



DestinE Platform

DestinE Platform Onboarding Policy and Process



serco

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Destination Earth

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1. Introduction

1.1 Scope

This document provides the Onboarding Policy and Process for the “*Destination Earth – DestinE Core Service Platform Framework – Platform & Data Management Services*”.

1.2 Purpose

The purpose of service integration process is to manage the delivery and integration of multiple services effectively and efficiently from different service providers to meet the requirements and objectives of DestinE Earth Services Platform.

The integration process covers the integration of a potential onboarded service, or a federated service, or a federated IdP, to the DestinE Platform, by means of the onboarding procedure or the federated procedure respectively.

1.3 Acronyms and Abbreviations

Table 1: Acronyms and Abbreviations

| Acronym | Definition |
|---------|------------------------------------------------|
| COM | European Commission |
| DESTINE | Destination Earth |
| DCoC | DestinE Platform Code of Conduct |
| DTaC | DestinE Terms and Conditions |
| ECSS | European Cooperation for Space Standardization |
| ESA | European Space Agency |
| IAM | Identity and Access Management |
| ICD | Interface Control Document |
| OCD | Operations Concept Document |
| SOW | Statement of Work |
| 3EEs | Entrusted Entities (ESA, ECMWF, EUMETSAT) |

1.4.1

1.4 Glossary

Actors

The different actors defined to describe the set of services and capabilities of the DestinE Platform are described in the following subsections. Serco intends to reuse the same definition coherently within its own federated services to offer a unique continuity of services to the users. Particular attention is being paid to the link with the infrastructure provider to enable seamless scalability through a unique continuum of operations.

Unregistered users

Users who are not registered in the IAM Service and are therefore able to access a limited set of DestinE Platform functionalities.

Registered Users

Users registered in the IAM service, and categorized as follows.

Standard Users

Standard Users have performed the self-registration and, with the Access Profile of Registered User, they consume resources and services.

Registered Service Providers

Registered Services Providers are the providers of services listed in the DestinE Platform Service Registry, and available to Standard Users. This group is composed of:

- 1.4.3.2 • Core Service Providers providing the “DestinE Platform” Registered Services implemented and operated by Serco.
- Service Providers providing “DestinE Platform” Registered Services to offer applications and algorithms.

All Registered Services shall offer a free tier to all DestinE users corresponding to a DestinE Usage Profile describing the characteristics of the free access.

DestinE Platform Administrators

A DestinE Platform Administrator is an actor in charge of managing the configuration elements of the Core Services with administrative privileges. A DestinE Platform Administrator applies the identified operational routines and approved changes to the DestinE Platform IAM Service and other DestinE Platform components configurations.

Federated users

Federated Users are Users from external Federated Services. Their personal data is provided by an external Identity Provider and may be propagated to the DestinE Platform IAM Service upon acceptance of the User.

The Federated Users are enabled to access all the DestinE Platform features, functions and services freely accessible.

2. DestinE Platform service overview

The DestinE Platform is part of the Serco operational services that support many worldwide activities and in particular the European DestinE flagship initiative. The DestinE Platform is operated by Serco and its partners: OVHcloud, Thales Alenia Space, Deimos, CGI, MEEO, Exprivia, Alia Space, GAEL Systems and GeoVille.

The platform provides a framework where service providers can host DestinE advanced applications and benefit from the access to the rich OVH cloud infrastructure ecosystem together with series of Serco federated services (e.g. access to Copernicus data). The goal of the DestinE Platform is to create a user-friendly platform that provides users with evidence-based policy and decision-making tools, applications, and services, based on an open, flexible, scalable, and evolvable secure cloud-based architecture. The platform acts as the entry point for users towards the overall DestinE Ecosystem and it is designed considering the European SIMPL technical guidelines.

The models behind the platform operations will address simultaneously different verticals, and create added-value services meeting the high expectations and needs of information and insights related to DestinE data.

The DestinE Platform is designed to grow in terms of user basis and service offer via a Service Onboarding process that will allow Service Providers to make their services available to the platform end-user community. In the following sections, both an high level view of the onboarding process and a detailed view of the onboarding procedure are provided.

