

IRUS-UK Service Level Agreement (SLA)

Version 1.1 July 2016

Specification

The IRUS-UK service provides a single gateway for institutions to access statistics relating to usage events recorded within their institutional repositories (IRs). In particular, it contains COUNTER-compliant usage statistics for each participating UK higher education institution's IR.

The service comprises:

- A Web user interface including downloadable reports
- A SUSHI (NISO Z39.93) interface
- A SUSHI Lite API

The main features of the portal are:

- Overall summary
- Statistics views
- Statistics reports
- Metadata views
- Metadata reports

Statistics and reports generated by the system are available here:

<http://www.irus.mimas.ac.uk/help/available/>

The reports are made available both for human use and direct machine to machine use:

- Each report can be viewed in a web page in the portal or downloaded for use locally as MS-Excel/CSV or TSV files.
- The reports are also available via the SUSHI protocol for incorporation into local institutional Electronic Resource Management systems (ERMs), or for automatic gathering for use in other national/global services.

Note that features and reports will be further developed in line with user requirements.

Access to the portal is available to all Jisc-supported institutions via the UK Access Management Federation. Note, each institution will see all usage, not just that of their own IR.

Service Level

IRUS-UK should be available 24 hours a day, 365 days a year with the exception of scheduled maintenance.

IRUS-UK has three main access components: the Web, SUSHI (Z39.93) and the SUSHI Lite API.

IRUS-UK Web is considered to be available if users can access the data via the Web interface. If any of the functionality outlined is not available, then this service component is considered to be unavailable.

IRUS-UK SUSHI is considered to be available if the data can be harvested via Z39.93. If any of the functionality outlined is not available, then this service component is considered to be unavailable.

IRUS-UK SUSHI Lite API is considered available if the data can be retrieved via HTTP GET. If any of the functionality outlined is not available, then this service component is considered to be unavailable.

Helpdesk

IRUS-UK operates a helpdesk to act as the primary point of contact for all enquiries. IRUS-UK uses the Remedyforce ticketing system, which is the Jisc standard software used across the organisation.

The IRUS-UK helpdesk is staffed from 0900-1700 Monday to Friday, excluding public holidays common across the UK and days when Jisc is closed.

Performance Indicators

- a) The three IRUS-UK access components as outlined above, Web, SUSHI and SUSHI Lite API will each be available for 99.00% of scheduled uptime
- b) IRUS-UK scheduled maintenance time will be less than 10.4 hours over any consecutive 12-month period
- c) Data will be typically loaded within two to five working days of availability. There may, however, be operational reasons to delay processing, such as to allow restatement of statistics due to revised ingest filtering.

Helpdesk

- d) 100% of enquiries received by the IRUS-UK helpdesk acknowledged within 1 working day
- e) 90% or enquiries logged in Jisc Remedyforce helpdesk system resolved within 5 working days
- f) 98% of enquiries logged in Jisc Remedyforce helpdesk system resolved within 20 working days

Reporting

Annually:

Benefits and impacts achievements including:

- Results of surveys conducted to assess:
 - usage by discipline, role, purpose
 - perceived quality of information (accuracy and usefulness)
 - perceived ease of use
 - perceived cost and/or time savings
- A short report on findings of the surveys, other feedback and interviews with users.
- A short report on benefits and impact.

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

- Exception reports for indicator 'c)' above with explanation for delay

Helpdesk (data collected from Jisc Remedyforce by the Digital Resources Support Officer)

- Number of enquiries that did receive an initial response within 1 working day;
- Number of enquiries resolved within 5 working days;
- Number of enquiries resolved outside 5 working days;
- Number of enquiries resolved within 20 working days;
- Number of enquiries resolved outside 20 working days;

Monthly:

- IRUS-UK reports run
- IRUS-UK participants

N.B. This document should be read in conjunction with the IRUS-UK Code of Practice (CoP).