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AGREEMENT

Between

THE HIGHER EDUCATION FUNDING  
COUNCIL FOR ENGLAND (JISC) (1)

and

THE UNIVERSITY OF EDINBURGH  
Acting through EDINA (2)

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ANNEX C – MEASURES AND REPORTING

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## **1. Purpose**

This document Annex C: Measures and Reporting (Service Level Agreement) describes the performance and operational requirements for the services provided by EDINA. The Annex C is an integral component of the whole Agreement between The Higher Education Funding Council for England hereafter referred to as HEFCE, and The University of Edinburgh acting through EDINA.

The University of Edinburgh acting through EDINA will provide dataset and related services to the User Community.

The Higher Education Funding Councils for England, and Wales, the Scottish Funding Council, the Department of Business, Innovation and Skills, the Department for Children, Education, Lifelong Learning and Skills the Department for Employment and Learning Northern Ireland (the **Funding Bodies**) will be represented by their Joint Information Systems Committee (**JISC**). The JISC Executive acts on a day-to-day basis to interpret the policy established by JISC acting on behalf of the Funding Bodies for this agreement.

The levels of service provided will be monitored by the JISC Monitoring Unit (MU).

Nothing in this Annex C (Service Level Agreement) shall override the terms and conditions of the Financial Memorandum between the University of Edinburgh and its Funding Body.

## **2. Services to be provided by EDINA**

The full set of services to be offered by EDINA under this Agreement is listed in Appendix A.

## **3. Service Levels and Performance Indicators**

This SLA covers a number of service categories, each of which is defined in a separate sub clause in Appendix A. For each of the services specified in Appendix A, a parameter or set of parameters which gives a measure of the quality of the service is also specified. The target values (or sets of values) for these parameters represent the Service Level which EDINA commits to provide. Performance indicators will be calculated monthly, quarterly or annually, depending on the period the individual data items cover. Performance of agreed service levels will be calculated over any 12 consecutive months.

Where a service has not yet been in operation for twelve months, or where the definition of the service level has been changed within the previous twelve months, the service cannot be said to have not met the SLA provisions. However, analysis of trends may lead to review and negotiation before 12 months have passed in cases where it becomes clear that an inability to meet SLA provisions can be foreseen.

Services should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance periods.

Samples taken to provide statistical evidence of simple search response times and start to load times will be as uniform in sample size as possible, across every service.

Samples will be taken over each 24 hour period and broken down into Peak and Off Peak Periods.

EDINA shall not be required to discharge its commitments under this SLA when any event or series of events beyond its reasonable control prevents it from providing the services defined in Appendix A provided that EDINA promptly notifies JISC of:

- a) the nature of this event and the implications on service delivery
- b) the estimated extent and duration of its inability to discharge its commitments

- c) the resumption of the full provision of services

If the event or series of events are such as to affect only part of its total commitments, then EDINA shall continue to discharge those commitments that are not affected.

The University of Edinburgh must ensure that there is adequate insurance cover for the equipment used in the provision of the services defined in Appendix A

#### **4. Monitoring and Reporting of Services**

One of the purposes for which JISC has established the MU is to monitor Service Provider performance against Service Level Definitions (SLDs). The services defined in Appendix A shall be subject to monitoring and reporting on the following basis:

EDINA will provide copies, suitable for reproduction, of the following reports to the MU at the times and the frequency indicated:

- for each of the services, the agreed information relating to the items listed under 'Reporting' for that service in Appendix A. Reporting format templates will be drafted by the MU and agreed with EDINA at least one month prior to the start of the Service Year. This information, unless otherwise stated under 'Reporting' will be delivered to the MU quarterly, by the tenth working day of the following quarter
- an Annual Report, of a quality and content suitable for general publication, including the principal activities and results of EDINA; the report will be produced each year, covering the Service Year; the report shall be delivered within fifty working days of the end of the period covered
- Benefits and impacts achievements may be demonstrated through survey results, case studies, testimonials and / or other appropriate standard methods. These will be annually reported as soon as possible but no later than the tenth working day following the second quarter to fit in with the Services portfolio review timetable.

EDINA will provide copies, suitable for reproduction, of the following reports to JISC at the times and the frequency indicated:

- financial accounts, showing:
  - a summary of income and expenditure incurred in providing and supporting the services listed in Appendix A , using the same financial heads as those used for the Annual Budget; these will be delivered annually, by the end of the month following the end of the Financial Year
  - a summary of income and expenditure certified by the University of Edinburgh's internal or external audit procedures; these will be delivered annually by 31<sup>st</sup> December following the end of the Financial Year
  - where applicable, a summary of subscription income received, by subscription category; these will be delivered at six monthly intervals, during September for the period 1 February to 31July, and during March for the period 1 August to 31 January.

#### **5. Auditing of Services**

From time to time the MU shall carry out an audit of one or more of the services defined in Appendix A. The purposes of any such audit will be to assess the extent to which EDINA has met the specification for the service or services being audited and to suggest ways in which these services could be improved. Such audits will pay particular attention to the performance

of EDINA with respect to the listed indicators. The audits will also take account of the budget available. The MU may be assisted, where necessary, by the appointment of independent experts.

JISC may also request an audit of the methods and procedures used by EDINA to measure the values of the service level parameters defined for the services. The purpose of the audit will be to confirm the accuracy of EDINA's reports on the extent to which it has achieved the required levels of service. Eligible Organisations may ask the MU to instigate an investigation in cases where they have prima facie evidence that the service levels are not being met.

Normally there will be no more than one audit per year. At least 10 working days notice shall be given of any such audit. The auditors shall have access to all reports described in section 4 (above) and to any material provided by EDINA to Eligible Organisations as part of the EDINA service provision. Auditors shall be allowed reasonable amounts of time to interview EDINA staff. EDINA will be given the opportunity to make comments to the auditor on a draft of the auditor's report. A copy of the auditor's final report shall be made available to EDINA within one month of its presentation to JISC.

The costs to the MU of employing auditors and of expenses directly incurred by them shall be borne by the JISC.

## **6. Relationships between the JISC National Datacentres and the Eligible Organisations**

JNDCs provide Eligible Organisations with access to electronic information resources. They also provide associated support services. The information resources and associated services provided by EDINA and covered by this Annex C are defined in Appendix A.

Normally Eligible Organisations requiring access to an information resource must enter into a licence agreement. They may also be required to pay an annual subscription fee. Normally, the administration of licences and subscription collection will be carried out by the JISC Licensing and Subscription Agent. Exceptionally the administration may be carried out by the JNDC. In these circumstances the JNDC shall keep records, available to JISC, of any licence agreements they have issued, of the contact points within each organisation for dealing with communications, and of any fees collected.

Some information resources may only be available to individuals who have obtained registration. Where this is required, the administration of registration may be carried out by the JNDC.

Where user authentication is a condition of access to an information resource, then Eligible Organisations shall be responsible for user registration with the relevant authentication service. EDINA shall be responsible for applying authorisation procedures before providing access to the particular information resource.

## **7. Submission of Budgets and Plans (Strategic, Operational & Risk Assessment/Management)**

Annually, eleven months prior to the start of the next Financial Year, EDINA shall draw up and submit to JISC a draft budget and an updated version of its rolling three-year Strategic Plan for approval.

Annually, three months prior to the start of the next Financial Year, EDINA will submit to JISC an agreed Final Budget.

Annually EDINA will submit an Operational Plan. The draft and final budgets shall be drawn up to cover the activities under this SLA and conform to the format provided in Appendix AI.

The Strategic Plan shall address issues concerned with maintaining the investment already made in service provision, maintaining service provision in step with predicted usage, and identifying any major capital funding that may be required. The Plan shall also include a risk assessment and management plan of the significant risks facing EDINA and also conform to the format provided in Appendix AI.

Some of the forward planning details may, at this stage, be provisional.

The Operational Plan taken together with the Final Budget should present a complete picture of the planned EDINA activities over both its JISC funded service and JISC funded development strands for the coming Service Year. The Operational Plan must be produced using the guidelines provided in Appendix AI.

All the submissions above will be endorsed by the EDINA Management Board. JISC shall be entitled to make representations to the EDINA Management Board in respect of the plans submitted and such representations shall be considered by the EDINA Management Board.

