



DestinE Platform

serco

DestinE Platform Onboarding Policy and Process



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2.0	04/03/2024	"Annex 1 DESP Code of Conduct" and "Annex 2 Terms & Conditions" completely updated – including inputs from ESA – and moved in separated documents.	Updated version after ESA review
3.0	20/02/2025	Updated evaluation criteria and recommendations outputs	Updated version after EC feedbacks

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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 the DestinE 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 Applicable Documents

Table 1 - Applicable Documents.

Ref.	Title	Reference and Version
AD-1	DestinE Platform System Design Document and Master ICD	DEST-SRCO-DD-2300317, 1.8
AD-2	DestinE Platform Operations Concept Document	DEST-SRCO-DD-2300330, 1.5

1.4 Reference Documents

Table 2: Reference Documents.

Ref.	Title	Reference and Version
RD-1.	DestinE Platform - Service Registry Integration Guidelines	DEST-SRCO-TN-2500765, v1.0
RD-2.	DestinE Platform Monitoring System Integration Procedures	DEST-SRCO-TN-2400648, v2.0
RD-3.	DestinE Platform DMS Integration Procedure Runtime	DEST-SRCO-TN-2300355, v4.5
RD-4.	Anomaly Management Procedure	DEST-SRCO-PR-2300315, v1.8
RD-5.	DestinE Platform – Identity Access Management Integration Procedure	DEST-SRCO-TN-2400672, 2.0
RD-6.	Template Components Cyber Report.docx	DEST-SRCO-TN-2400476, 1.0
RD-7.	Security Coding Rules	83231328-DDQ-TAS-EN, 4.0

RD-8.	DestinE Platform Data Model of Data and Services	DEST-SRCO-TN-2400459, 3.0
RD-9.	DestinE Platform Service Verification Test Plan.docx	DEST-SRCO-PL-2300375
RD-10.	DestinE Platform Service Verification Test Report.docx	DEST-SRCO-RP-2300372
RD-11.	DESP Services documentation publication procedure	ALIA-DESP-DOCS-TN-0003, v1.5

1.5 Acronyms and Abbreviations

Table 3: Acronyms and Abbreviations

Acronym	Definition
COM	European Commission
DESP-IEB	DestinE Platform Internal Evaluation Board
DESTINE	Destination Earth
DCoC	DestinE Platform Code of Conduct
DOSI	DestinE Onboarding Service Integration
DTaC	DestinE Terms and Conditions
ECSS	European Cooperation for Space Standardization
ESA	European Space Agency
IAM	Identity and Access Management
IEB	Internal Evaluation Board
ICD	Interface Control Document
OCD	Operations Concept Document
RD	Reference Document
SOW	Statement of Work
3Es	Entrusted Entities (ESA, ECMWF, EUMETSAT)

1.6 DestinE Platform profiles glossary

1.6.1 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.

1.6.2 Unregistered users

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

1.6.3 Registered Users

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

1.6.3.1 Standard Users

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

1.6.3.2 Registered Users Granted Upgraded Access

A registered user whose upgraded access to DestinE has been validated by the European Commission. Users Granted Upgraded Access are the following categories: Public authorities, Academia and Research, SMEs and start-ups, Third-country public authorities, DestinE Entrusted Entities' staff and DestinE Entrusted Entities' contractors.

1.6.3.3 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.

1.6.3.4 Tenancy Actors

DestinE Platform Tenancy Actors are Standard Users allowed to consume and manage resources related to Tenancy. Please refer to [AD-1] for the detailed view and description of these actors

1.6.3.5 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:

- Core Service Providers providing the “DestinE Platform” Registered Services implemented and operated by the Consortium under this contract.
- 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.

1.6.4 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.

1.6.5 DestinE Platform Team

The onboarding process is managed through a dedicated team, referred as “DestinE Platform Team” in this document. It is composed of members of the DestinE Platform consortium responsible of the DestinE Platform.

1.6.6 DestinE Platform Internal Evaluation Board (DESP-IEB)

The DestinE Platform Internal Evaluation Board includes:

- Service Manager (Industry)
- Platform Product Owner (Industry)
- Collaborations & Partnerships Manager (Industry)
- DestinE Platform Onboarding Manager (Industry)
- Technical Officer (ESA)

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.