3. Service Onboarding overview

Onboarding a service in the DestinE Platform refers to the process through which an actor, the Service Provider (see section 1.4), becomes part of the DestinE Platform ecosystem, thereby making its services available to users of the platform.

3.1 Onboarding: benefits and duties

Onboarding a service in DestinE Platform comes with a set of duties and benefits for Service Providers.

Duties of a Service Provider in DestinE Platform:

1. **Adhere to DFCoC:** The service provider must accept and apply the DestinE Platform Code of Conduct outlining the expected behavior and ethical standards for individuals and services within the platform.
2. **Listing Creation:** The service provider must create a detailed and attractive listing for their service. This includes providing a clear description of the service, its features, and any other relevant information to allow potential users to evaluate the service. All Registered Services shall offer a free tier to all DestinE users corresponding to a *DestinE Usage Profile* describing the characteristics of the free access.
3. **Unified Identity management:** The service provider must allow access to its services to user identities registered on the platform (all or a subset).
4. **Accounting:** Each Service shall present a public offer, listing all available functionalities provided. These functionalities are the available transactions provided by a Service and they are pushed into DestinE Platform Clearing House. The requirement is to define a 'free' usage profile, called "DestinE Usage Profile".
5. **Quality Assurance:** the service provider must ensure that its service meets the required quality standards and complies with the quality assurance requirements of the platform.
6. **User Community Management:** Keeping communication channels open with customers to address their questions, concerns, or feedback is essential for customer satisfaction.

Benefits of being a Service Provider in DestinE Platform:

1. **Access and visibility on DestinE Platform** (Destination Earth single entry-point)
2. **Benefit from state-of-the-art Cloud infrastructure** offering, including customized orchestration capabilities.
3. **Being exposed to a wider audience, access to a Wider Audience:** DestinE Platform is designed to have a growing user base, which provides exposure to a broader audience and potential customers (from large institutions to leading commercial players). This can increase the service provider's visibility and brand awareness.
4. **Credibility and Trust:** Joining DestinE Platform can lend credibility to the service provider and establish business relationships based on trust.

5. **Payment Processing:** DestinE Platform handle payment processing, making it more convenient for the service provider to receive payments.
6. **Analytics and Insights:** DestinE Platform can provide data and insights on end-user's behavior, helping service providers optimize their offerings.
7. **Uniqueness of DestinE:** Service Providers can efficiently leverage the uniqueness of DestinE data to provide a novel service (gives them an advantage on competitors not on DestinE).

Participating in DestinE Platform can be beneficial for service providers as it opens new avenues for business growth, visibility, and potential revenue generation. However, it is essential to maintain the quality of services and customer satisfaction to thrive in such a competitive environment.

4. Onboarding Policy

The Onboarding Policy is a crucial aspect of Service Integration process and focuses on establishing the necessary framework, policies, and procedures and people organization to govern the integration of services in DestinE Platform.

The onboarding process is managed through a dedicated team, hereinafter referred as "DestinE Platform Team".

This section shows an internal perspective of the onboarding process.

4.1 Onboarding roles

4.2 The onboarding process is managed through a dedicated team Onboarding Policy Principles

Identification of Services to be integrated

The Services to be integrated are identified via several channels:

4.2.1

- Core Services (Platform Management Services, Data Management Services and Forerunners)
- ESA Advanced Services
- Additional Services (e.g. Serco business services)

For a Service Provider interested in onboarding a service, it is possible to express his/her interest in the integration process through the Service Registry.

4.2.2

Service assessment

For each service to be integrated, an assessment is conducted, performing a thorough review of all relevant aspects. In particular:

Point 1)

A new Service adheres to the following principles:

1. follow the FAIR (Findability, Accessibility, Interoperability, Reuse) principles for scientific data management.
2. foster interaction and collaboration amongst the user community by providing dedicated collaborative interfaces and frameworks.
3. facilitate effortless access to a comprehensive range of services designed to support expert development endeavors while also enabling the Earth system's exploration and interaction with its representation by the general public.
4. enable smooth integration of resources not funded by DestinE but that provide operational continuity and create a seamless scalability for DestinE Platform user operations.
5. provide a Service Level Agreement, documenting performance expectations for DestinE Users

6. include a free-for-users profile offering a free access to all DestinE users.

