EOSC | Federation

EOSC Federation Interim Working Group (WG)

Rules of Procedure

Working Group Name: Federating EOSC Node Helpdesk

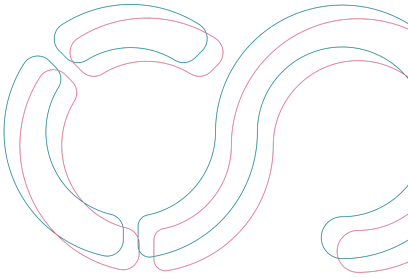
Mandate:

Enabling Federation Level Helpdesk as a Federating Capability of the EOSC Federation is the key to successfully help users of the Federation with the day-to-day issues and to provide an agreed **architecture,** a **functional management model** and **operational workflow** for implementation of the Helpdesk (FC-3) capability for EOSC Federation users. It supports incident response and requests for services and other integrated resources, and Federation-related questions.

The mandate of the **Federating EOSC Node Helpdesk Working Group** is to define and establish a coordinated support framework that enables users, resource providers, and EOSC Nodes to obtain effective assistance across the EOSC Federation. The Working Group should develop a common approach for handling support requests that span organisational and technical boundaries, while respecting the autonomy and existing support structures of individual Nodes. Its objective is not to replace Node-level helpdesks, but to ensure that they can operate as an interoperable federation of support services.

The Working Group should define the **roles, responsibilities, processes, and interfaces** required for cross-Node support. This includes common procedures for ticket classification, routing, assignment, escalation, handover and closure; mechanisms for identifying the responsible Node or service provider; agreed communication channels; and expectations concerning response and resolution. Particular attention should be given to incidents and requests involving federating capabilities—such as AAI, resource discovery, ordering, monitoring and other shared services—where responsibility may be distributed among several Federation actors. Where appropriate, the Working Group should propose common service-management practices, terminology, performance indicators and integration requirements for Node helpdesk systems.

The Working Group should ultimately deliver a **Federation-level Helpdesk and Support Model**, including recommendations for its governance, implementation and continuous improvement. The model should establish how Node helpdesks, the Federation-level support function, federating-capability operators and other relevant actors cooperate, including clear escalation



paths and responsibility boundaries. The Working Group should validate the proposed arrangements with participating Nodes, identify gaps and operational dependencies, and recommend the minimum support requirements that Nodes should meet to ensure a consistent and sustainable support experience across the EOSC Federation.

1. Purpose and Scope

The EOSC Federation operates under the framework of the EOSC Tripartite Governance. A Memorandum of Understanding (MoU) between the EOSC Association AISBL ("EOSC Association") and participating EOSC Nodes defines the interim operational and governance arrangements for the piloting phase of the Federation.

These Rules of Procedure govern the organisation and functioning of the EOSC Node Helpdesk Working Group established under the MoU.

The Working Group (WG) is established by the Interim EOSC Node Coordinators Committee (NCC) to address specific thematic or technical matters within the EOSC Federation.

The WG operates in accordance with the mandate, scope, and duration endorsed by the NCC and contributes to the functioning and development of the EOSC Federation.

2. Composition and Roles

The WG is composed of participants designated by NOC Members and, where appropriate, additional experts or stakeholders.

The co-chairs must be informed of any additional participants from NOC Members beforehand, and they may limit the number of participants per NOC Member.

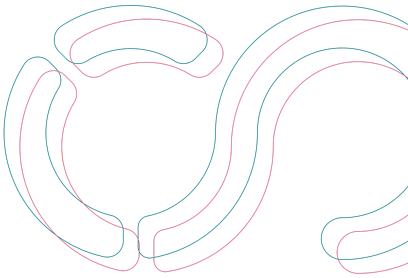
The WG shall appoint up to three Co-Chairs from among its members.

The term of office of the Co-Chair(s) shall be one year and may be renewed.

Where the Working Group is unable to reach consensus on the appointment of Co-Chair(s), the matter may be referred to the NOC for guidance or resolution.

The Co-Chairs:

- Act as a collegial leadership team;
- Coordinate the work of the WG;
- Prepare meetings and draft agendas;
- Ensure reporting to the NCC and, where applicable, to the Node Operations Committee (NOC).



The WG may invite external experts or observers to contribute to specific topics. Such participants do not take part in decision-making. Invitations to external experts, representatives of EOSC governance bodies, or other stakeholders shall be issued by the Co-Chairs. Such invitations shall be communicated to Members together with the agenda.

Where appropriate, joint discussions or information exchanges may be organised with relevant EC-funded projects or Tripartite initiatives to promote alignment and mutual understanding.

3. Meetings and Procedures

The WG shall meet as required to fulfil its mandate.

Meetings are convened by the Co-Chairs with advanced notice given to the participants. A draft agenda shall be circulated in advance.

WG members may propose agenda items.

The WG may meet physically or virtually.

Closed sessions may be organised for specific agenda items. Participation in closed sessions shall be limited to WG members. The decision to hold a closed session shall be taken by the Co-Chairs or at the request of a member.

4. Decision-Making

The WG shall seek to operate by consensus.

Where consensus cannot be reached, the WG may adopt conclusions or recommendations by a simple majority of members present and voting (voting is not anonymous). Where the WG is unable to reach a decision, the matter may be referred to the NOC for guidance or resolution.

WG outputs are not binding and are submitted to the NOC for consideration, endorsement, or further action.

5. Reporting

The WG shall report on their operational status, progress, and technical matters to the Node Operations Committee (NOC). The WG shall report also upon request to the NCC on its activities and progress.

The WG shall submit outputs, recommendations, or proposals to the NOC for review and endorsement.

6. Transparency and Confidentiality

The WG shall ensure an appropriate level of transparency regarding its activities.

Summaries of discussions and outputs may be shared with the NOC and, where applicable, the NCC.

Transparency shall include, unless otherwise decided by the WG for duly justified reasons:

- The publication of the mandate and composition of the WG;
- A summary of meetings and key outcomes;
- Non-confidential adopted recommendations or decisions.

Material explicitly identified as confidential by the WG shall not be made public where its disclosure could:

- Prejudice legitimate institutional, commercial or cybersecurity interests;
- Involve personal data;
- Undermine ongoing deliberations.

7. Duration and Amendment

The WG operates for the duration defined in its mandate, unless extended or terminated by the NOC.

