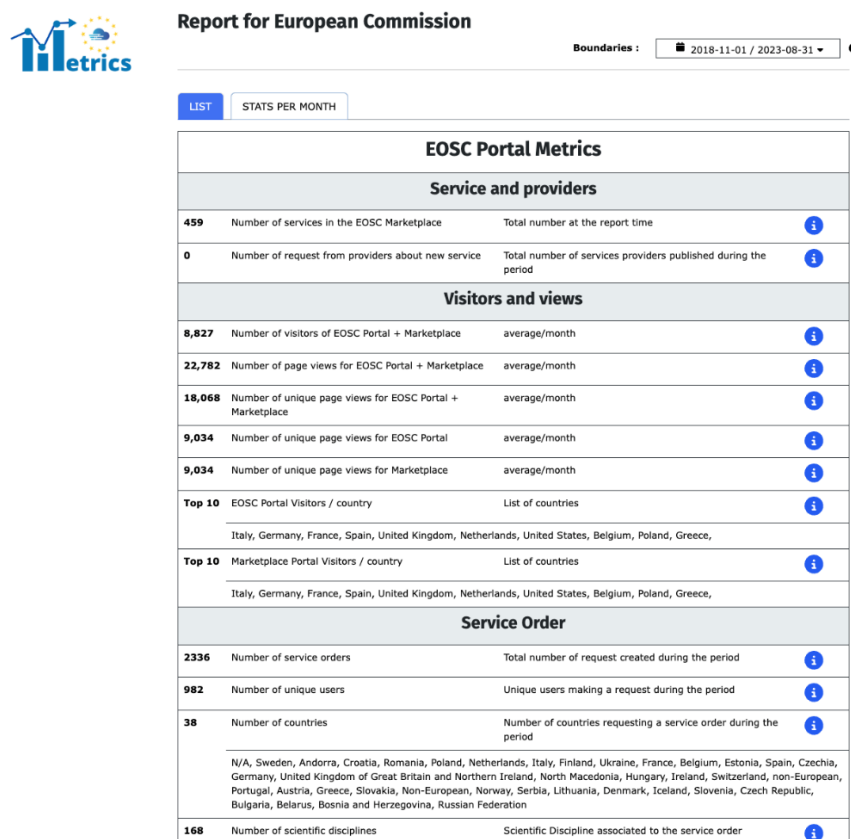
This update to the previous version of the deliverable does not include any further information about the general approach relating to value and usage of the EOSC Portal components, as the approach is identical. In addition to this, the information provided in the revision of the previous version is also unchanged. Instead, this update provides the most current statistics information obtained at the present time.

3   Update of On-Demand Usage Statistics

3.1   Operations Portal Statistics

The Operations Portal EOSC Instance [1] provides pages containing on-demand statistics relevant to the EOSC Portal. There are three sets of statistics, all of which are provided below as figures indicating the current usage levels:

- **EC Report** containing the number of services on the marketplace, the number of visitors and views and statistics relating to service orders. In addition to this, there are comprehensive Google Analytics statistics of the portal and marketplace:

Figure 3.1: EC Report in the Operations Portal EOSC Instance.

- **Service Order metrics** containing a list of service orders and their statuses. The list is open but links to Jira tickets corresponding to the service orders, which require a login to view due to data protection requirements, since they contain personal information. This page also contains statistics on a monthly basis as well as a visual graph. All views may be arbitrarily created based on the time period of interest.
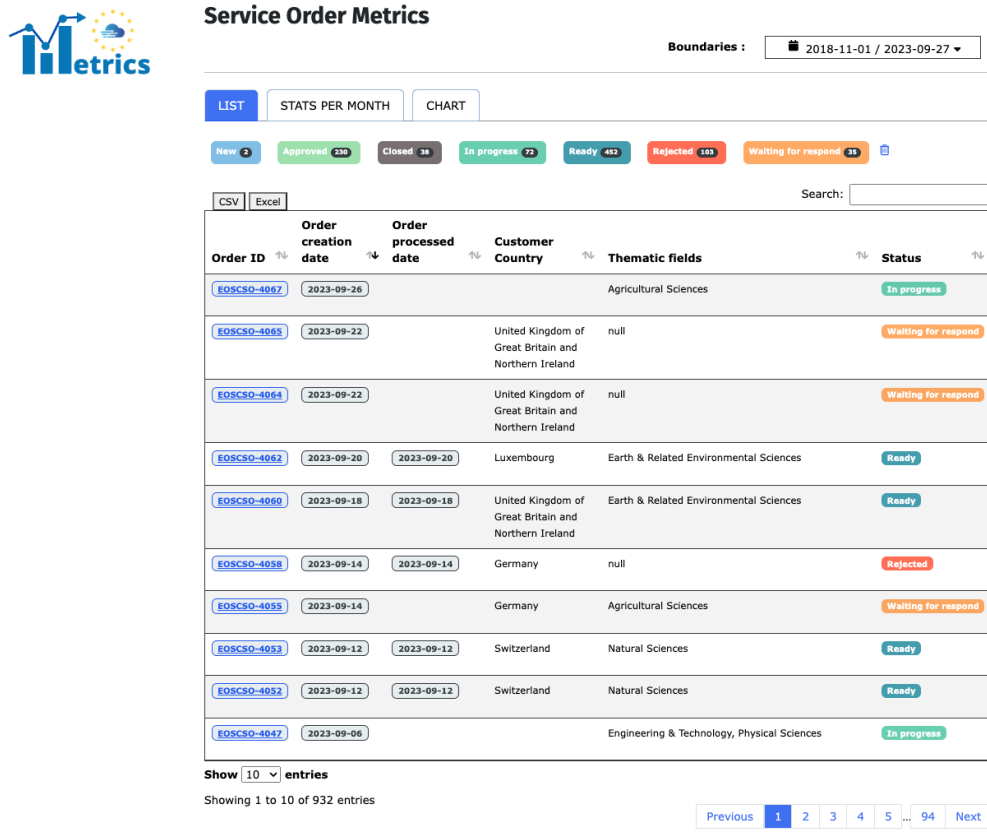