Point 2)

A new Service Provider shall accept:

- *DCoC: [DestinE Platform Code of Conduct](#)*
- *[DestinE Platform Terms and Conditions](#) ("Platform")*
- *DTaC: [DestinE Terms and Conditions](#) ("data access"), described in Annex 1 of this document.*

Point 3)

A new Service Provider shall adhere to DestinE Objectives: the Destination Earth (DestinE) initiative aims to create multiple extremely accurate digital representations of Earth focused on specific themes. These replicas will be used for the monitoring and simulation of both natural and human activities. Furthermore, the initiative will facilitate the creation and testing of scenarios to promote sustainable development and align with European environmental policies. Destination Earth is set to play a vital role in supporting the European Commission's objectives outlined in the Green Deal, Data Strategy, and Digital Strategy.

5. Onboarding procedure

The onboarding procedure provides a step-by-step guide on how to perform the service integration process. It outlines the specific tasks, activities, and responsibilities involved in integrating services from multiple providers. The Onboarding procedure include three stages:

- Stage 1: Service Onboarding Request
- Stage 2: Service Evaluation
- Stage 3: Service Integration

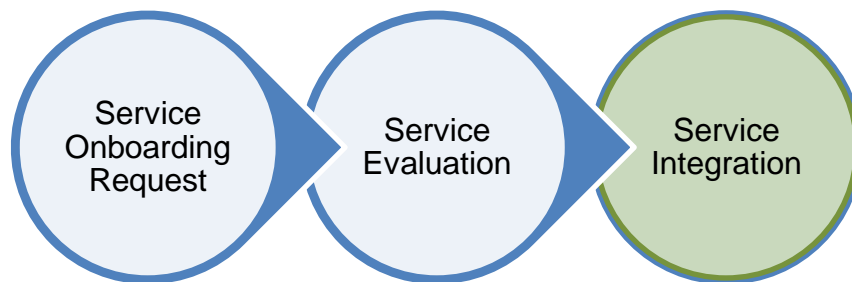


Figure 1: Stages of the Onboarding Procedure

5.1 Stage 1: Service Onboarding Request

The objective of Stage1 is to have the Service Provider acknowledge *DestinE Platform* ecosystem policy, policies and procedures and provide Service details and technical documentation. The Stage 1 is made of three sub-stages, as shown in the figure below. Completion of a Stage is mandatory to proceed to the next sub-stage.

