

**Task Force on Management of Service Portfolios
(TF-MSP)
Terms of Reference**

14 February 2008

1. The purpose of the Task Force TF-MSP is to promote collaboration between research and education networking organisations in Europe in the area of management of service portfolios. There has been progress in this area within TF-LCPM and there is significant community support for the continuation of the work. In particular, TF-MSP will look at the common organisational aspects of finding, developing and introducing new services, supporting them during their production phase and eventual withdrawal. The elements of the processes are modelled in the diagram in these Terms of Reference.
2. The chairman of TF-LCPM will be Alberto Pérez (RED.ES). He will be assisted by the co-chairs: Walter van Dijk (SURFnet) Ann Harding (SWITCH) and Koen Schelkens (BELNET)

The chairman and co-chairs will be responsible for:

- a. leading the activities of TF-LCPM;
 - b. interfacing with the TERENA secretariat;
 - c. timely progression of the agreed deliverables.
3. The TERENA Secretariat will appoint a member of staff to act as secretary of the Task Force. The Task Force secretary will provide administrative support to the Task Force and its sub-groups taking the minutes at meetings, preparing meeting agendas in consultation with the chair. The secretary will also liaise with local staff in making logistical arrangements if required.
 4. The Task Force on Management of Service Portfolios (TF-MSP), established by the TERENA Executive Committee (TEC) on 20 February 2008 will run for a period of two years from 1 March 2008 until 28 February 2010
 5. If the mandate is not renewed, the Task Force will be dissolved. The Task Force may also be dissolved if the TEC considers that it is making insufficient progress, the TEC considers the activities are no longer useful or relevant, or if the Task Force chair resigns and no replacement can be found.
 6. The Task Force will meet at least two times per year. Additional meetings will be organised if required for the progression of the deliverables. Meetings will be held at locations agreed by the Task Force members taking care to reduce the overall costs to the participants.
 7. The deliverables of TF-MSP will provide tools and information to assist NREN managers and NREN staff at all levels to deal with the management of their portfolio of services. In particular, TF-MSP will provide a forum in which issues that arise at the boundary between management and technical aspects of service management can be explored.

8. The Task Force is open to staff of research and education networking organisations who have (or plan to have) product management related tasks and who can offer appropriate expertise, manpower, equipment or services. Participation will be on a voluntary basis.
9. Whilst respecting copyright and restrictions of use imposed by the owner of information, meeting reports, deliverables and other results of Task Force activities will be placed in the public domain, with the exception of information that has been provided on a non-disclosure basis.
10. The Task Force will have a mailing list tf-msp@terena.org for discussion between the participants. Web pages for the Task Force will appear at the address: www.terena.org/activities/tf-msp