The platform provides a framework where service providers can host DestinE advanced applications and benefit from the access to the rich OVHcloud 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 ([Simpl: Cloud-to-edge federations empowering EU data spaces | Shaping Europe's digital future \(europa.eu\)](#)).

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 community and service offering through a streamlined Service Onboarding process that will allow Service Providers to make their services available to the platform end-user community. In the following sections, both a 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 1.6.3.5), 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.

3.1.1 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 his/her 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. **Quality of Service:** ensure service availability and reliability while adapting to the user demands (upscaling, downscaling), propose evolutions of the service to integrate user community feedback and market needs.
4. **Unified Identity management:** the service provider must allow access to his/her services to user identities registered on the platform (all or a subset).
5. **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 main requirement is to define a 'free' usage profile, called "DestinE Usage Profile", and to define and display publicly associated quotas and limitations to the users.
6. **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.
7. **Anomaly Management:** Offer appropriate support to users regarding anomalies and user requests, in accordance with the established resolution time Consortium requirements.

3.1.2 Benefits of being a Service Provider in DestinE Platform:

1. **Access and visibility on DestinE Platform** Once the onboarding process fully completed, the service will be visible in the Service Registry of the DestinE Platform (Destination Earth single entry-point)
2. **Benefit from state-of-the-art Cloud infrastructure offering**, including customized orchestration capabilities to enable scalability and availability of your service.

3. **Security and compliance with EU regulations** is ensured both at infrastructure level and through specific requirements and tests applicable to all services available on the platform.
4. **Credibility and Trust:** Joining DestinE Platform demonstrates the capability of the service to operate at state-of-the-art level
5. **Analytics and Insights:** DestinE Platform can provide data and insights on end-user's behavior, providing valuable insights and helping service providers optimize their service.
6. **Uniqueness of DestinE:** Service Providers can efficiently leverage the uniqueness of DestinE data to provide a novel service.

Participating in DestinE Platform can be beneficial for service providers as it opens new opportunities for service growth, visibility, and potential impact. 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 the 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.

This section shows a perspective of the onboarding process.

4.1 Identification of Services to be integrated

A potential Service Provider interested in onboarding its service can apply for onboarding by providing information through the Onboarding Form present in the DestinE Platform Web Portal (<https://platform.destine.eu/onboarding/>).

4.2 Pre-requisites

For each new service to be integrated, an assessment is conducted, performing a thorough review of all relevant aspects, described hereunder.

4.2.1 Principles

A new Service adheres to the following principles:

1. Follow the FAIR (Findability, Accessibility, Interoperability, Reuse) principles for scientific data management.
2. Facilitate effortless access to a comprehensive range of services designed to support expert development endeavours while also enabling the Earth system's exploration and interaction with its representation by the general public.
3. Enable smooth integration of resources not funded by DestinE but that provide operational continuity and create a seamless scalability for DestinE Platform user operations.
4. Provide a free tier service to all DestinE registered users, with clear quotas/limitations, if applicable.
5. Offer appropriate support to users regarding anomalies and user requests related to onboarded services, in accordance with the established resolution time Consortium requirements
6. Foster interaction and collaboration amongst the user community and propose a 12-months evolution roadmap of the service, and integrate user community feedback and market needs
7. Provide a Service Level Agreement, documenting performance expectations for DestinE registered users (availability and reliability of the service).

4.2.2 Acceptance

A new Service Provider shall accept:

- DCoC: [DestinE Platform Code of Conduct](#)
- DestinE Platform Terms and Conditions ("Platform T&Cs"), available here: <https://platform.destine.eu/terms-and-conditions/>

- DTaC: DestinE Terms and Conditions for DestinE Users Granted Upgraded Access ("DestinE T&C"), available here: <https://platform.destine.eu/wp-content/uploads/2024/11/Terms-and-Conditions-for-DestinE-Users-Granted-Upgraded-Access.pdf>

5. Onboarding procedure

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 Process

5.1 Stage 1: Service Onboarding Request

The objective of Stage 1 is to ensure that the Service Provider acknowledges *DestinE Platform* ecosystem policies and procedures and provides Service details and technical documentation. The Stage 1 is made of three sub-stages, as shown in the figure below. Completion of Stage 1 is mandatory to proceed to the next stage.