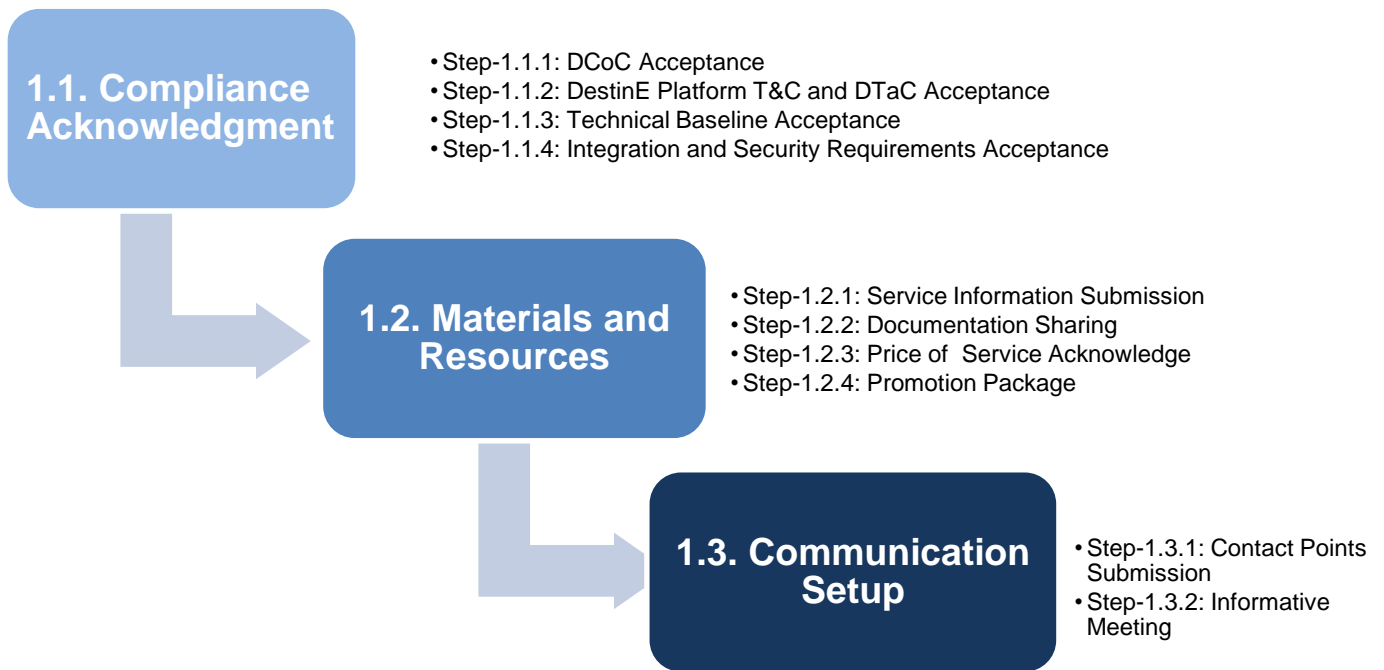


Figure 2: Stage 1 Sub-stages and steps

5.1.1 Compliance Acknowledgement

This group encompasses steps that focus on acknowledging and accepting various policies, terms, and requirements, ensuring that the to-be-integrated Service Provider understands and complies with organizational rules and standards.

STEP 1.1.1: DestinE Platform Code of Conduct Acceptance

The Service Provider shall accept the [DestinE Platform Code of Conduct](#). It will be shared with the users through DestinE web Interface.

STEP 1.1.2: DestinE Platform Terms and Conditions and DestinE Terms and Conditions Acceptance

The Service Provider shall accept [DestinE Platform Terms and Conditions](#) and DestinE Terms and Conditions (see Annex 1). They will be shared with users through DestinE Platform Web Portal.

STEP 1.1.3: Technical Specifications Approval

The Service Provider shall acknowledge applicable DestinE Platform Framework Technical Requirements and Specifications, including the DestinE Platform Operations Concept.

STEP 1.1.4: Integration & Security Requirements Acceptance

The Service Provider shall acknowledge DestinE Platform Security Requirements and Specifications.

Materials and Resources

This group encompasses steps where the Service Provider delivers the necessary resources (information, documentation, artifacts, ...) and the informative material (promotion package, tutorials, manuals, ...) characterizing the service.

STEP 1.2.1: Service Information Submission

5.1.2 The Service Provider shall fill a dedicated online form with the following service information:

- a) Service Name
- 5.1.2.1 b) Service Description
- c) Access Policy
- d) Registration Method
- e) Interface Type
- f) DestinE Usage Profile
- g) Content Source Management

This information is used to create a comprehensive profile for the service/application within Service Registry.

5.1.2.2 STEP 1.2.2: Documentation sharing

Service Providers delivers documentation related to the new service, such as API documentation, user guides, and configuration instructions.

5.1.2.3

STEP 1.2.3: Price of Services Acknowledge

The Service Provider shall accept the price of DestinE Platform Services that will be detailed in Stage 2. All prices are subject to change without notice and are not guaranteed, except that prices for an order 5.1.2.3 that have been accepted are not subject to change after acceptance. The Services prices and their availability can be altered at any time, with no prior announcement or notification to the consumer.

STEP 1.2.4: Promotion Package

To promote the new service, the Service Provider will deliver a Promotion package, including:

- a) Service presentation
- b) Logos
- c) Images
- d) Video
- e) Tutorials

To ensure a coherent visual identity, DestinE Platform makes available templates of most common document types and guidelines on the web site. In this Stage, the package may be in draft form, a final

version should be delivered in Stage 3. In this stage however the Service Provider accepts to provide the requested material.

Communication Setup

This group includes steps establishing communication channels, ensuring a seamless exchange of information and contact.

Step-1.3.1: Contact Points

5.1.3 The Service Provider shall communicate their Reference Contact Points

- Administrative Contact Point

5.1.3.1 • Technical Contact Point

Step-1.3.2: Informative Meeting

5.1.3.2 The DestinE Platform Team assesses the provided materials and – if deemed appropriate – organizes a meeting with the reference Contact Points of the potential Service Provider, to give a high-level overview of all the information needed to finalise properly the Service application.