### **8. Reporting on the Operational Plan**

The objective of this report is to inform JISC of progress against target dates and milestones for the achievement of the objectives set out in the Operational Plan.

Reports shall be submitted to the MU and JISC on a quarterly basis, within one calendar month of the quarter end and provide the detail requested in Appendix AI.

### **9. Annual Review**

JISC and EDINA shall review annually the list of services given in Appendix A, starting six months before the end of the Service Year. Any revisions required to Appendix A, subsequent to this review, shall be mutually agreed by JISC and EDINA at least three months before the start of the Service Year.

Where revisions make significant changes to the set of services or to the service levels, a date during the following twelve months whereon these changes will come into effect will be mutually agreed.

With the exception of fixed term agreements for services, JISC will endeavour to provide two but not less than one year's notice of any changes to the set of services or to the service levels which would have a significant effect on the level of funding. The effective terminal date will coincide with the end of the Financial Year in July.

JISC will undertake all reasonable endeavours to honour its obligations to support each funded service for the duration of each agreement.

### **10. Changes to the service level definitions**

A register of changes will be held by the MU; items for inclusion in it are to be agreed between JISC and EDINA, and submitted to the MU. JISC will consult its advisory committees as appropriate for more significant changes.

### **11. Escalation Channel**

In the event of the need to escalate issues to appropriate higher authorities, the process for escalation shall follow the defined route attached in the Escalation Ladder in Appendix V.

### **12. JISC Strategy & Policies**

EDINA shall use its reasonable endeavours to comply with the JISC Strategy. This is published on the JISC website <http://www.jisc.ac.uk/>

# APPENDIX A - Services Provided by EDINA

## EDINA Service Level Definitions

1st August 2011 to 31st July 2012

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## A1 Dataset Services

### A1.1 Bibliographic Data

#### A1.1.1 SUNCAT

##### Specification

SUNCAT is a union catalogue of serials which is freely available to all users. It is derived from the online catalogues of research libraries primarily from the UK. A list of the libraries (termed Contributing Libraries) which have supplied metadata is maintained on the SUNCAT web pages - <http://www.suncat.ac.uk/>.

Libraries are identified and are invited by EDINA to participate and become Contributing Libraries (CLs) or library staff approach EDINA requesting their institution be considered to become a CL. Contribution to the service is enabled through the successful completion of several processes including the agreement of a Data Specification, conversion of submitted data into this specification and the loading of converted data into the SUNCAT production database. Full details of these requirements are available from the [SUNCAT website](#).

There are two separate but interlinked components that make up the overall service:

##### 1. SUNCAT

SUNCAT is available through both a web interface and a Z39.50 interface.

**This component has two main functions:**

- **the service which is free at the point of use** and allows all users to search at the title level, locate holdings from all the Contributing Libraries and e-mail or save records to a local server. The free Z39.50 connection to SUNCAT provides for the downloading of records in either SUTRS or XML formats. Users are also able to link to the Tables of Contents of many journals (print and electronic) and, when authenticated and with entitlement, to link to the full text of articles.
- **the service offering contributing libraries** access to a pool of authoritative catalogue records for download in MARC21 format. This [pool](#) currently comprises the records from many Contributing Libraries, Conser, the ISSN Register and the Directory of Open Access Journals.

2. **SUNCAT Platform** is the hardware and software to operate the overall service and additionally comprises a series of processes to provide for the regular updated ingest from the contributing libraries, the Conser database, the ISSN Register and the Directory of Open Access Journals.

The database is updated promptly with information received from CLs who submit updated material at regular intervals and in a standard format. The normal period for incremental updates is monthly but, if requested by the CL, can be more or less frequent.

##### Service Levels

SUNCAT should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

##### SUNCAT



- The SUNCAT component is considered to be available if users can: access the SUNCAT website
- search via the web interface
- search via the freely accessible Z39.50 connector and download data in SUTRS or XML formats.

Contributing Libraries can:

- search via the authenticated Z39.50 connector and download data in MARC21 format.

### **Platform**

The SUNCAT Platform component is considered to be available if:

- data from Contributing Libraries and the other databases can be loaded

If any of the functionality noted above is not available then the particular service affected is considered to be unavailable.

### **Performance Indicators**

- a) Service components as outlined above will be available for 99% of the scheduled uptime
- b) SUNCAT Scheduled Maintenance time for each service component will be less than 10.4 hours over any consecutive 12 month period

### **SUNCAT**

- c) 99% of response times for a simple search will be under 5 seconds measured locally to the SUNCAT server

### **Platform**

Notes.

- CLs submit update data either as an incremental file listing all the changes made since the last upload or as a full file which is processed by EDINA to identify all the changes made.
  - Where an existing Contributing Library changes its Library Management System (LMS) or MARC format, the library catalogue records will be reloaded into the SUNCAT database as a full file upload (subject to h) below). Subsequent updates may be full files or incremental files. ,
- d) Data Specification shall be despatched to new CLs within 20 working days of receipt of all necessary information
  - e) Data received from new Contributing Libraries will be uploaded within 50 working days of approval of the Data Specification by the Contributing Library
  - f) Initial Incremental updates will be uploaded within 40 working days.

- g) Subsequent Incremental updates will be uploaded within 20 working days. In the case of updates made available by a Contributing Library more frequently than monthly, the data will be uploaded within 20 days of the receipt of the final file for that month
- h) Full file upload updates received will be uploaded within 40 working days

## **Reporting**

### **Annually:**

#### **Benefits and impact achievements including:**

- Uptake by Discipline, role and purpose.
- A short report and results of surveys and feedback requested from users to assess:
  - Perceived quality of information (relevance, coverage and usefulness),
  - Perceived ease of use
  - Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to learning, teaching and/or research use and wider societal contributions.

### **Quarterly:**

- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance
- Actual performance for indicator 'a' above showing the start and finish date and time of each incident of unscheduled downtime

### **SUNCAT**

- Sample Peak and Off Peak Period reports for indicator 'c' above (number in sample, number above 5 seconds, maximum value, mean and standard deviation)
- Known organisations accessing the serials union catalogue of the contributing libraries
- Sessions and searches per site per month: Web and Z39.50 of the serials union catalogue of the contributing libraries.
- Number of downloads from the serials union catalogue (in SUTRS or XML format) via web and Z39.50 open access.
- Known organisations accessing Conser, ISSN Register, DOAJ and MARC21 records from Contributing libraries
- Z39.50 authenticated sessions and searches per CL site per month accessing Conser, ISSN Register, DOAJ and MARC21 records from Contributing libraries
- Number of downloads per site per month (in MARC21 format) via authenticated z39.50.
- Number of UKRR titles searched by quarter

### **Platform**

- List of new participating libraries or major collections
- Number of categorised updates made available in specified month;
- Exception reports for indicators 'd' - 'h' above

## A1.2 Geographical Information

### A1.2.1 Digimap Ordnance Survey Collection

#### Specification

Digimap provides access for the UK academic community to the Ordnance Survey Data Collection. The Collection comprises the following digital map datasets:

*OS MasterMap: Topographic and Integrated Transport Network Layers	National Coverage
1:10,000 Scale Raster	National Coverage
1:25,000 Scale Colour Raster	National Coverage
1:50,000 Scale Colour Raster	National Coverage
1:250 000 Scale Colour Raster	National Coverage
1:50,000 Scale Gazetteer	National Coverage
Strategi®	National Coverage
Meridian 2™	National Coverage
MiniScale®	National Coverage
Code-Point®	National Coverage
Code-Point® with polygons	National Coverage
Land-Form PROFILE® - contours and DTM	National Coverage
Land-Form PANORAMA™ - contours DTM	National Coverage
Boundary Line™	National Coverage
VectorMap District	National Coverage
VectorMap Local	National Coverage
OS Street View	National Coverage
Locator	National Coverage

Digimap offers end-user access to the datasets in two ways:

- a) interactive mapping tools, which enable the user to build a customised map on screen, following which the map can be saved to file and downloaded to a local printer and
- b) data download tools. A variety of tools are available from which to download Ordnance Survey products for onward use in the user's own computing environment

The different elements of Digimap identified for performance-monitoring purposes are:

Roam	this facility allows creation of screen and hard copy maps at A4 and A3 size, using a number of different zoom levels. Each zoom level is drawn at a pre-defined scale, using a range of Ordnance Survey products. Some maps can be customised.
Carto	this facility allows creation of screen and hard copy maps at A4 to A0 size, using the OS mapping products. Users select the contents of the map and the scale and extent.
Gazetteer Plus	this facility allows searching and selection from the Ordnance Survey 1:50,000 Scale Gazetteer. Users can download the resulting list of places and related attribute data.