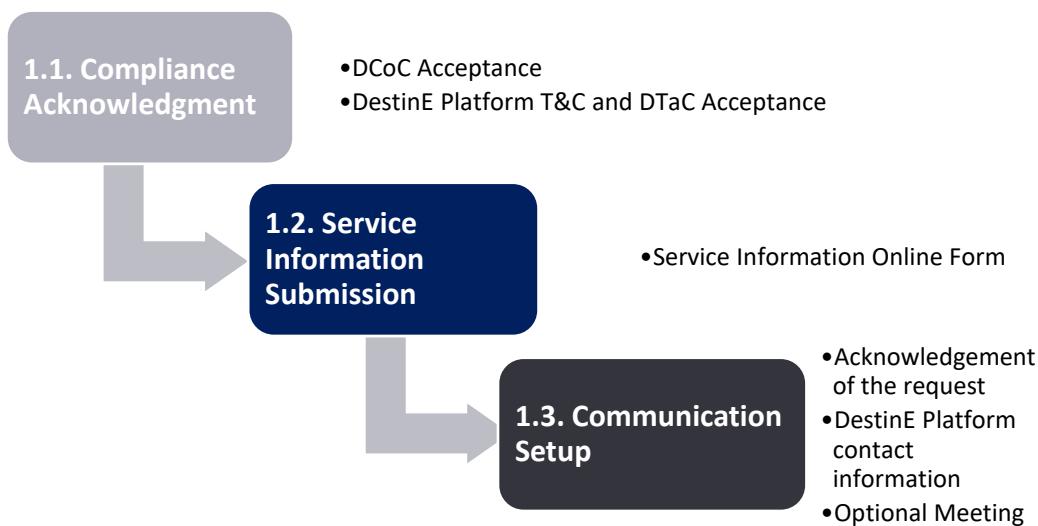


Figure 2: Stage 1 Sub-stages and steps

This initial step shall be completed directly on the DestinE Platform by logged-in Registered Users (<https://platform.destine.eu/onboarding>), providing specific service information. As an example, see below the information that might be asked (non-exhaustive list, subject to change):

- a) Service Name
- b) Service Description
- c) Contacts points
 - o Administrative Contact Point
 - o Technical Contact Point
- d) Access Policy
- e) Service selection as part of Destination Earth competitions, if any
- f) Registration Method
- g) Interface Type
- h) Dataset Used
- i) DestinE Usage Profile (service free tier to be offered to all DestinE registered users)
- j) Service documentation, if available
- k) Service demonstration link, if available
- l) Example of user's typology targeted by the service
- m) List of benefits for Destination Earth community
- n) Demonstrate alignment with Destination Earth objectives

5.1.1 Compliance Acknowledgement

Through filling the form, the requestor will be requested to accept again the DestinE Platform Code of Conduct Acceptance, the DestinE Platform Terms and Conditions and the Terms and Conditions for Destination Earth (DestinE) Users Granted Upgraded Access.

5.1.2 Communication Setup

Following the submission of service information, the Service Desk DestinE Platform Team will initiate the communication with the Service provider.

5.1.2.1 Acknowledgement of the request

As soon as the onboarding request is being validated on the DestinE Platform website, a ticket is created in the DestinE Platform Service Desk. This ticket is handled by an agent and the Service Provider is receiving an acknowledgement of the request.

5.1.2.2 DestinE Platform contact information

Through the ticket created, the Service Provider will receive the contact information to follow his/her request. These contacts will remain the same for stage 1 and stage 2.

5.1.2.3 Optional Meeting

The DestinE Platform Team assesses the provided materials and – if necessary – 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 service evaluation is a crucial step, ensuring that all services published on the platform are in conformance with:

- Compliance to DestinE Platform Code of Conduct; DestinE Platform Terms and Conditions and DTaC
- Meeting eligibility criteria.
- Alignment with Destination Earth goals and objectives.

