The Special Interest Group on Management of Service Portfolios promotes collaboration between research and education networking organizations in Europe and other regions on the topics of strategic, business and cooperative management of services.

The most recent SIG-MSP meeting took place on 3-4 October in Belgrade, hosted by AMRES, that has been very generous in providing a great venue for the meeting, delicious local food and even some sunny weather.

35 participants representing 15 NRENs discussed best practices and new challenges in the areas of GDPR and Security.

The consensus from the presenters and attendees is that compliance and review of services in line with the GDPR has become a business as usual task for NRENs and is now part of their regular operations. Andrew Cormack's (Jisc) presentation highlighted the improvements to the overall services development cycle as a result of understanding GDPR, privacy and data capture and use requirements.

A growing concern, supported by a few NRENs, is providing advice and guidance to their institutions. The work of DeiC to create a "DPO network" and a similar group within Jisc has been restarted to support the sharing of knowledge between institutions. It was reiterated that the NREN community wants to draw on the significant

amount of work already carried out by the GÉANT GDPR team for services that are shared at the pan-European level.

Dr Milos Cvetanovic, CEO of AMRES then welcomed the group to Belgrade and SIG-MSPers were given an overview of developments in Serbia with a focus toward on-campus service. This was re-inforced by SURFnet presenting their procurement, services and vendor management services which are supporting them on a campus programme in 2019-2020.

Martin Bech from DeiC reminded the group that Campus Best Practices were a body of work in a previous iteration of the GÉANT project and it would be useful to reignite this work for the new array of on campus services being developed.

Anke Rusell from GÉANT presented the new features of GEANT's fully production ready test bed service and explained what future iterations of the service could look like. A user centric service development process is being followed and by seeking contributions from networking experts, it is on track to become a fully supported service during Q1 2019.

Brook Schofield from GÉANT gave a "PowerPoint Karaoke" update of a trio of services focused on Trust and Identity: eduroam Managed Identity Provider, the research infrastructure focused authentication service (eduTEAMS) and Federation Service Catalogue evolution. These projects moving to service offerings during 2018 and early 2019 and are calling for expressions of interest from their respective communities.

Annabel Grant from GÉANT concluded the first day with Network Management as a Service (NMaaS) complementing the earlier on campus presentations detailing a new service that provides a range of modular tools to support network management needs for NRENs, small institutions and distributed research projects. A few attending NRENs expressed their interest in the service.

Annabel announced also return of Gyongyi Horvath to GÉANT, taking up a new role with focus on education to follow up on what the MSP group has worked on in the past.

The focus of the second day was Security. Many organizations offered us an appetizer of their new security services, including GARR's vulnerability scanner - SCARR 3.0, Jisc's Penetration Testing Service; SURFnet Security Service Portfolio; DeiC's 3 latest security services and HEAnet's growing challenges in its security landscape.

Discussion followed on how best to introduce new security services and whether this should be done in-house or by using commercial companies.

David Kvatadze representing the Georgian Ministry of Justice and their Data Exchange Agency spoke about the interaction of CERT-GOV-GE with a wide range of their constituency, including R&E, banks, ISP, hosting providers, government agencies and the international CSIRTcommunity.

Sigita Jurkynaitė from GÉANT then provided information on the new Cyber security work package which starts in January 2019 within the new GN4-3 project, with the focus on new services to be developed in GÉANT. The work package will be jointly led by Sigita Jurkynaite (GÉANT) and Alf Moens (SURFnet). There will be three core tasks focusing on: Business Continuity, Security Baselining and Products and Services. The meeting concluded with an update on how NRENs can provide additional granularity to the currently available Service Matrix. This will be done as part of the wider Compendium work – the aim is to have a detailed list of each NREN's services that are available in country, this will enable NRENs to share services more easily, and where appropriate open their services up to Researchers using the European Open Science cloud portal.

Links to presentations –
https://wiki.geant.org/display/msp/3-4+October+2018%252C+Belgrade%252C+Serbia

The next SIG-MSP meeting will take place om the 5th of March 2019 (full day meeting) at CYNET's new offices in Nicosia, Cyprus. The main topics will be: new services in and around data transfer and service portfolio management.