Figure 3.2: Service Orders in the Operations Portal EOSC Instance.

Service Order Metrics

Boundaries : 📅 2018-11-01 / 2023-09-27 ▾ ⊗

| LIST | **STATS PER MONTH** | CHART |

Selection : ◉ All   ○ EGI ACE Services

CSV Excel   Search: [_____]

Service	2023															Total	
---	07	08	09	10	11	12	01	02	03	04	05	06	07	08	09	Sum	Approved SO
EGI CLOUD COMPUTE		1			4	2	3	4	2	3	9	4	4	1	2	130	80
B2DROP		1	3		1	2					5	1		2		43	35
EGI ONLINE STORAGE					2			1			1	1			1	31	26
B2SAFE	2	2	3	1	1	1	1	1	1	1	2					36	24
EGI NOTEBOOKS								1			5	2	1	2	1	31	23
EGI NOTEBOOK					8	1										28	23
EGI CHECK-IN			1		1						2	1	1		2	30	18
DEEPAAS TRAINING FACILITY																18	15
B2FIND				1			1									12	12
DEEP TRAINING FACILITY	1	1			1							1				12	12
Total Sum	20	11	16	12	33	17	28	13	7	23	68	26	20	11	13	924	712

Show [10 ▾] entries

Showing 1 to 10 of 250 entries

Previous **1** 2 3 4 5 … 25 Next

Figure 3.3. Service Order Monthly Statistics in the Operations Portal EOSC Instance.

Service Order Metrics

Boundaries : 📅 2018-11-01 / 2023-09-27 ▾ ⊗
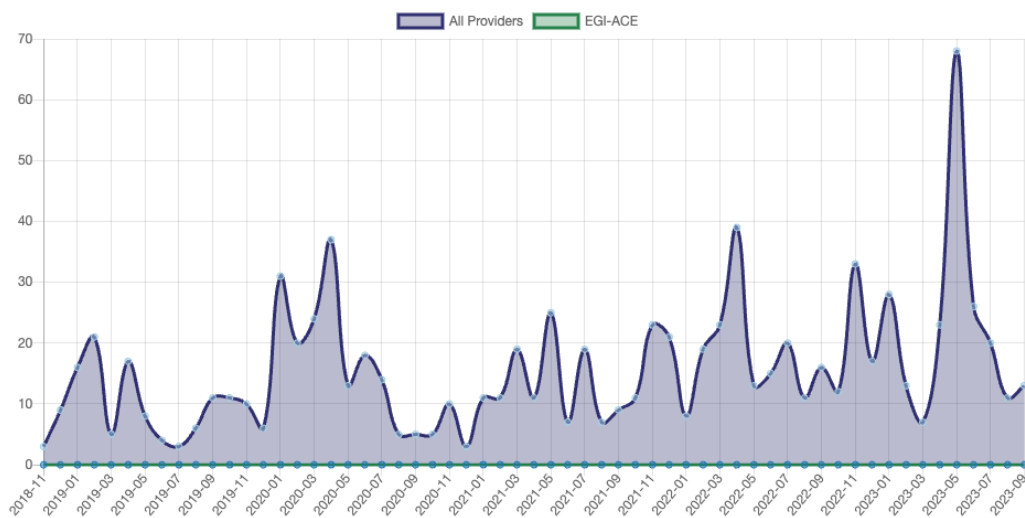
| LIST | STATS PER MONTH | **CHART** |

Figure 3.4. Service Orders graph in the Operations Portal EOSC Instance.

3.2 KPI Framework

It was reported in the previous version of this deliverable that EOSC Future project KPIs are available as a publicly accessible spreadsheet. However, since the M24 EOSC Future report, it was decided that to avoid duplication, KPIs would only be available in the project periodic reports. A factor behind this decision is that KPIs are not recorded on a continuous basis, but manually for each period of the project. As such, KPIs will be published within the remaining reports until the end of the project.

4 Conclusion

This deliverable provides a snapshot of usage of the EOSC Core services – statistics that are accurate at the time of writing. Statistics are available on demand and may be obtained at any time.

References

[1]   EOSC Instance Operations Portal https://opsprtal.eosc-portal.eu