

## THE eLTER SERVICE PORTFOLIO DEVELOPMENT PROCESS

The eLTER Research Infrastructure (RI) provides value to our users through a range of services in the eLTER Service Portfolio. eLTER stakeholders will be involved in the co-design and co-production of these services as part of the RI development process. Involvement of many types of stakeholders in the development of our services is critical to the success of the eLTER RI. Hence, we encouraged engagement from those with interest in how eLTER Services can best be taken forward. We have begun specifying these stakeholder services through the process outlined below.

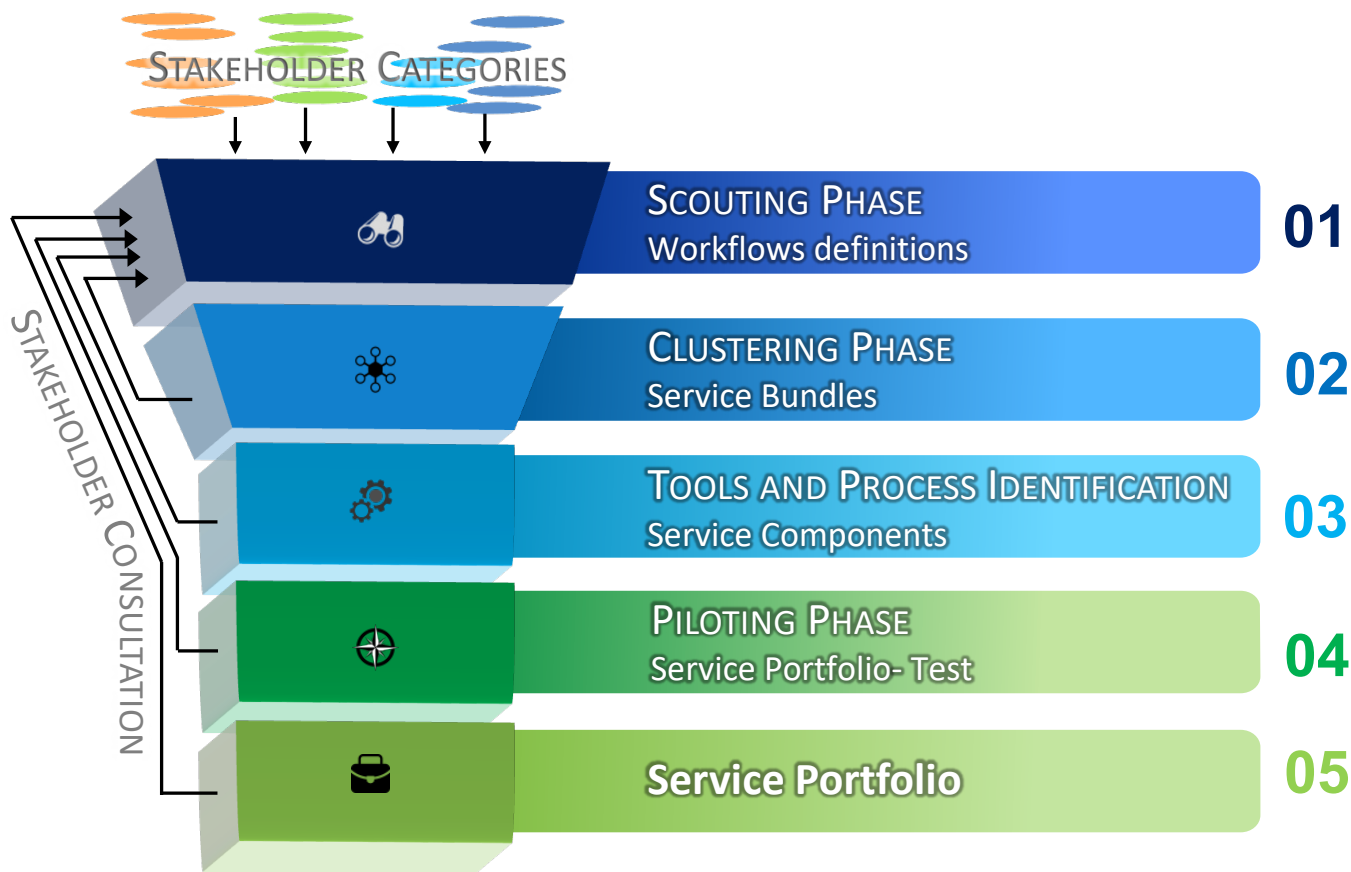


The eLTER RI is currently in a preparatory phase working toward a fully operational Service Portfolio with many different services to tackle the diversity of environmental questions that the eLTER RI will be able to address according to its Strategic Plan. We are consulting with 31 stakeholder groups about the value we can provide from a wide range of services. The groups are clustered into 7 stakeholder categories (see [InfoSheet 24](#)) and are further distributed into 4 communication channels that we have established to meet their information needs (see [InfoSheet 31](#)).

From this stakeholder consultation we have identified key services that are crucial to the first operational version of the eLTER RI. Our Service Portfolio will be constantly revisited and evolving through the development of new services accessible through the eLTER RI Service Portal. The services will be provided by eLTER Topic Centres that will provide added value to RI users.

The Service Portfolio has been worked through a 5 step consultation and prioritisation process, starting with a Scouting Phase for identifying required services through to a Service Portfolio of fully operational services:





**Fig. 1:** The different phases toward the construction of the SePo of the eLTER RI.

The Scouting Phase was a bottom-up process scouting for stakeholder requirements and designing service workflows that could potentially be met through the developing tools and facilities of the eLTER RI (e.g. access to Standard Observations and derived data products). These service workflows (ca. 250 workflows) have been clustered together according to common areas of requirements for stakeholders. These include examples such as access to data, analysis and modelling, identifying key research sites, and synthesis of knowledge for decision makers. We have complemented the outcomes of this bottom-up process with the top-down approach to define and cost the delivery of individual services.

For this, we have identified the service definitions, support components and tools required to deliver a number of similar service workflows. These eLTER Services (with their constituent workflows) and the supporting components and tools have been placed within 7 Thematic Service Areas (TSAs). These are: Data management and integration, Optimised de-

sign and RI interoperability, Technological innovation and developments, Analysis tools and modelling, Synthesis towards actionable knowledge, Central Analytics and observation, and the eLTER Head Office (see [InfoSheet 17](#)).

Detailed service specifications are currently elaborated to evaluate the costs of implementation and operation of the different services and components that will constitute the eLTER Service Portfolio. The next step is to identify potential hosts for these services and supporting components. We do not expect that the current grouping of services in TSAs will 1:1 be mirrored by the Topic Centres as organisational units. But the Head Office and emerging Topic Centres will collectively deliver the services and supporting components of the eLTER SePo across the TSAs.

Details of available services and those under development can be found here [<https://elter-ri.eu/elter-pilot-services>]. For further information about the Service Portfolio, contact the eLTER helpdesk at [office@elter-ri.eu](mailto:office@elter-ri.eu).