Postcode Query	this facility allows postcode lookup with the display of attributes for a particular postcode and a map of the geographic area covered by the postcode.
*Boundary Download	formerly known as Code-Point Download, this facility offers download of Ordnance Survey Code-Point data, associated boundary polygons and Boundary-Line Data available, depending on product, as CSV, NTF, MID/MIF and SHP format files.
*MasterMap Download	this allows download of OS MasterMap data in GML format.
* Functionality of these clients will be transferred to the new data download client during 2012/2013. After a period of parallel running these clients will be withdrawn.	
Data Download	this allows download of Ordnance Survey data (except OS MasterMap) for the following products in the following formats:

Product	Available Format
OS MasterMap: Topographic and	GML,*TIFF
OS MasterMap Integrated Transport Network Layers	GML
1:10,000 Scale Raster	TIFF
1:25,000 Scale Colour Raster	TIFF
1:50,000 Scale Colour Raster	TIFF
1:250 000 Scale Colour Raster	TIFF
1:50,000 Scale Gazetteer	CSV
Strategi®	NTF, DXF, SHP, Mid/Mif
Meridian 2™	NTF, DXF, SHP, Mid/Mif
MiniScale®	TIFF
Code-Point®	CSV, NTF
Code-Point® with polygons	SHP, Mid/Mif
Land-Form PROFILE® - contours and DTM	NTF,DXF,*ASC,*TIFF
Land-Form PANORAMA™ - contours and DTM	NTF, DXF,ASC,*TIFF
Boundary Line™	NTF, SHP, Mid/Mif
VectorMap District	TIFF, SHP
VectorMap Local	GML
OS Street View	TIFF
Locator	CSV

\*Note format created by EDINA

Note for raster products we currently only supply compressed tiffs. Uncompressed tiffs will be added once we offer an on demand format generation option in data download.

Note that the formats available are dependent upon the data being supplied in said formats by Ordnance Survey. Should a particular format be withdrawn by Ordnance Survey, it may also be withdrawn from Digimap.

## Service Levels

Digimap Ordnance Survey Collection should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

The following functionality should be available for the service component to be considered available:

Service Component	Functionality Required
Roam	User must be able to search for a location, view maps and create maps for printing.
Carto	User must be able to search for a location, view maps and create maps for printing.
Gazetteer Plus	User must be able to return search results and view them online.
Postcode Query	User must be able to return available information about the postcode requested.
Boundary Download	User must be able to request and download data and save it to their local machine.
Data Download	User must be able to place a request for and subsequently download data and save it to their local machine
MasterMap Download	User must be able to place a request for and subsequently download OS MasterMap data and save it to their local machine.

The agreement with Ordnance Survey provides for updates to products according to the following table:

Product	Update Frequency	Month of Update
OS MasterMap: Topographic and Integrated Transport Network Layers	Approximately Every 8 weeks	Various
1:10,000 Scale Raster	Annual	May/June
1:25,000 Scale Colour Raster	Bi-annual	Various
1:50,000 Scale Colour Raster	Annual	May/June
1:250 000 Scale Colour Raster	Annual	June
1:50,000 Scale Gazetteer	Annual	June
Strategi®	Annual	January
Meridian 2™	Bi-annual	January/July
MiniScale®	Annual	January
Code-Point®	Quarterly	Various
Code-Point® with polygons	Annual	April
Land-Form PROFILE® - contours and DTM	No updates	Initial supply only
Land-Form PANORAMA™ - contours DTM	No updates	Initial supply only
Boundary Line™	Bi-annual	October/May
VectorMap District	Unknown	
VectorMap Local	Quarterly	Various
OS Street View	Annual	May

EDINA will aim to release the updates within 20 working days of delivery provided that there have been no format or specification changes, whilst ensuring that the version available at the start of the academic year is available for the duration of the academic year.

OS MasterMap updates are supplied from Ordnance Survey approximately every 8 weeks, although the specific timing of such updates is outwith EDINA's control. The time taken to upload updates varies according to the size of the update required. Updates are released to the user community on a less frequent basis: at least twice a year.

The dates on which the data are made available to the community are subject to Ordnance Survey making no changes in the format or structure of their products; if changes have been made to the format or structure of the Ordnance Survey products, updates are to be applied within 40 working days of delivery to allow for any additional investigation time and additional processing.

### **Performance Indicators**

- a) Service components as outlined above will each be available for 99.00% of scheduled uptime
- b) Scheduled Maintenance time, for each service component, will be less than 20.8 hours over any consecutive 12 month period

### **Reporting**

#### **Annually:**

- A list of licensed sites
- Total value of data downloaded
- Benefits and impact achievements including:
  - Uptake by discipline, role and purpose.
  - A short report and results of surveys and feedback requested from users to assess:
    - Perceived quality of information (relevance, coverage and usefulness),
    - Perceived ease of use
    - Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to spatial literacy, learning, teaching and/or research use
- Contributions to geospatial literacy, national agenda e.g. UKLS, Inspire and wider societal contributions

#### **Quarterly:**

- Usage of the Digimap Ordnance Survey Collection by the licensed sites, as detailed below and aggregated for each month
- Actual performance for indicator 'a' above showing the start and finish date and time of each incident of unscheduled downtime, for each service component
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance, for each service component

The usage of the Digimap Ordnance Survey Collection by licensed sites will be recorded using the following metrics:

### **General**

- i. number of sessions per licensed site.

### **Map related activity**

- ii. For Roam: number of map views
- iii. For Roam: number of maps created as high quality printed output
- iv. number of on-screen maps made from Carto
- v. number of maps created as high quality printed output from Carto

**Note:** *Roam reporting is done by product rather than views as views can change over time. This is in line with the print and Carto reporting.*

### **Data related activity**

- vi. number of tiles downloaded
- vii. number of files downloaded (for Boundary-Line only)
- viii. number of notional 1km<sup>2</sup> tiles downloaded (for OS MasterMap Topographic and ITN Layers only)
- ix. number of instances of downloading the complete 1:50,000 Scale Gazetteer file
- x. number of files of postcode data downloaded
- xi. number of place name records downloaded from Gazetteer Plus

For each of these measures, total activity will be reported; for metrics ii)-xi), activity broken down by Ordnance Survey product will also be reported.

**Note:** *One postcode data file can comprise as many as 18,000-20,000 postcode records.*

## **A1.2.2 Historic Digimap**

### **Specification**

Historic Digimap provides access to the UK academic community to digital scans of old Ordnance Survey paper map sheets including:

all available County Series maps at 1:2,500 and 1:10,560 scales published between 1843 and 1939

all available National Grid maps at 1:1,250, 1:2,500 and 1:10,560/10,000 scales published from 1945 and before the introduction of the Ordnance Survey's digital Land-Line product in the 1990s

all available Town Plans at 1:500, 1:528 and 1:1056 scales published from 1848 and 1939



Through Historic Digimap, users can view maps through their web browser, save maps for printing and download the historical map image data file for use in their local computing environment.

The different elements of Historic Digimap identified for performance-monitoring purposes are:

- i) **Ancient Roam** a facility that allows creation of screen and print maps at A4 and A3 size, using a number of different zoom levels. Each zoom level is drawn at a pre-defined scale, using a range of Landmark supplied historic Ordnance Survey data.

and

- ii) **Historic Download:** a facility allowing users to select and download large quantities of historical map data.

### **Service Levels**

Historic Digimap should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

**Ancient Roam** is considered to be available if users can: view maps via the service website, save electronic images of the historical maps and create printable maps. If any of the functionality outlined is not available then the service is considered unavailable.

**Historic Download** is considered to be available if users can: download map image files to their local machine. If any of the functionality outlined is not available then this service component is considered unavailable.

Historic Digimap will be updated in the unlikely event of new additions to the Collection becoming available.

### **Performance Indicators**

- a) The service components as outlined above, Ancient Roam and Historic Download, will each be available for 99.00% of scheduled uptime
- b) Scheduled Maintenance time, for each service component, will be less than 15 hours over any consecutive 12 month period
- c) Service augmentation will be performed within 20 working days of receipt of new maps.