5.2.1 Ineligibility criteria

The candidates for onboarding will not be subject to evaluation of their service in the following cases:

- The response to the onboarding form demonstrates inability to comply with the DestinE Platform Code of Conduct, DestinE Platform Terms and Conditions or DTaC.
- Conflict of interest - Any situation where the organization submitting the request for onboarding has a conflict of interest that could affect the impartial and objective performance of the contract.
- The response to the onboarding form does not contain enough information to properly evaluate the solution, and no additional information has been provided.
- The non-compliance with DestinE Platform principle of offering a service free tier to all DestinE users registered in DestinE Platform

5.2.2 Evaluation criteria

The evaluation of the services candidating for on boarding the DestinE Platform revolves around 4 key pillars designed to assess the solution attractiveness, degree of innovation and alignment with Destination Earth objectives.

Rating	Description	Outcome
C1	Quality & credibility Background and experience of the organization involved. Adequacy of costing (if applicable) and assessment of resources consumption.	20%
C2	Alignment with program objectives Relevance of the proposed solution in accordance with the goals of Destination Earth, usage and exploitation of DestinE outputs.	30%
C3	Reliability & interoperability Technical solution maturity, scalability, and interoperability to ensure high performance level.	30%
C4	Attractiveness Assessment of the proposed functionalities, technological innovation, market demand.	20%

Table 4 - Evaluation criteria

5.2.3 Detailed evaluation criteria

C1 - Quality, credibility

The proposed service and its operations' sustainability is credible. The technological know-how of the provider matches DestinE Platform requirements.

- The proposed solutions demonstrates quality and sustainability commitments
- The provider organisation shows experience and capacity in providing an operational service
- The proposed solution can meet the DestinE Platform standards

C2 - Alignment with program objectives

Relevance of the proposed solution in accordance with the objectives of Destination Earth and the interest for users.

- The proposed solution focus on the effects of climate change, their socio-economic impact and possible adaptation and mitigation
- The proposed solution enables, supports, or facilitates the implementation of EU or national policies in line with the climate and sustainability objectives
- The proposed solution leverages climate data and/or aim to use DestinE available resources

C3 - Reliability & interoperability

Relevance of the proposed solution in accordance with the objectives of Destination Earth and the interest for users.

- The proposed solution focus on the effects of climate change, their socio-economic impact and possible adaptation and mitigation
- The proposed solution enables, supports, or facilitates the implementation of EU or national policies in line with the climate and sustainability objectives
- The proposed solution leverages climate data and/or aim to use DestinE available resources

C4 - Attractiveness

Assessment of the proposed functionalities, technological innovation, market demand.

- The proposed solution brings innovation through functionalities (i.e., novel approaches, advanced algorithms, new applications of technology), efficiency or ease-of-use
- The proposed solution offers an attractive free tier for registered users
- The proposed solution responds to an identified market need/demand
- The proposed solution enables seamless onboarding and usage by target users

5.2.4 Scoring

5.2.4.1 Scoring method

Each evaluator will give a score for each criteria, from 0 to 5 based on the following rating scale:

- 0 – Proposal fails to address the criterion or cannot be assessed due to missing or incomplete information.
- 1 – Poor. The criterion is inadequately addressed or there are serious inherent weaknesses.
- 2 – Fair. The proposal broadly addresses the criterion, but there are significant weaknesses.
- 3 – Good. The proposal addresses the criterion well, but a number of shortcomings are present.
- 4 – Very good. The proposal addresses the criterion very well, but a small number of shortcomings are present.
- 5 – Excellent. The proposal successfully addresses all relevant aspects of the criterion. Any shortcomings are minor.

If the final score for any of the single evaluation criteria is below or equal to 1, the overall evaluation is considered as insufficient and therefore the proposal will be recommended to improve.

The final score (S) will be calculated as follows:

$$S = (R_1 \times W_1) + (R_2 \times W_2) + (R_3 \times W_3) + (R_4 \times W_4)$$

Where

R = Rating per Criteria 1 to 4

W = Weight per Criteria 1 to 4

5.2.4.2 Scoring thresholds

The outcome of the scoring will therefore result in a final score between 0 and 5. Based on the rating outcome, the proposal will either be proposed for publication or recommended to improve:

- If the final score is inferior to the "Manifest-3" threshold, the proposal is rejected with recommendations to improve.
- If the final score is above or equal to the "Manifest-3" threshold, the proposal is passed on to the next phase and proposed for publication upon completion.