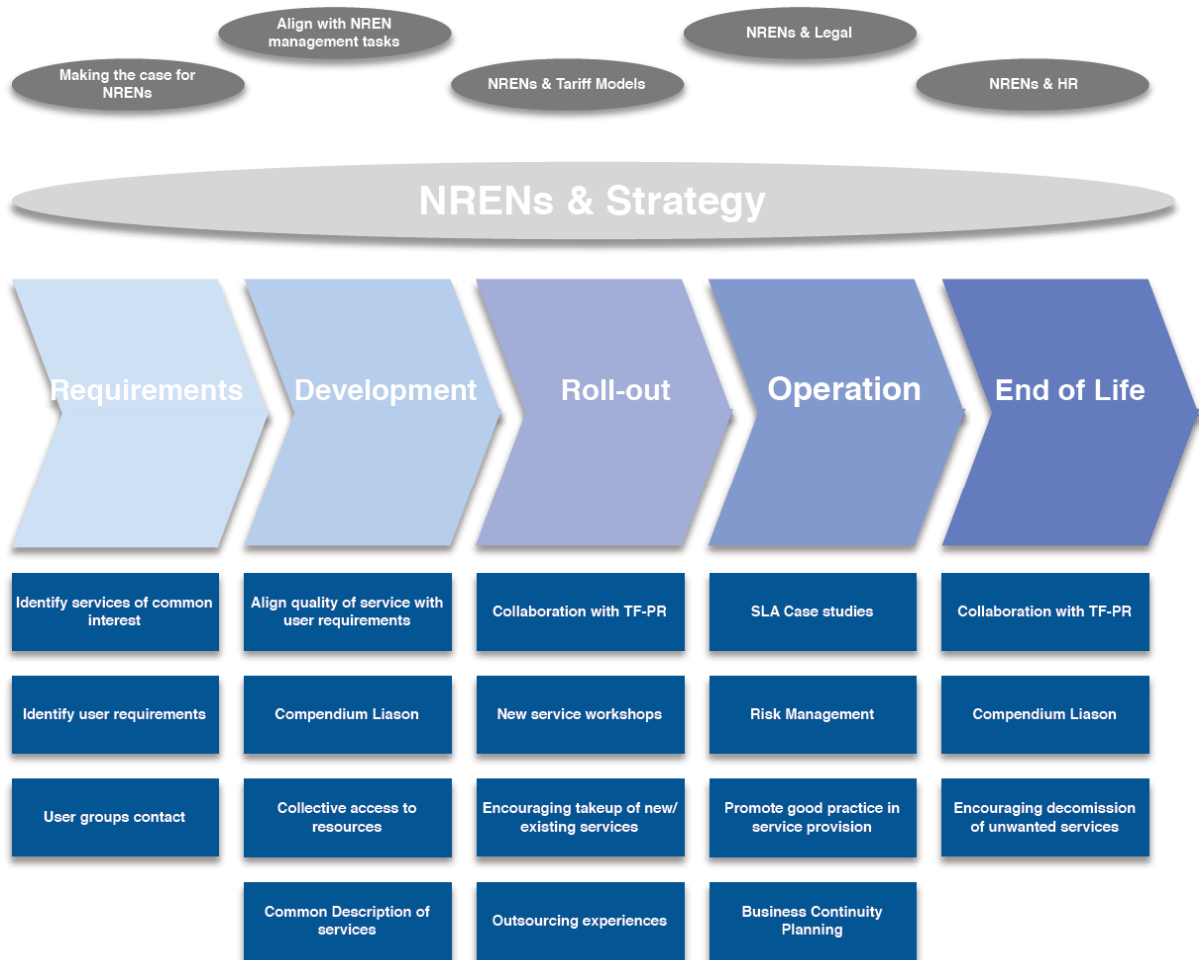


Figure – The TF-MSP model and mapping to work items

TF-MSP Terms of Reference
Dated 14 February 2008

| Area & Deliverable Titles | Responsible | Deadline |
|--|-------------|----------|
| Service Requirements <ul style="list-style-type: none"> • Identify services of common interest to NRENS • Identify user requirements for new services • Work related to user groups and/or AUP | | |
| Service Development <ul style="list-style-type: none"> • Quality of service provision – Alignment with User Requirement • Collaborate with the compendium review panel • Service Management including collective bargaining for access to formal service management resources and libraries • Common Description of Services to complement the service categories | | |
| Service Rollout <ul style="list-style-type: none"> • Co-operation & some joint meetings with TF-PR † • Organise workshops on new services • Promoting the take-up of new/existing services and converse for old services † • Sharing of experiences on outsourcing † | | |
| Service Operation <ul style="list-style-type: none"> • Continue to gather & publish case studies on SLAs • Risk Management • Promote good practice in service provision • Business Continuity Planning • Sharing of experiences on outsourcing † | | |
| Service End of Life <ul style="list-style-type: none"> • Co-operation with TF-PR • Collaborate with the compendium review panel • Promoting the take-up of new/existing services and converse for old services † | | |
| NREN Strategy <ul style="list-style-type: none"> • Making the case for NRENS • Align work of TF more consistently with NREN management tasks • None-technical factors which could affect the development of NRENS activity • Study of tariff models | | |

† Work items that are relevant to more than one area.