### **Reporting**

#### **Annually:**

- A list of licensed sites
- Total value of data downloaded
- Benefits and impact achievements including:
  - Uptake by discipline, role and purpose.
  - A short report and results of surveys and feedback requested from users to assess:
    - Perceived quality of information (relevance, coverage and usefulness)
    - Perceived ease of use

- Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to spatial literacy, learning, teaching and/or research use
- Contributions to geospatial literacy, national agenda e.g. UKLS, INSPIRE and wider societal contributions

**Quarterly:**

- Usage of service (number of sessions) per licensed site per month
- Actual performance for indicator ‘a’ above, showing the start and finish date and time of each incident of unscheduled downtime
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance
- Exception report for performance indicator ‘c’ above
- New maps added
- For Ancient Roam the number of screen map views and number of high quality print maps generated
- For Historic Download: Number of data tiles downloaded

**A1.2.3 Geology Digimap**

**Specification**

The Geology Digimap service provides access for the UK academic community to the British Geological Survey Map and Data Collection. The collection contains four different scale map products from the British Geological Survey (BGS):

DiGMapGB - 50: 1:50,000 including bedrock, linear features, superficial deposits, mass movement and artificial layers	National coverage
DiGMapGB - 250: 1:250,000 onshore (solid and drift geology) data	National coverage
DiGMapGB - 625: 1:625,000 bedrock and superficial layers	National coverage
DiGSBS250: 1:250,000 offshore seabed sediment data	National coverage
DiGRock250: 1:250,000 offshore bedrock data	Complete coverage

(Note that the formal dataset names given above relate to those given in the licence agreement)

The geological maps will be overlaid on Ordnance Survey background mapping for clarity and a closer replication of the BGS paper products.

The Lexicon of Named Rock Units also forms part of the service. This database contains a definitive description of all rock units present on BGS maps.

Geology Digimap offers end-user access to the above datasets in two ways:

- i) **Geology:** interactive mapping tool, which enables the user to build a customised map on screen, saving the map to a file for local printing and the ability to query the map to determine the geology at that point

and

- ii) **Geology Download:** data download tools. Two tools are available from which to download the geological data for onward use in the user's own computing environment

The download service allows download of products in the following formats:

Product	Available formats
DiGMapGB – 50 1:50,000	Shapefile, MID/MIF
DiGMapGB – 250 1:250,000 (onshore)	Shapefile, MID/MIF
DiGMapGB 1:625,000	Shapefile, MID/MIF
DiGSBS250 1:250,000 (offshore)	Shapefile, MID/MIF
DiGRock250 1:250,000	Shapefile, MID/MIF

### Service Levels

**Geology Digimap** should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

**Geology Roam** is considered to be available if users can: view maps on screen and create a printable map. If any of the functionality outlined is not available then this service component is considered unavailable.

**Geology Download** is considered to be available if users can: download data products to their local machine. If any of the functionality outlined is not available then this service component is considered unavailable.

The agreement with BGS provides for updates for products at their discretion. Updates are applied at the earliest appropriate time following their delivery from BGS, allowing for processing time.

### Performance Indicators

- a) The service components as outlined above, Geology Roam and Geology Download, will each be available for 99.00% of scheduled uptime
- b) Scheduled Maintenance time, for each service component, will be less than 15 hours over any consecutive 12 month period

### Reporting

#### Annually:

- A list of licensed sites
- Total value of data downloaded
- Benefits and impact achievements including:
  - Uptake by discipline, role and purpose.
  - A short report and results of surveys and feedback requested from users to assess:
    - Perceived quality of information (relevance, coverage and usefulness),
    - Perceived ease of use
    - Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to spatial literacy, learning, teaching and/or research use

- Contributions to geospatial literacy, national agenda e.g. UKLS, Inspire and wider societal contributions

### Quarterly:

- Usage of the British Geological Survey Map and Data Collection by the licensed sites, as detailed below and aggregated for each month
- Actual performance for indicator ‘a’ above showing the start and finish date and time of each incident of unscheduled downtime, for each service component
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance, for each service component

The usage of the British Geological Survey Map and Data Collection by licensed sites will be recorded using the following metrics:

### General

- i. number of sessions per licensed site

### Map related activity

- ii. for Geology Roam: number of map views and number of high quality print maps created

### Data related activity

- iii. number of data files downloaded from Geology Download.

For each of these measures, total activity will be reported; for metrics ii)-iii), activity broken down by data product will also be reported.

## A1.2.4 Marine Digimap

### Specification

The Marine Digimap service provides access for the UK academic community to the SeaZone Marine Map and Data Collection. The collection contains two distinct mapping products from SeaZone Solutions Ltd

Charted Raster: raster scans of UK Admiralty Charts (various scales and extents)	National coverage – UK waters
Hydrospatial: provided in six individual Topic Layers. Each Topic Layer is divided into Themes, which in turn contain Feature Types. Comprises a combination of scale independent source data and best or largest scale charted data available.	National coverage – UK waters

Marine Digimap offers end-user access to these products in two ways via three component facilities:

- i. **Online mapping facilities:** Two mapping tools, designed to allow the user to browse and print areas of marine interest.

- ii. **Marine Maps:** Allows the user to browse and view the Charted Raster maps at various scales. Screen maps can be saved to a file and downloaded for printing locally.
- iii. **Marine Roam:** a web mapping interface to the HydroSpatial data showing the marine information around the coast of the UK. Allows the user to create customised maps at a range of fixed scales and able to create high quality print maps in PDF format at A4 and A3 paper sizes. The user can query the map to obtain information on the features present at the point clicked.

and

- iv. **Data download facilities:** Two data download tools, designed to allow users to locate and select marine maps data of interest, and download the data for onward use in their own computing environment. The two download facilities are as follows:
  - a. **Charted Raster Download:** a data download tool that allows download of the Charted Raster product in the following formats:

<b>Product:</b>		<b>Available formats</b>
<b>SeaZone Charted Raster</b> Sub-divided by scale into the following usage bands to aid search and discovery:		GeoTiff
Overview	(small scale)	
General	(small to mid scale)	
Coastal	(mid scale)	
Approaches	(mid to large scale)	
Harbour	(large scale)	

- b. **Hydrospatial Download:** a data download tool, specifically designed to allow users to locate and select the required Hydrospatial Topic Layers and Themes for their area of interest, and to download these data for onward use in their own computing environment. The Hydrospatial Download tool allows download of products in the following formats:

<b>Product:</b>	<b>Available formats</b>
SeaZone Hydrospatial including the following Topic Layers: Bathymetry & Elevation Socio-Economic & Marine Use Conservation & Environment Structures & Obstructions Climate & Oceanography Natural & Physical Features Metafeatures & Cartography	Shapefile (SHP) MapInfo TAB ASCII Grid (gridded bathymetry only) ArcInfo Grid (gridded bathymetry only)

### Service Levels

Marine Digimap should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

**Marine Maps** is considered to be available if users can: browse maps on screen at various scales, save maps to file and download maps to print locally. If any of the functionality outlined is not available then this service component is considered unavailable.

**Marine Roam** is considered to be available if the user can browse maps on screen at various scales, create a high quality print map for download and printing locally. If any of the functionality outlined is not available then this service component is considered unavailable.

**Charted Raster Download** is considered to be available if users can: select and download the Charted Raster data. If any of the functionality outlined is not available then this service component is considered unavailable.

**Hydrospatial Download** is considered to be available if users can download data listed above. If any of the functionality outlined is not available then this service component is considered unavailable.

The agreement with SeaZone Solutions Ltd provides for updates to products annually. Updates are applied at the earliest appropriate time after 1 September, following their delivery and allowing for processing time.