5.2 Stage 2- Service Evaluation

The objectives of Stage 2 are the evaluation of the Service Request and (in case of positive outcome) the Service Integration in DestinE Platform ecosystem. The evaluation Criteria are the criteria that the Internal Board applies in the qualitative evaluation of submitted service to determine the strengths and weaknesses of a new service by separate evaluation of its various aspects. They are:

1. Cost Model:

The Service Provider shall provide a cost model of their Service which will potentially include:

1. Integration Costs: Assess the costs and workload required to integrate it. The ideal is that it can integrate seamlessly into existing systems and processes.
2. Usage of Data Management Services
3. Infrastructure Costs (Cloud infrastructure)
4. Usage of additional Platform Services (Dashboard, monitoring, Communication, and marketing premium plan, etc.) usage.

2. Capability:

Capability criteria include the inclusion of redundancy. Service redundancy as a mechanism to initiate a process analogous to "natural selection" in the context of services. This means that sustainable and efficient services are allowed to continue operating, while those that are unsustainable or less effective are discontinued or terminated (i.e. *What does the new service enable DestinE Platform to do? What is the added value compared to the current status? What contribution to Green Deal and European digital transformation the Service will give?*).

3. Usability:

Usability is how effectively and efficiently users can use the new service. It is important for internal board to understand user needs and its ease of use.

4.Application:

Analyse whether the new service is expanding or flattening DestinE Platform Ecosystem, (i.e. services no longer used by the user community, or obsolete services, or trivial services

5. Long-Term Sustainability: "Long-term sustainability" is a concept that encompasses the ability of a service to persist and thrive over an extended period of time while maintaining or improving its well-being without depleting or harming the resources and conditions that support its existence.

The Onboarding Service Request will be evaluated by the Internal board considering:

- its compliance to [DestinE Platform Code of Conduct](#);
- its compliance with [DestinE Platform Terms and Conditions](#) and DTaC (see Annex 1);
- its purpose in line with the DestinE objectives (e.g. providing a simulation on the DestinE Platform the Earth's system developments and human interventions, delivering potential simulations and prediction of environmental behaviour, such as disasters, and resultant socio-economic events, such as crisis, to be elaborated and interpreted by policy makers).

The internal Board includes:

- DestinE Platform Team
- ESA
- 3EEs
- COM

The internal board will evaluate the new services to integrate. The Sentinels Benefits Methodology can be applied to DestinE, in particular to the new service evaluation and integration focusing on addressing environmental, economic, and societal challenges through advanced Earth monitoring and modelling technologies.

The primary purpose of this methodology is to evaluate, measure, and optimize the benefits related to a specific service. Figure 3 below illustrates the hierarchical relationships between benefits.

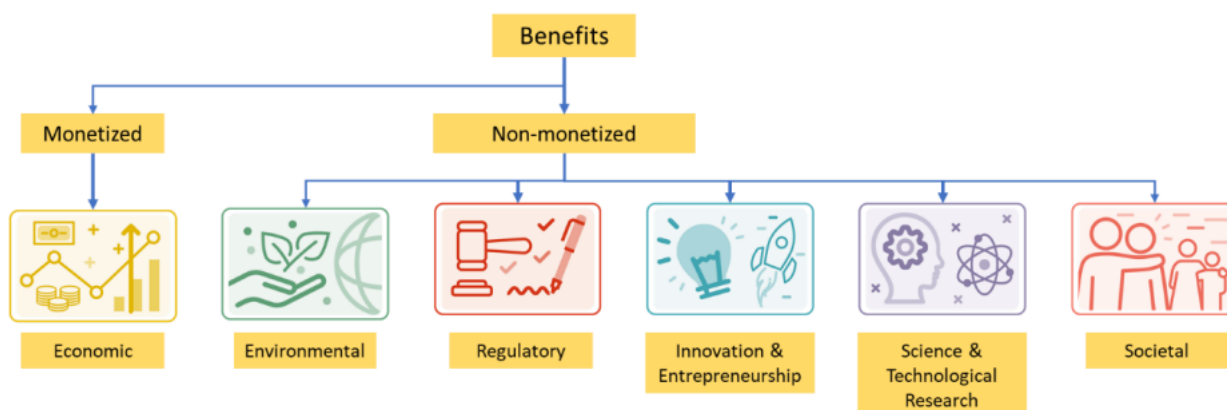


Figure 3: Hierarchical relationships of benefits

Benefits dimensions are:

