



TF-Management of Service Portfolios Terms of Reference

14th February 2014

TF-Management of Service Portfolios (TF-MSP) is a forum to promote collaboration between research and education networking organisations in Europe and other regions on the topics of: strategic; business and cooperative management of services.

The task force is open to staff of research and education networking organisations and their communities who have (or plan to have) product management related tasks and who can offer appropriate expertise, manpower, equipment or services. Additionally commercial companies may contribute to the work by participating in the task force at the invitation of the TF-MSP chair. Participation is on a voluntary basis.

Aim

The primary aim of the task force is to provide a forum to promote the development and execution of best practices in planning, sourcing and delivering services to customers. This will be achieved through task force meetings; the use of on-line collaborative tools; collating and dissemination of information and organising pilot projects.

Specific areas of interest include:

- Strategic approaches to management
- Product & Service lifecycles
- Customer Support
- Service Level Agreements
- Procurement
- Promoting the Implementation of the Green Agenda

Chairs

The chair of the task force will be:

Martin Bech, DeIC

The co-chairs will be:

Harri Kuusisto, CSC

Alberto Pérez Gómez, RedIRIS/Red.ES

The chair is responsible for preparing the agenda of each meeting, and for coordinating the work of the task force. The chair is also responsible for ensuring that any agreed deliverables are produced.

The secretary of the task force is a member of staff of the TERENA Secretariat. He/she is responsible for taking the minutes at each meeting, for making logistical arrangements as necessary and maintaining the task force web pages and mailing lists.

Mandate

The Task Force will continue to operate with a 2-year mandate, starting 1 March 2014 until 28 February 2016

The mandate of the task force may only be renewed by the TERENA Executive Committee (TEC). 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.

The task force will meet at least two times per year. TF-MSP may also come together at the TERENA Networking Conferences. TF-MSP will collaborate with other TERENA Task forces in its search for new initiatives and solutions.

TF-MSP may arrange additional meetings, workshops or video-conferences in pursuit of its goals.

A report on the progress of the task force and the results achieved will be presented to the General Assembly twice per year (TNC and autumn meetings).

Administration

Reports and other results of the task force will generally be placed in the public domain on the TF-MSP web pages except in the cases where confidentiality or privacy is required in which case they will be placed on the TF-MSP closed-access wiki.

The Task force will have a publicly archived mailing list tf-msp@terena.org

Activities

TF-MSP will undertake: The Collection; Development; Documentation and Dissemination of information to assist NREN management in undertaking their roles in the area of service and product provision and customer support.

TF-MSP will collaborate with existing groups including all other TERENA task forces and tasks and activities of the GN projects.

TF-MSP will contribute to projects such as providing advice regarding the topics of the Compendium of NRENS.

The activities of the task force are guided by the priorities of the TF-MSP membership, as determined by regular open polls. The list of initial priorities is given in the ANNEX to this document.

The priorities will be reviewed at least once each year with the revised list being posted on the TF-MSP webpages at: <http://www.terena.org/tf-msp/future-focus.pdf>

Should new activities be started as a result of such collaboration they will be allocated to the most appropriate entity. For instance those that have a highly business oriented content will be managed through TF-MSP. Those that have a highly technical content will be handed-off to the most appropriate technical task force.

Deliverables

The nature of the work of TF-MSP is such that it is unwise to define a formal list of deliverables at the outset. TF-MSP will however provide deliverables that will be judged on their quality and usefulness by the TEC.

ANNEX
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PRIORITY TOPICS

HIGHEST PRIORITY	Vendor Management, particularly in respect of Cloud Services Joint Procurement of Services (Secure Cloud, Real-Time, Service . . .) NREN/GÉANT Service Maps and Road Maps (re-launch Service Matrix) Keeping up to date with users new service requirements Promoting the Implementation of the Green Agenda
	4G/Wi-Fi integration & Business Models Setting-up and undertaking Vendor Management in an NREN Cloud Security Reality of the Cloud – Migrating Campus Applications Update on NREN Strategic Plans
	Finding future Opportunities through Service Maps Joint Procurement of Equipment (Optical, Switches, L3 . . .) Attracting New Users How do NRENs address the needs for computing and storage of the academic and research users?
LOWER PRIORITY	EIROforum ideas for a users commons (e-Infrastructure for the 21 st Century) Creation of a Users Requirements (Compendium?) – Demand v Supply Side Security – ISO 27000, Penetration Testing Operationalization of Services