### **Performance Indicators**

- a) The four service components as outlined above, Marine Maps, Marine Roam Charted Raster Download and Hydrospatial Download, will each be available for 99.00% of scheduled uptime
- b) Scheduled Maintenance time, for each service component, will be less than 15 hours over any consecutive 12 month period

### **Reporting**

#### **Annually:**

- A list of licensed sites
- Total value of data downloaded
- Benefits and impact achievements including:
  - Uptake by discipline, role and purpose.
  - A short report and results of surveys and feedback requested from users to assess:
    - Perceived quality of information (relevance, coverage and usefulness),
    - Perceived ease of use
    - Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to spatial literacy, learning, teaching and/or research use
- Contributions to geospatial literacy, national agenda e.g. UKLS, Inspire and wider societal contributions

#### **Quarterly:**

- Usage of the SeaZone Marine Map and Data Collection by the licensed sites, as detailed below and aggregated for each month

- Actual performance for indicators ‘a’ above showing the start and finish date and time of each incident of unscheduled downtime, for each service component
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance, for each service component

The usage of the SeaZone Marine Map and Data Collection by licensed sites will be recorded using the following metrics:

### **General**

- i. number of sessions per licensed site

### **Map related activity**

- ii. number of on-screen maps made using Marine Maps
- iii. number of on-screen maps and print quality maps made using Marine Roam

### **Data related activity**

- iv. number of data files downloaded from Charted Raster Download and Hydrospatial Download.

For each of these measures, total activity will be reported; for metrics ii)-iii), activity broken down by data product will also be reported.

## **A1.2.5 GoGeo**

### **Specification**

GoGeo ([www.gogeo.ac.uk](http://www.gogeo.ac.uk)) is an online resource discovery tool which allows for the identification and retrieval of records describing the content, quality, condition and other characteristics of geospatial data that exist within UK tertiary education and beyond. The GoGeo portal supports geospatial searching by interactive map, grid co-ordinates and place name, as well as the more traditional topic or keyword forms of searching. The portal is a key component of the UK academic Spatial Data Infrastructure.

The GoGeo portal enables users to:

- Find geospatial data – via a simple or advanced search interface
- Discover ideas and resources – browse a variety of resource channels
- Learn about geospatial metadata – learning resources, standards, mappings
- Publish geospatial metadata – to help others discover data

GoGeo also provides users access to ‘Geodoc’, a metadata creator tool that allows users to create standards-compliant geospatial metadata.

### **Service Levels**

GoGeo should be available 24 hours a day 365 days a year with the exception of Scheduled Maintenance.

The GoGeo portal is considered to be available if users can: access the GoGeo website and search via the web interface. If any of the functionality outlined is not available then this service component is considered to be unavailable.

Geodoc is considered to be available if users can: create metadata via Geodoc and submit data for publication via the GoGeo service. If any of the functionality outlined is not available then this service component is considered to be unavailable.

### **Performance Indicators**

- a) The two service components as outlined above, the GoGeo portal and Geodoc will each be available for 99% of the scheduled uptime
- b) GoGeo Scheduled Maintenance time will be less than 10.4 hours over any consecutive 12 month period
- c) 99% of response times for a simple search will be under 5 seconds measured locally to the GoGeo server

### **Reporting**

#### **Annually:**

- Number of new metadata collections (nodes) and associated number of metadata records
- Number of new private institutional nodes per year and associated number of metadata records
- Benefits and impact achievements including:
  - Uptake by discipline, role and purpose.
  - A short report and results of surveys and feedback requested from users to assess:
    - Perceived quality of information (relevance, coverage and usefulness),
    - Perceived ease of use
    - Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to spatial literacy, learning, teaching and/or research use
- Contributions to geospatial literacy, national agenda e.g. UKLS, INSPIRE and wider societal contributions

#### **Quarterly:**

- Actual performance for indicator 'a' above showing the start and finish date and time of each incident of unscheduled downtime
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance
- Sample Peak and Off Peak Period reports for indicator 'c' above (number in sample, number above 5 seconds, maximum value, mean and standard deviation)
- Number of null results sets (searches which found no results)
- Number of new content items added (including web resources, books, news items)
- Number of page requests (minus crawlers and minus internal EDINA users)
- Number of unique visits



- Total number of metadata searches plus total number of metadata records viewed
- Number of logins (to My GoGeo and “Geodoc” combined)
- Number of metadata records created via “Geodoc” by institution
- Number followers on the GoGeo Twitter account.

## **A1.2.6 Unlock**

### **Specification**

Unlock is a shared, middleware service providing a range of services for support of geographic referencing and searching within the JISC Information Environment (IE) and beyond. It aims to assist other applications, such as portals, repositories and research services, to discover and exploit materials that have a spatial reference (e.g. placenames, postcodes). Unlock also provides a service that extracts place-names from text documents and XML metadata and finds their most likely locations. The objective is to make access to resources by searching on 'where', as transparent as searching by 'what', 'who' and 'when'. At its heart is an enhanced gazetteer built from pre-existing licensed JISC data sources (JISC OS/Digimap collections) and open source gazetteers. It is referred to as a terminology service within the IE technical architecture.

#### **EDINA is responsible for the following:**

- Determining (in consultation with 3rd party service providers and JISC) which services may be enhanced by use of Unlock
- Inviting service providers to participate
- Working with services to ensure technical compatibility and support
- Agreeing service usage levels with 3rd party services
- Reviewing and evaluating 3rd party usage
- Maintaining and adapting the Unlock database in line with 3rd party requirements
- Preparing documentation for system developers and service consumers
- Providing first line support for technical and integration issues
- Keeping the APIs and data content up to date
- Keeping the general Unlock website up-to-date

#### **EDINA is dependent on the 3rd Party Service Consumers for the following:**

- Assisting in the technical evaluation of existing services for appraisal of how resources could be geoenabled
- Working with Unlock to deliver georeferencing objectives defined in preliminary analyses
- Maintaining the integrated services at their host institutions
- Defining future data requirements
- Defining (in conjunction with EDINA) levels of service and usage
- Ensuring that IPR are observed within the enhanced services
- Providing feedback and usage information (to be agreed with service provider) to EDINA on request
- Consulting with the Unlock team, as required, to specify any data manipulation that is required

- Informing EDINA of any breaches to IPR
- Informing EDINA of any service operational aspects that could be improved
- Agreeing to allow EDINA to cite services using Unlock as exemplars to other service providers

### **Service Levels**

Unlock web services should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

Unlock is considered to be available if users (3<sup>rd</sup> party services) can: access the Unlock database and search and retrieve data via the service's interfaces. If any of this functionality is not available then the service is considered to be unavailable.

The database will be updated at least biannually and updates will be backwards compatible.

### **Performance Indicators**

- Unlock will be available for 99% of the scheduled uptime
- Unlock Scheduled Maintenance time will be less than 10.4 hours over any consecutive 12 month period
- 99% of response time for a simple search will be under 5 seconds measured locally to the Unlock server.

### **Reporting**

#### **Annually:**

- A list of licensed sites
  - Benefits and impact achievements including:
  - Uptake by discipline, role and purpose.
  - A short report and results of surveys and feedback requested from users to assess:
    - Perceived quality of information (relevance, coverage and usefulness),
    - Perceived ease of use
    - Perceived cost and/or timesaving
- A short report on benefits, impact and contributions to spatial literacy, learning, teaching and/or research use
- Contributions to geospatial literacy, national agenda e.g. UKLS, INSPIRE and wider societal contributions

#### **Quarterly:**

- \*Number of cumulative API keys issued
- Actual performance for indicator 'a' above showing the start and finish date and time of each incident of unscheduled downtime

- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance
- Sample Peak and Off Peak Period reports for indicator 'c' above (number in sample, number above 5 seconds, maximum value, mean and standard deviation)
- Number of registered machine IP addresses
- List of service providers using Unlock
- Number of queries from each service provider
- Number of queries by organisation
- New material additions
- Number of null results sets (queries which found no results).

\*No new API keys have been issued since November 2011, however EDINA may restore this functionality in the future.

## **A1.3 Multimedia Services**

### **A1.3.1 JISC MediaHub**

#### **Description**

JISC MediaHub is part of the new JISC eCollections service, a world-class collection of journal archives, historical books and multimedia content licensed by JISC Collections on behalf of its member institutions. JISC MediaHub gives users a single point-of-access, searching a total of over half a million records in image, moving image and sound collections\*.

JISC MediaHub succeeds three JISC services: Film & Sound Online (FSOL), Education Image Gallery (EIG) and NewsFilm Online (NFO), and includes the collections licensed under the JISC-funded Digital Images for Education (DIE) initiative, the still-image collections of which made up EIG. All these collections are licensed to JISC Collections and sub-licensed to subscribing institutions for the JISC eCollections service under the JISC MediaHub sub-licence and designated ‘JISC eCollections MediaHub content’.