- **Economic:** Impacts related to the production of goods or services, or impacts on monetary flow or volume, such as revenue, profit, capital and (indirectly, through turnover generation) employment
- **Environmental:** Impacts related to the state and health of the environment, particularly as regards the ecosystem services on which human societies depend.
- **Regulatory:** Impacts linked to the development, enactment or enforcement of regulations, directives and other legal instruments by policymakers
- **Innovation - Entrepreneurship:** Impacts linked to the development of new enterprise and/or the introduction of technological innovation into the market and/or business processes.
- **Science Technology:** Impacts linked to academic, scientific or technological research and development, the advancement of the state of knowledge in a particular domain
- **Societal:** Impacts related to broader societal aspects, such as public health, citizen security and welfare.

Declining the above benefits in the service evaluation stage:

- **Economic:** Measure the economic benefits, such as increased agricultural productivity, reduced disaster-related costs, and enhanced resource efficiency;
- **Environmental:** Evaluate the impact of the new service on ecological systems, climate change mitigation, biodiversity, and resource management;
- **Regulatory:** Evaluate the new service impacts associated with the creation, implementation, or enforcement of regulations, directives, and other legal tools by government authorities;
- **Innovation/ Science Technology:** Analyse the contributions of the service to scientific knowledge, innovation, and technological progress.
- **Societal:** Assess the societal benefits, including improved health outcomes, educational advancements, and increased resilience to environmental threats.

To provide a visual representation of the importance of the indicator, (a measurable or observable factor that provides information, signals, or evidence about the state, progress, or quality of the benefit) and by extension, the dimension, a grading system or scale from 0 to 5 has been introduced as shown in table Table 2: Scaling of benefits. The scale is applied both monetized and not monetized benefits.

Table 2: Scaling of benefits

| Scale | Description | | Level |
|----------|-------------------------------------------------------------------------------------------------------------------------|-------------|-------|
| NULL | There are no perceivable benefits in this dimension, and no potential for such benefits to emerge is anticipated. | | 0 |
| LATENT | There are, in general, potential benefits, but no concrete has been identified or described in this particular instance | | 1 |
| MANIFEST | At least one benefit has been identified with overall significance low/moderate/high/exceptional | Low | 2 |
| | | Moderate | 3 |
| | | High | 4 |
| | | Exceptional | 5 |

5.3 Stage 3- Service Integration

The figure below shows the main steps of Stage 3.