Scale	Description	Score
NULL	The proposal is not aligned with DestinE objectives, and would not bring benefits to the user communities	0
LATENT	There are, in general, potential benefits, but no concrete benefit has been identified or described in this particular instance	1
		2
MANIFEST	The proposal is in line with DestinE objectives, target users are well identified. At least one benefit has been identified with overall significance low/moderate/high/exceptional	3
		4
		5

Table 5 - Acceptance threshold

5.2.5 Evaluation process and results

5.2.5.1 Evaluation process

The proposals will be evaluated following this 3-steps process:

- Step 1: Individual evaluation by DestinE Platform Internal Evaluation Board (DESP-IEB)

- The evaluators work individually, giving a score for each criterion, with explanatory comments.
- DESP-IEB can collect clarifications needed and request additional information to the potential Service Provider.
- This step shall not exceed ten (10) working days
- Step 2: Consensus group by DestinE Platform Internal Evaluation Board (DESP-IEB)
 - After carrying out an individual evaluation, the evaluators will join in a consensus group, to agree on a common position, including comments and scores.
 - This step should be taking place within five (5) working days from Step 1 completion
- Step 3: The outcome of the DESP-IEB evaluation will be shared to the 3 Entrusted Entities (ESA, ECMWF, and EUMETSAT) and the European Commission, which will provide acceptance or rejection of the application (see the Section below).

5.2.5.2 Monthly Onboarding Status Meeting

A monthly meeting will be organized by DESP-IEB to present the outcomes of the Evaluation process. As a high-level overview, the meeting may include the following agenda points:

- the list of received onboarding requests;
- the services that are ready for approval as they completed the first 3 steps of the Service Onboarding Request (including fulfilling the objectives of DestinE and sustainability);
- summary of the service requests and their evaluation
- points for discussion/approval: if no contradictory decision, the evaluation of the service is confirmed and the onboarding process can either
 - move to Stage 3 – Service Integration in case of acceptance of the application
 - if there is any issue, the integration is interrupted, and the discussion point is added to the agenda of a Governance meeting with as participants the 3 Entrusted Entities and the European Commission

5.2.5.3 Result

The DESP-IEB team will provide one of the following feedback to the applicant:

- If below threshold, recommendations to improve
- If above threshold, proposed for publication upon completion of the Service Integration stage

5.3 Stage 3 - Service Integration

The figure below shows the main steps of Stage 3.