JISC MediaHub also searches an increasing range of other third-party collections relevant to UK Further and Higher Education but not licensed and sub-licensed as above. These collections are designated as ‘Third Party Content’, such as Culture Grid, Wellcome Images and The First World War Poetry Archive. Some of the Third Party Content is held on the collection owner’s sites to which the users are referred via JISC MediaHub. Other Third Party Content is held at EDINA and can be directly downloaded via JISC MediaHub.

The JISC MediaHub component of the JISC eCollections Content comprises:

- **News Film Online (NFO)**

NFO is made up of over 3,000 hours of digitised news stories from the ITN/Reuters archives, comprising some 60,000 stories. The sources include the complete Gaumont and Paramount newsreels, from 1910 and 1934 respectively. Previously unbroadcast and unseen material, such as rushes and programme scripts are also included.

- **Film & Sound Online (FSOL)**

FSOL is made up of over 2,000 items, comprising 17 separate collections of digitised film and sound, including Imperial War Museum film footage, the Royal Mail Film collection, and scientific content from the Wellcome Library and the Biochemical Society. The service also includes over 50 hours of classical music recording from the Culverhouse collection.

- **Digital Images for Education (DIE)**

DIE is the result of a £2.75m procurement during 2009-10. This resource comprises over 56,000 images and 600 hours of film selected by the education community to capture local, UK and world events during the last 25 years. Sources include the AP Archive, Getty Images, ITN, Design Council Archives, Imperial War Museum, Royal Geographical Society, PYMCA.

\* For details of all the collections, which will vary over time, see <http://jiscmediahub.ac.uk/about>

#### **Specification**

A platform offering search of and access to cross-curricular collections of still and moving-image and sound content, JISC eCollections Content or Third Party Content.

The default search selection is to search all available collections, to maximise the possibility that a user will find suitable content.

It should be noted that that the service is open to anyone on the Web to search and browse. For the JISC eCollections Content, access to video, audio and images are available only to users from subscribing UK universities and colleges, with the exception of content provided specifically as open access samples (currently this includes only “thumbnail” images and frame grabs from video).

### **Service Level**

JISC MediaHub should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

JISC MediaHub (GUI) is considered available if users can:

- access the website to search or browse
- download the content (JISC eCollections Content or Third-Party Content hosted at EDINA)
- Be referred to a third-party website<sup>1</sup> (Third-Party Content) .

If any of the functionality outlined is not available then the GUI service is considered to be unavailable

JISC MediaHub (machine to machine interface) is considered available if users can:

- search via SRU
- retrieve metadata via OAI-PMH

If any of the functionality outlined is not available then the machine-to-machine interface service is considered to be unavailable.

Active consideration is being given to achieving COUNTER compliance using either Release 3 (current) or Release 4 (due to be finalised March 2012) of the Code of Practice.

The service hosting platform is able to deliver data to JANET at a rate not less than 16.7 kilobytes per second while supporting concurrent requests not exceeding 100 users.

### **Performance Indicator**

- a) JISC MediaHub GUI will be available 99% of the scheduled uptime
- b) JISC MediaHub machine-to-machine interface will be available 99% of the scheduled uptime
- c) Scheduled maintenance will be less than 10.4 hours over any consecutive 12 month period
- d) User response time for a single term search will be under five seconds measured locally to the relevant EDINA server.

### **Reporting**

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<sup>1</sup> Note that JISC MediaHub will only provide a link to the relevant Third-Party Content that a user may select; the availability of the relevant third-party website is outwith EDINA’s control and is excluded from the service level.

### **Quarterly:**

- Actual performance for indicator a) and b) above, showing start, date and time of each incident of unscheduled downtime
- Actual performance for indicator c) above, scheduled maintenance (both advertised and used), showing start and finish date and time of each period of scheduled maintenance
- Actual performance for indicator d) above, sample peak and off-peak response times reports: number in sample, number above five seconds, maximum value, mean and standard deviation values
- Number of sessions and searches originating from subscribing institutions per licensed site per month<sup>2</sup>
- Number of sessions and searches originating from outside subscribing institutions per month<sup>3</sup>
- Number of full-record views and “quick views” of the JISC eCollections Content (aggregated) per month
- Number of downloads of JISC eCollections Content (aggregated) per month
- Number of full-record views and “quick views” of Third-Party Content (aggregated) per month
- Number of referrals to Third-Party Content (aggregated) per month
- Number of downloads of Third-party Content hosted at EDINA (aggregated) per month

### **Annually:**

- Report on new third party collections added over the year
- Benefits and impact:

The overall reporting responsibility for the JISC eCollections service lies with JISC Collections. But, as providers of the JISC MediaHub platform of JISC eCollections, EDINA, in consultation with JISC Collections, will undertake user surveys and provide the results to the JISC Monitoring Unit and to JISC Collections, assessing:

- usage by discipline, role, purpose
- perceived quality of information (relevance, coverage and usefulness)
- perceived ease of use
- perceived cost and/or time savings

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<sup>2</sup> This will count those users who have logged in via Shibboleth and those who have logged in via direct IP address access from subscribing institutions only.

<sup>3</sup> This will count those who have not logged in but have used the service to search, browse and/or access Third-Party Content. As well as containing users originating from outside subscribing institutions, it may also contain users from subscribing institutions who have chosen not to log in.

## **A1.4 Middleware**

### **A1.4.1 OpenURL Router**

#### **Specification**

The OpenURL Router enables organisations to register their resolver at [openurl.ac.uk](http://openurl.ac.uk). Service providers can use [openurl.ac.uk](http://openurl.ac.uk) as the "base URL" for OpenURL links. This avoids the need for organisations to configure their resolvers at each separate service, or for service providers to maintain tables mapping users to resolvers.

The details registered at [openurl.ac.uk](http://openurl.ac.uk) can also include the preferred icon/button image, and the preferred "alt" text to use with it. This provides users with consistent links to their resolver from whichever service they are using.

Service providers can use [openurl.ac.uk](http://openurl.ac.uk); requests made to this URL are automatically redirected to the appropriate local resolver (if registered), which is identified from IP address or via Athens credentials (this mechanism is extensible for other schemes).

Service providers can also make a lookup request to [openurl.ac.uk](http://openurl.ac.uk), and receive an XML response with details of a user's resolver, and button image and "alt" text. This avoids the need to maintain tables mapping IP addresses or Athens credentials on to specific resolvers or button images.

#### **Service levels**

The OpenURL Router should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

OpenURL Router is considered to be available if the service performs HTTP redirects of requests to <http://openurl.ac.uk/redirect>, and if service providers can use the lookup facility. If any of the functionality outlined is not available then the service is considered to be unavailable.

#### **Performance Indicators**

- a) The OpenURL router will be available for 99.00% of scheduled uptime
- b) OpenURL Router Scheduled Maintenance time will be less than 10.4 hours over any consecutive 12 month period
- c) 99% of response times of the OpenURL web server will be under 5 seconds measured locally to the EDINA server

#### **Reporting**

##### **Annually:**

- Benefits and impact achievements – cost / time savings.

##### **Quarterly:**

- Usage of service (redirects and lookups), broken down by site (.ac.uk)
- Usage of service (successful and unsuccessful redirects and lookups) where site is unknown



- Actual performance for indicator 'a' above, showing the start and finish date and time of each incident of unscheduled downtime
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance
- Sample Peak and Off Peak Period reports for indicator 'c' above (number in sample, number above 5 seconds, maximum value, mean and standard deviation)

## **A2 Infrastructure Services**

### **A2.1 User Support**

#### **A2.1.1 Helpdesk and General User Support**

##### **Specification**

EDINA operates a helpdesk to act as the primary point of contact for all enquiries concerning EDINA services. The helpdesk responds to enquiries from both end-users and support staff within the User Community.

##### **Service Levels**

The helpdesk is staffed from 09:00 to 17:00 Monday to Friday. An answer-phone records enquiries when the helpdesk is not staffed.

There is no helpdesk cover on 25 & 26 December 2012 and on 1 January 2013. Limited Helpdesk cover is provided on days when the University of Edinburgh is closed 24 27 28 31 December 2012 and 2 January 2013. Periods of limited Helpdesk cover are notified in advance. During limited Helpdesk cover the Helpdesk email is checked and enquiries responded to within one working day. Full Helpdesk cover is provided on local Edinburgh holidays.

