## HIFIS Meeting 2020 User-oriented Cloud Portfolio

The service portfolio of the Helmholtz cloud is continuously being developed. In the future, the service selection will foster user's requirements and introduce processes and incentives to provide new services, if strong demand can be identified.

- How can a close contact to the user be achieved?
- "User-oriented" What does it mean?

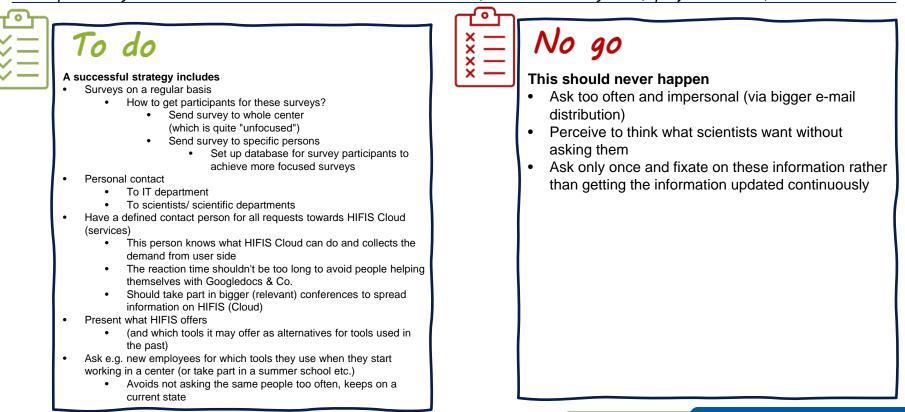


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## HIFIS Meeting 2020 User-oriented Cloud Portfolio

How can a close contact to the user be achieved?

Develop strategies to meet the needs of Helmholtz scientists, international guests, project leaders, ...



## HIFIS Meeting 2020 User-oriented Cloud Portfolio

"User-oriented" What does it mean?

from the viewpoint of Helmholtz scientists, international guests, project leaders, ...

# To de

#### A successful strategy includes

- Translate requirements
  - Requirements may come in on a different level of detail, needs to be aligned (e.g. by the contact person named on the slide before)
- Offer a "not optimal" solution for the user if the optimal solution cannot be offered by HIFIS (Cloud)

#### This should never happen

No go

- Should not be handled as a top down process!
- User should not be confronted with internas to go through a process
- Say "no" in the first place