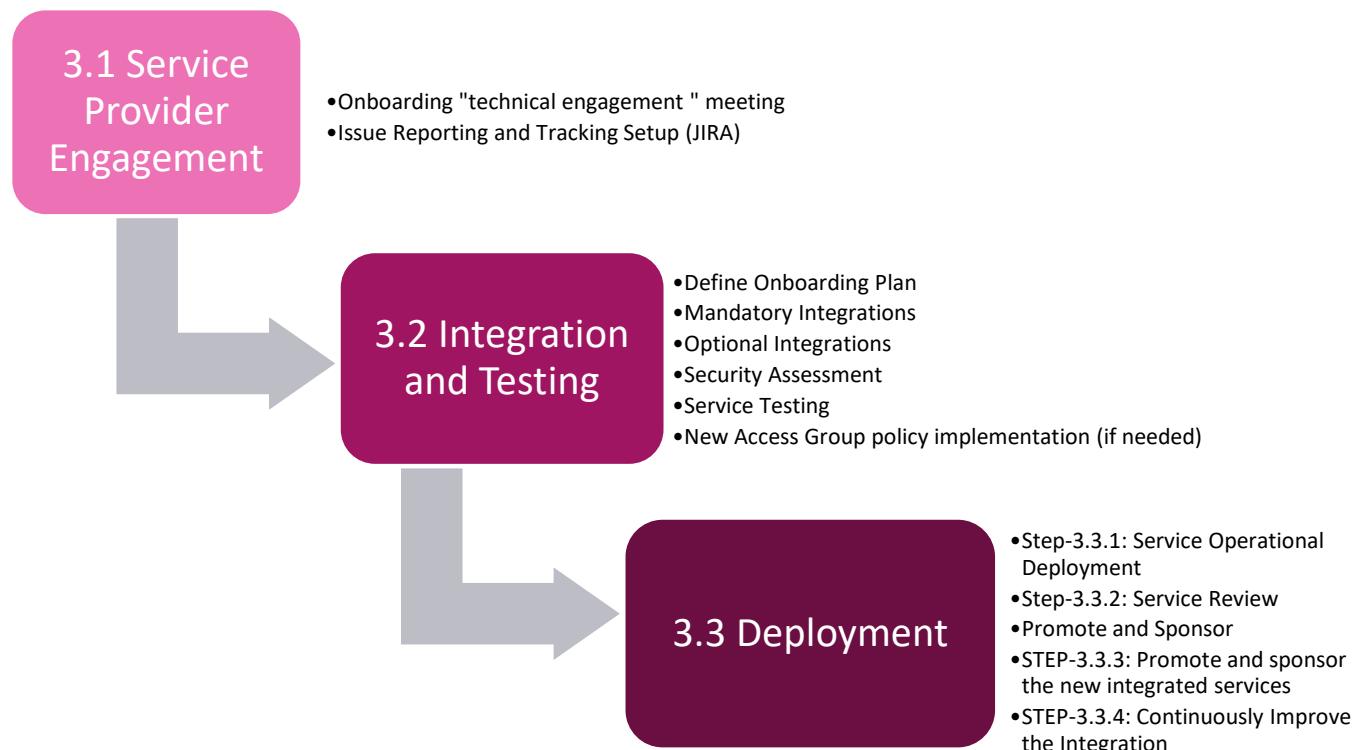


Figure 3: Stage 3 Sub-stages and Steps

5.3.1 Service Provider Engagement

5.3.1.1 Onboarding technical engagement meeting

To establish relationships and communication channels with the involved service providers for the integration phase, 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;
- b. Identification of the responsible of service integration on Service Provider side;
- c. 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. Implementation of proper Access Group policy
 - v. Onboarding Starter Kit

vi. Activities Management: How-To

- d. Organization of meetings to monitor progress, if needed.

The communication channels include meetings, emails and issue tracking tools access (JIRA "DOSI" Project).

5.3.1.2 Follow-up tracking setup

The integration will be done in asynchronous way using the JIRA Service Management tool and Service Providers will have access to the project DestinE Platform Onboarding Service Integration Follow-up ("DOSI").

To best facilitate both:

- clear communication between Service Providers and DestinE Platform Team,
- successful execution of each step of the "Integration & Testing" phase,

every DOSI ticket thoroughly represents each Integration/Testing action to put in place to successfully integrate into DestinE Platform.

Issue Tracking process is shown and explained to Service Provider by DestinE Platform Team during the Engagement meeting.

5.3.2 Integration and Testing

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

5.3.2.1 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. Report the main target dates to achieve the integrations requested for the onboarding on the DestinE Platform.
- c. Identify the resources and dependencies required for each task (onboarding, operationalisation and maintenance tasks) on each side.
- d. Define a roadmap in case there will be future additional deployments after the Service opening, due to updates or new features (this roadmap will be analysed and evaluated by Serco Evolutions and Maintenance team after the complete integration).
- e. Define the communication approach toward users (timeline, events, ...)

5.3.2.2 Mandatory Integration with Platform Management Services

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

- a. Integration with IAM Service, including the possibility to perform a federation with the DestinE Platform IAM, according to [RD-5].