##### **Performance Indicators**

- a) 100% of enquiries received by advertised helpdesks acknowledged within 1 working day
- b) 90.00% of all enquires will be resolved within 5 working days
- c) 98.00% of all enquires will be resolved within 20 working days

*Note: the PIs b), c) above are evaluated on an annual basis. (1 August to 31 July), and are reviewed quarterly*

##### **Reporting**

###### **Annually:**

- Percentage of enquiries resolved within 1, 5, 20 and greater than 20 working days broken down by service

###### **Quarterly:**

- Number of enquiries broken down by service
- Number of enquiries that did not receive an initial response within 1 working days, broken down by service
- Number of enquiries unresolved within 5 working days; by service
- Number of enquiries unresolved within 20 working days; by service
- Exception reporting of periods when the helpdesk is unavailable
- On request, the Monitoring Unit will be provided with access to descriptions of unresolved enquiries and anonymised helpdesk transaction data

## **A2.1.2 User Registration & Authentication and Site Licensing**

### **Specification**

Users are registered and authenticated where appropriate. Where user authentication is required, services provided should be registered with the UK Access Management Federation and implement a SAML compliant access management solution

### **Service Levels**

New dataset licences are notified to EDINA by the JISC designated licensing body. Thereafter, institutional licences are processed in no more than five working days provided all forms have been completed correctly and/or that the appropriate notification has been provided by the external data registration agency. (Authorisation for access to certain datasets is dealt with by other agencies and therefore EDINA cannot guarantee the time taken for this process).

For those services, which require an individual level registration at EDINA, registration takes no more than two working days provided all forms have been completed correctly.

EDINA will ensure that permissions to access data are only given to authorised users.

### **Performance Indicators**

- a) Institutional licences received by EDINA will be processed within 5 working days

### **Reporting**

#### **Quarterly:**

- Exception reports for indicator 'a' above
- Number of new registrations handled by EDINA on a per service basis

## **A2.1.3 Site Use Statistics**

### **Service Level**

EDINA will make available to user sites the statistics of use of EDINA served JISC services for that site in an electronically transmittable format.

### **Performance Indicators**

Statistics for each month will be made available to the sites within 10 working days of the end of that month.

### **Reporting**

#### **Quarterly:**

- Exception reporting for performance indicator above with explanation for delay

## **A2.2 Documentation, Support Information and Training**

### **A2.2.1 Documentation and Support Information**

#### **Specification**

EDINA provides appropriate documentation describing the use of the EDINA services. Information about EDINA and its services is available on the EDINA web pages: <http://www.edina.ac.uk>.

Documentation providing information on service contents and coverage, access and use of services is provided in print and electronic form as appropriate.

Paper documentation is supplied to licensed sites free of charge although EDINA reserves the right to charge on a cost recovery basis for high volume requests. Electronic documentation is made freely available through the relevant services website or through the EDINA web pages for downloading by users at no cost.

Distribution to end users is through local user support staff. For FE this may include JISC RSCs.

Where appropriate, EDINA provides context specific online help facilities for each service. These are accessible from within a service session.

#### **Service Levels**

Documentation is issued or updated when there are major changes to the service.

A sufficient stock of printed documents is kept to satisfy anticipated normal demand.

The EDINA website should be available 24 hours a day, 365 days a year with the exception of Scheduled Maintenance.

The EDINA website is considered to be available if users can: access all of the currently hosted web pages. If any of the functionality outlined is not available then the website is considered to be unavailable.

#### **Performance Indicators**

- a) The EDINA website will be available 99% of scheduled uptime
- b) EDINA website Scheduled Maintenance time will be less than 10.4 hours over any consecutive 12 month period
- c) New or updated documentation will be available by the start date of any new or updated service

#### **Reporting**

##### **Annually:**

- Report of new or updated documentation with dates of publication
- A report on service documentation usage and customer satisfaction
- Report on the level of social media activity per service

### **Quarterly:**

- Actual performance for indicator 'a' above, showing the start and finish date and time of each incident of unscheduled downtime, **(to be reported via the JISC Monitoring Unit reporting templates)**
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance, **(to be reported via the JISC Monitoring Unit reporting templates)**

## **A2.2.2 Training**

### **Specification**

EDINA provides a regular programme of training courses within its area of competence, reflecting the resources provided, the needs of the community and in keeping with agreements made with JISC.

EDINA may also undertake training courses for individual eligible organisations.

**Note:** *Workshops may be cancelled if fewer than 8 participants have registered to attend.*

### **Service Levels**

Where appropriate a training workshop may cover more than one service. Workshops are supported by appropriate material that is made available at no cost for downloading from the EDINA web server.

### **Performance Indicators**

- a) User feedback questionnaires will be summarised in order to provide an indication of the quality of training provided

### **Reporting**

#### **Annually:**

- list of training courses: date, location, number of attendees
- status of courses
- additional training events added
- attendance of each training course, broken down by organisation sector i.e. HE/FE/ACL
- Summary report of evaluation sheets by service.
- Copies of evaluation sheets from course attendees should be kept for 12 months and should be provided to the JISC Monitoring Unit on request

## **A2.3 Promotion and Marketing**

### **Specification**

EDINA promotes services offered through relevant library and discipline-specific publications, e-mail lists, exhibitions and conferences and through promotional workshops aimed at site representatives.

Where appropriate, promotional workshops cover more than one service.

EDINA staff attend and present reports to appropriate User Groups.

EDINA provides a programme of promotional events for the coming academic year. This includes:

- events in which EDINA will participate, e.g. exhibitions
- events to be organised by EDINA
- events to be organised by EDINA in collaboration with other organisations

Normally, events are funded from service promotion budgets.

### **Performance indicators**

Value of events attended by EDINA as perceived by EDINA staff

### **Reporting**

- Reported through the EDINA Operational Plan and Quarterly Updates to the Operational Plan.

### **Annually:**

- Plans for promotional, marketing or outreach events/materials, workshops, meetings or journals with dates (where known) to be included in the Operational Plan.

### **Quarterly:**

- list of planned events; name of event, date, location, duration
- status of events
- other events added
- for EDINA organised events, attendance of each event broken down by organisation sector, e.g. HE/FE/ACL etc
- Copies of new and revised publicity material will be provided to the JISC Monitoring Unit on request.
- Where appropriate, a summary of attendee responses shall be provided to the JISC Monitoring Unit on request.

## **A2.4 Technical Operational Support**

### **A2.4.1 Systems support and machine operations**

#### **Specification**

EDINA operations staffs are responsible for the day to day running of JISC funded hardware and communications equipment. Maintaining service application software and operating systems and undertaking database and file-store administration.

Fault reports are raised with the relevant supplier and problems escalated as appropriate. Operations staffs are responsible for taking regular file-store backups and storing these in a secure place.

EDINA hardware and communication equipment is housed in the Edinburgh University Computing Services (EUCS) machine room. The machine room and operations staffs are shared with other computing services run from EUCS.

EDINA reserves the right to schedule periods of machine downtime.

#### **Service Levels**

Full operational cover is provided Monday to Friday 0900 - 1700 excluding National Bank holidays. Users can continue to log queries via the EDINA help desk answer-phone or email during closure days or outside working hours.

Sites are alerted to breaks in service or other problems via email sent to site representatives.

File-store backup is automated and runs 365 days a year. An appropriate level of on-site maintenance cover is provided.

The User Community is given as much notice of Scheduled Maintenance as possible. A minimum of 10 working days notice is given for periods of Scheduled Maintenance.

Exceptionally, downtime may be scheduled giving less than 10 working days notice if machine security is at risk.

Exceptionally, downtime may be scheduled so that infrastructural University maintenance may be carried out. These are scheduled so as to minimise disruption and extensive notice is given.

Appropriate notice of interface changes is given to the User Community

## **A2.4.2 Networking Infrastructure**

### **Specification**

EDINA servers are located within Edinburgh University Computer Services which is connected to JANET via the local Regional Network Operator (RNO). The University of Edinburgh has two distinct 1.0 Gbps connections to its local RNO and the local RNO has two distinct 10 Gbps connections to JANET.