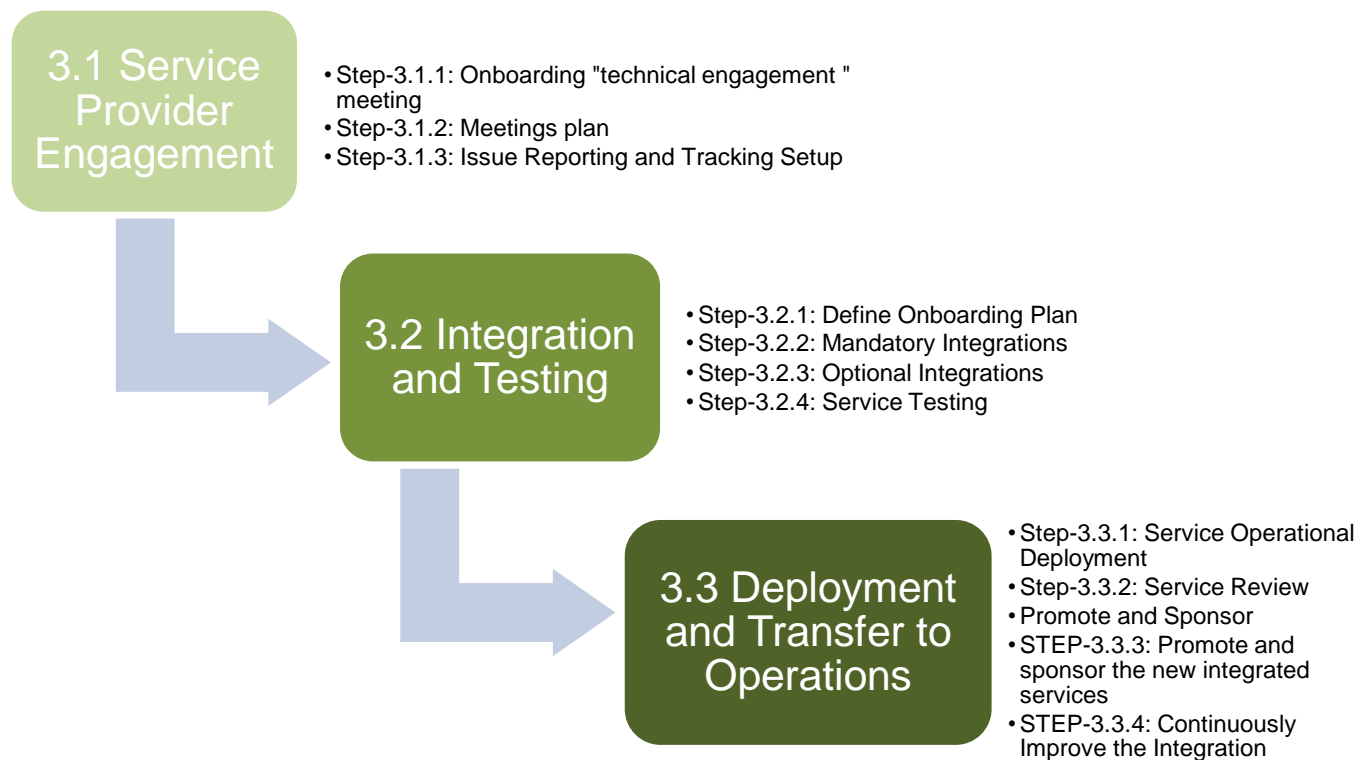


Figure 4: Stage 3 Sub-stages and Steps

5.3.1

Service Provider Engagement

5.3.1.1

Step-3.1.1 Onboarding technical engagement meeting

To establish relationships and communication channels with the involved service providers, the DestinE Platform Team organizes an "*Onboarding technical engagement meeting*". Objectives of this meeting are:

- a. Identification of the responsible of service integration on Destine Platform side
Identification of the responsible of service integration on Service Provider side
- b. Explanation of technical steps:
 - i. Mandatory Integrations, i.e., overview of which are the mandatory services or resources to which the onboarded service should be integrated.
 - ii. Optional Integrations, i.e., overview of which are the optional services or resources to which the onboarded service should be integrated.
 - iii. Service Verification & Security
 - iv. On-Boarding Starter Kit
 - v. Activities Management: How-To

- c. Organization of meetings to monitor progress.

The communication channels include meetings, emails, issue tracking tools access.

STEP-3.1.2: Meetings plan

A structured plan for setting-up and conducting regular check-in meetings is agreed between DestinE Platform Team and the Service Provider team. As a minimum the following shall apply:

Objective: To ensure open communication, alignment, and progress tracking between the service/application provider and the digital marketplace team throughout the integration process.

Frequency: Weekly meetings are recommended for the duration of the integration project.

Duration: Each meeting is scheduled for 30 to 60 minutes, depending on the complexity of the integration and the number of topics to discuss.

STEP-3.1.3: Issue Reporting and Tracking setup

Issue Reporting and issue tracking processes are detailed in a separate document that will be provided (DestinE Platform Anomaly Management procedure).

As well as DestinE Platform Consortium will respond to user issues, Service Providers are committed to respond within:

- First Time Response: 4 hr 24/7
- Time to Resolution: 5 Normal Working Days (User request)

5.3.2 Integration and Testing

These are all the activities needed to ensure a successful integration with DestinE Platform and end with the operational readiness of the Service.