- b. Integration with Service Registry filling a survey requesting information and metadata as specified in [RD-1].
- c. Infrastructure integration, choosing one of the following scenarios, [RD-3]:
 - Hosting on DestinE Platform Runtime platform: The Runtime Platform is based on advanced container orchestration (K8S), it provides a CI/CD pipeline with embedded Security checks and guarantees enterprise level scalability and availability for application. If previous experience with Kubernetes/Helm/Rancher is present this would be our recommended choice. **[Consumption paid by DestinE Platform (invoicing back to SP); No OVH Tenant; Access granted to ALL Core Services]**
 - Hosting on OVH for DestinE Platform: Access granted to a Public Cloud Project in OVH inside DestinE Platform account. Here access to all OVH Public Cloud products is possible. Provision and managing of infrastructure is possible inside dedicated OVH project. **[Consumption paid by DestinE Platform (invoicing back to SP); Owner of OVH Tenant/Project inside DestinE Platform Account; Access granted to ALL Core Services]**
 - Hosting on OVH: Use of OVH account (propriety of Service) to deploy application (leveraging the whole OVH offering). **[Consumption paid by SP (directly invoiced by OVH); Owner of OVH Tenant/Project inside proper Account; Access granted to ALL Core Services]**
 - Hosting on own cloud environment/infrastructure. **[Consumption paid by SP (directly invoiced by Cloud Provider); Owner of Cloud Provider Tenant/Project inside proper Account; Access granted to ALL Core Services]**
- d. Integration with the Monitoring and Dashboard Services – Details available in [RD-2].
- e. Web Portal Documentation (shown on a dedicated section of the Web Portal Service) providing User Manual and APIs documents in a requested format as described in [RD-11].
- f. Service Desk Integration, providing a support contact point according to [RD-4] .
- g. Operational Integration that consists in the provisioning of the proper endpoints along with the expected HTTP status codes and contact points, in order to monitor the availability of the service in production environment and be able to address operational issues.
- h. Header&Footer Standardization to implement all necessary styling details according to DestinE Platform standards

5.3.2.3 Optional Integration with other Platform Services

- a. [optional] Integration with Runtime platform

- b. [optional] Integration with accounting (Clearing House)[optional] Usage of OVH resources required by the Service Provider.
- c. [optional] Integration with Data Management Services – Details available on *[TBW]*

The DestinE Platform Team evaluates the data migration plan, possibly in agreement with DestinE Platform Team to ensure compliance with GDPR regulation.

5.3.2.4 Demonstration Session

This task consists in the organization of a DEMO of the service once all the integrations are completed.

5.3.2.5 Service Security Assessment & Security Requirements Acceptance

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

The Security assessment is one of the steps foreseen in the Onboarding procedure to consider the Service ready to be operational and exposed to the Users. The Security evaluation can be achieved:

- [if Runtime Platform is used] Via DevSecOps pipeline (automated)
- [if Runtime Platform is not used] Executed manually by Service Provider according to guidelines [RD-7], with a Test Report delivery, reviewed by Serco/Infrastructure Team [RD-6]. The following tests shall be executed with an outcome report including:
 - Antivirus check with a malware database up to date of less than a week.
 - Code analysis report (SAST) based on a recognised reference document (e.g., SEI-CERT Oracle Coding Standard for Java).
 - OWASP TOP 10 compliance status.
 - Vulnerability scan report based on an up-to-date vulnerability database (less than a week).
 - List of packages/libraries and associated Docker files.

5.3.2.6 Service Verification Assessment

The Service verification assessment is planned to follow an Integration Test Plan provided by DestinE Platform Team that describes test cases and test procedures to ensure that the application meets all relevant specifications, standards, and requirements in the frame of DestinE Platform system.

The Service Provider must:

- Fill and customize the Integration Test Plan Template [RD-9] based on its own performed verification and integration activities
- Produce a clear Service Verification Test Report [RD-10] containing all the results of the performed verification activities, that will be reviewed by DestinE Platform Team.

5.3.2.7 Implementation of proper Access Group policy

Services that will allow the download of DestinE Primary and Altered Data shall implement a specific access policy in order to guarantee that such data are accessed only by Public authorities, Academia and Research, SMEs and start-ups, Third-country public authorities, DestinE Entrusted Entities' staff and DestinE Entrusted Entities' contractors. This is granted by including a specific check in the user token when the service is contacted for a request.

5.3.3 Deployment

5.3.3.1 Service Operational Deployment

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

- a. deploys the Service (depending on choices made at 5.3.2.2 paragraph c).
- 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.

5.3.3.2 Service Review

The Service Champion or the Onboarding Manager 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 gathers feedback and shares the community input with the Service Provider.

5.3.3.3 Promote and sponsor the new integrated services

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

5.3.3.4 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 DestinE Platform Team shares feedback from users, service providers, and stakeholders. (i.e., web portal surveys, user collection feedbacks, etc.)

During the meeting, areas for improvement are identified and planned.

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