### **Service Level**

EDINA servers are network available if they can be accessed via TCP/IP from a site outside the EUCS-maintained part of the national network. Unavailability due to local (University of Edinburgh) network infrastructure will be reported. The EUCS network infrastructure will have sufficient capacity to support a total of 15,000 connections a day with a peak concurrency of 600 users.

### **Performance Indicators**

- a) The local Edinburgh University network connection between JANET and the EDINA servers will be available for 99.00% of scheduled uptime

### **Reporting**

#### **Quarterly:**

- Unavailability of EDINA hosts owing to local (University of Edinburgh) network. Start and finish, date and time of each incident of unscheduled downtime
- Scheduled Maintenance (both advertised and used), showing the start and finish date and time of each period of Scheduled Maintenance



## **A3 Service Enhancements**

### **Specification**

EDINA receives funding for successfully bid service enhancement projects for infrastructure refresh and service improvements and upgrades.

### **Service Levels**

As part of the EDINA annual Operational Plan, EDINA shall implement such service enhancement projects within the agreed timeframe and cost limits using best practice frameworks.

### **Reporting**

#### **Annually:**

- A report, included in the Operational Plan and as per agreed project plan and grant letter stipulations.

## **APPENDIX B - Format for the Operational Plan, Annual Budget and Three Year Rolling Strategic Plan**

### **B1 Objective of the documents**

The Operational Plan and agreed Annual Budget taken together should present a complete picture of the planned EDINA activities over both its JISC funded service and JISC funded development strands for the coming academic year.

The Three Year Rolling Strategic Plan presents a longer term vision for EDINA service delivery.

The first year of the Strategic Plan shall be covered in detail and the second and third years set out at a more strategic level.

Where appropriate, the budget and the strategic plan shall mirror the headings used in the service level agreement.

### **B2 General Information**

The Operational Plan shall be prepared by EDINA after the end of the SLA negotiations so that any changes to the SLA and changes and developments approved by the JISC Committee for Infrastructure and Resources “JIR” during the current operational year can be taken into account in the new Operational Plan. The Operational Plan shall then be submitted to JISC Services after the SLA has been agreed and before the end of the current Financial Year.

The Operational Plan shall contain:

- The work programme for the next Service Year. This shall detail the specific areas of EDINA’s planned activity both in terms of meeting the agreed SLA and in terms of existing JISC funded development activities. It will also include, if appropriate, details of any specific programmes of work to be carried forward from the current Operational Plan.
- Details of each area of activity shall be provided, together with performance or financial objectives to be achieved and milestones and target dates in support of these objectives.

The Quarterly Report against objectives set out in the Operational Plan should contain:

- Objectives that have been achieved by the due date.
- Objectives that have been achieved by later than the due date. The report shall include details of the reason for the slippage and an assessment of the impact of the slippage on the relevant service.
- Objectives which have not been met in full. The report shall include the extent to which the original objectives have been met, the reasons for the slippage, aspects which remain outstanding and when these are now scheduled to be implemented and an assessment of the impact of the slippage on the relevant service.
- Objectives for which the work programme has not yet commenced. If the target date for commencement has slipped, the report shall include details of the reason for the slippage, an assessment of the impact of the slippage on the relevant service and the revised target dates for implementation and completion.

The Rolling 3-Year Strategic Plan should offer a brief review of the present situation, particularly of recent developments and challenges, and should indicate the current vision of

developments during the planning period, indicating the main initiatives and service improvements expected.

The first year shall be covered in detail and will include a risk assessment and management plan of the significant risks facing EDINA. The second and third years set out at a more strategic level.

Where appropriate, the budget, operational plan and the strategic plan shall mirror the headings used in the service level agreement.

Budget requests shall be presented in accordance with the current version of the JISC Services Funding Policy.

The budget should include the current financial baseline.

### **B3 Structure of Proposals**

The proposals made shall distinguish clearly between the maintenance of the existing core programme and any new initiatives or extensions proposed.

New initiatives or extensions should be structured into largely self-contained options, indicating any dependencies, to facilitate prioritisation.

Financial details of new proposals should include their full marginal costs or savings.

## **APPENDIX C - Change Control Procedures**

### **C1 Principles**

**C1.1** Where JISC or EDINA see a need to add a new service\* or remove an existing service\* or propose a significant change to the service levels for existing services\*, JISC may at any time request, and EDINA may at any time recommend, such a change only in accordance with the Change Control Procedures as set out at section 2 of this annex.

\* JISC funded or JISC co-funded services only

**C1.2** Neither JISC nor EDINA shall unreasonably withhold its agreement to any change.

**C1.3** Until such time as a change is made in accordance with the Change Control Procedure, EDINA shall, unless otherwise agreed in writing, continue to supply the service, as if the request or recommendation had not been made.

**C1.4** Any discussions which may take place between JISC and EDINA in connection with a request or recommendation before the authorisation of a resultant change to the services shall be without prejudice to the rights of either party.

**C1.5** Any work undertaken by EDINA, its subcontractors or agents, which has not been authorised in advance by a change to the services and which has not been otherwise agreed in accordance with the provisions of paragraph 1.3 of this Annex shall be undertaken entirely at the expense and liability of EDINA.

### **C2 Procedures**

**C2.1** Discussion between JISC and EDINA concerning a change to the services shall result in any one of the following:

- a) no further action being taken
- b) a request to change the services by JISC; or
- c) a recommendation to change the services by EDINA

**C2.2** Following result b) or c) above, the JISC Executive will co-ordinate the preparation of a Change Control Request (CCR). The CCR shall, as a minimum, detail the following information;

- a) the title of the change
- b) the originator and date of the request or recommendation for the change
- c) the reason for the change;
- d) full details of the change including any specifications;
- e) a timetable for implementation
- f) the price, if any, of the change, including any recurrent implications;
- g) a schedule of payments if appropriate;
- h) details of the likely impact, if any, of the change on other aspects of the services;
- i) the date of expiry of validity of the CCR; and
- j) provision for signature by JISC and EDINA

**C2.3** Two copies of the CCR, in hard copy format, shall be prepared, for signature by both parties, each party retaining one signed copy. The CCR will normally be signed by both parties within one month of receipt of the document.

**C2.4** A CCR signed by both parties shall constitute an amendment to the Service Level Definitions.

## **APPENDIX D - Compliance with the Data Protection Act**

### **D1 Background**

**D1.1** The 1998 Data protection Act defines Personal Data very widely, and it is assumed that the data held about individuals who request and receive mailings via particular mail distribution lists must comply with the Act.

### **D2 Liabilities**

**D2.1** In carrying out the Services defined in this SLA, it is agreed that the Data Controller is the Higher Education Funding Council for England (HEFCE) and that the data processor is EDINA on behalf of HEFCE.

**D2.2** HEFCE confirms that it is registered as the Data Controller under the 1998 Data Protection Act, and that the services defined in this SLA are covered by that registration.

**D2.3** EDINA undertakes to carry out its responsibilities as data processor on behalf of HEFCE in accordance with the Data Protection Act 1998.

**D2.4** EDINA undertakes to provide sufficient guarantees in respect of the technical and organisational security measures governing the processing to be carried out and uses its reasonable endeavours to ensure compliance with these measures.

**D2.5** Provided that EDINA is able to demonstrate that it has fully complied with its obligations as data processor on behalf of HEFCE throughout the period of this agreement, HEFCE confirms that it will indemnify EDINA against all reasonable costs which EDINA may incur as a consequence of a claim, allegation or finding, during the agreement period, that EDINA has failed to comply with a provision of or obligation under the Data Protection Act 1998.

## APPENDIX E - EDINA Issue Escalation Channel

JISC	
Name	Job Role
Professor Sir Timothy O'Shea	Chairman of the JISC Committee
Professor Martyn Harrow	Executive Secretary of JISC
Norman Wiseman	Head of Service & Outreach
David Utting	Director of Services Relationship Management
Abiodun Obafemi	Service Relationship Manager

EDINA	
Name	Job Role
Professor Sir Timothy O'Shea	Vice Chancellor
Jeff Haywood	Vice Principal Information Services
Peter Burnhill	Director & Head of EDINA
Helen Aiton	User Support Manager

**Note:** Where there is a potential conflict of interest in the position of the Chairman of JISC and the position of the Vice Chancellor University of Edinburgh currently being occupied by the same personality, the Deputy Chair of JISC will be required to step in and act for JISC in such cases.