To start these activities, the Service Provider presents the service technical solution in a dedicated meeting and provides the following documents (or updates if already delivered in Stage 1):

- a. Service Technical Baseline (System Design, Operational Concept, ICDs)
- b. Data migration plan (if necessary)
- c. Cloud requirements and Infrastructure sizing information
- d. User Service Level Agreement

STEP-3.2.1: Define Onboarding Plan

The DestinE Platform Team and the Service Provider Project Manager:

- a. Create a detailed project plan outlining the tasks, timelines, and milestones.
- b. Identify the resources and dependencies required for each task (onboarding, operationalisation and maintenance tasks) on each side.
- c. Define the communication approach toward users (timeline, events, ...)

STEP-3.2.2 Mandatory Integration with Platform Management Services

The DestinE Platform Team initiates and coordinates the following onboarding activities:

- a. Integration with IAM Service
- b. Integration with Service Registry
- 5.3.2.2 c. Infrastructure integration, choosing one of the following scenarios:
 - i. Hosting on DestinE Platform Runtime Platform
 - ii. Hosting on OVH for DestinE Platform
 - iii. Hosting on OVH.

STEP-3.2.3 Optional Integration with other Platform Services

- a. [optional] Integration with Runtime platform
- 5.3.2.3 b. [optional] Integration with accounting (Clearing House)
- c. [optional] Integration with Service Operations Monitoring Dashboard (a.k.a. Monitoring Service)
- d. [optional] Integration with the Executive Dashboard
- e. [optional] Usage of OVH resources required by the Service Provider.
- f. [optional] Integration with Data Workflow Services.

5.3.2.4 The Service Champion evaluates the data migration plan, possibly in agreement with DEDL team with support of the Data Protection Champion to ensure compliance with GDPR regulation.

STEP-3.2.4 Service Testing

The integration testing stage is planned to follow a template Integration Test Plan provided by the DestinE Platform Team and customised by the Service Provider.

- a. [optional] The required cloud resources are defined and provided within the DestinE Platform Staging environment. [alternatively] the resources are procured by the Service Provider on their own cloud. Costs may vary depending on the size of the infrastructure.
- b. [optional] The DestinE Platform Team gives access to the DestinE Platform Reference environment configured as per Service needs, in terms of resources, availability of the reference Runtime etc.
- c. The Service Provider deploys the service on the dedicated infrastructure (Runtime or Service Provider's private infrastructure) and
 - i. [Service Provider's private infrastructure] conduct security and integration testing to ensure compatibility and functionality of the services.
 - ii. [Runtime] the DestinE Platform Security Team conduct security tests

- d. The Service Provider performs integration tests following the established plan. When completed, Service provider delivers Test Report of the performed Integration Testing.
- e. The Service Provider organises an end-to-end testing session on the Reference environment with witnessing of the DestinE Platform Team to show successful integration of the service.

Deployment and Transfer to Operations

STEP-3.3.1 Service Operational Deployment

Following a successful Integration Testing step (previous) the Service Provider

- 5.3.3 a. deploys the Service (on the DestinE Platform Production Runtime platform or its own Production environment).
- 5.3.3.1 b. Monitor the deployment process for errors or failures
- c. Roll back if necessary
- d. Set up monitoring tools to track application performance and errors
- e. Configure logging to capture relevant information for debugging

STEP-3.3.2 Service Review

- 5.3.3.2 The Service Champion informs the DestinE Platform Team that the service has been successfully deployed and its ready for the Service Review.

The DestinE Platform Team identify end-users to validate the integrated services as early adopters. The Team gather feedback and shares the community input with the Service Provider.

5.3.3.3

STEP-3.3.3 Promote and sponsor the new integrated services

To promote the new service, the Service Provider will have to submit the Promotion package as described in a separate document that will be provided.

- 5.3.3.4 The DestinE Platform Team will update the web portal and Knowledge Base with the new service promotion material.

STEP-3.3.4: Continuously Improve the Integration

1. The DestinE Platform Team performs monthly progress meetings to monitor the performance and effectiveness of the integrated services.
2. During the progress meeting, the Team shares feedback from users, service providers, and stakeholders. (i.e. web portal surveys, user collection feedbacks, etc.)
3. During the meeting, areas for improvement are identified and planned.

DestinE Terms and Conditions (DTaC)

[coming soon]

Annex 1.