

NET+ Service Evaluation Process

The NET+ Service Evaluation Process is a member driven approach to evaluate cloud services to ensure they meet common standards for the research and education community.

The key steps of the service evaluation process include: functional assessment; comprehensive security assessment; federated identity integration; network integration and testing; and completion of a business and customer agreement. The sponsor and all other institutions participating in the Service Evaluation process work very closely on all of these steps.

Functional Assessment

- Review current **features and functionality**
- Discuss existing Service Provider product **roadmap** (under NDA)
- **Tune service for research and education community**
- Prioritize feature requests
- **Process and Deliverables:** *customized roadmap for higher education from the Service Provider; feature, functionality, and bug report prioritization from the universities*

Technical Integration

- **Network:** Route service over [Internet2 Network](#) and optimize
 - Test the network connection to create benchmarks
- **Identity:** Review Service Provider's identity strategy and determine [InCommon](#) integration
- **Process and Deliverables:** *Service Provider and participating universities assign technical team members on networking and identity; develop and review testing plans; and produce reference documents for service subscribers*

Security & Compliance

- **Security assessment:** Higher Education Cloud Vendor Assessment Tool ([HECVAT](#))
- **Accessibility** review and roadmap commitment to Web Content Accessibility Guidelines ([WCAG](#)) 2.1 AA and provide/complete Voluntary Product Accessibility Template ([VPAT](#))
- Data handling:
 - FERPA, HIPAA, privacy, data handling
- **Process and Deliverables:** *Service Provider completes HECVAT for review by universities; campus accessibility engineers review service and communicate needs to Service Provider*

Business & Legal

- **Legal:** **customized agreement using NET+ community standards**
 - Facilitation Agreement between Internet2 and Service Provider
 - Customer Agreement between Internet2 members and Service Provider
 - Introduce distributor and reseller where appropriate
- **Business Model:** **customized approach to pricing**
 - Aggregates community usage to reduce costs to Service Provider; and
 - Provide savings and additional value to universities
- **Process and Deliverables:** *Parties negotiate business agreements, customer agreements and any associated terms of use*

Deployment

- **Documentation:** Review Service Provider's standard materials
 - Customize for the research and education community
- **Use cases:** **Service Evaluation schools test and document use cases**
- Support model:
 - Universities provide Tier 1 support to end users
 - Service Provider for Tier 2/3 support via named contacts from each university
- **Process and Deliverables:** *Service Provider and Members work together to develop customized materials for higher education*