

M25 Systems Team Service Delivery Plan 2006-2008

Revised July 2006

This Plan sets out the range of operational services with service delivery standards provided by the M25 Systems Team for the M25 Consortium and its member institutions. The Plan also identifies the actions M25 Consortium Members are expected to take to contribute to the effectiveness of the services.

Although the M25 Systems Team will make every effort to provide the facilities and services as specified in this Plan, members should note that the provision may be affected by conditions which prevail from time to time. In such conditions, the Team cannot accept responsibility for a level of service which may be less comprehensive than that normally provided.

In addition to the operational services covered by this Plan, members are asked to note that the specialist skills and expertise of M25 Systems Team may be available from time to time on a fee-paying consultancy basis to support other developments and activities, such as advising on new services, project development work and training.

The M25 Systems Team will...	M25 Consortium members are expected to...
<p>1. M25 Server (hardware) Support</p> <p>a) Ensure the continuous operation and security of the M25 server hardware (currently based at LSE) on which are located the M25 websites and services. This work to include general housekeeping, operating system and anti-virus maintenance, machine recovery, daily back-ups, JANET connection issues and system upgrades. <i>[Note: no allowance is made for future hardware replacement anticipated to be necessary in 2009/10]</i></p> <p>b) Advise M25 Consortium members via the lis-london email list at least one working day in advance of any anticipated service downtime in excess of 15 minutes.</p>	<ul style="list-style-type: none">• Report any faults promptly to the M25 Systems Team via M25Libadmin@lse.ac.uk• Ensure a designated person is subscribed to the lis-london email list to receive such notices, to check the list daily and disseminate notices within the member institution.

The M25 Systems Team will...	M25 Consortium members are expected to...
<p>2. Maintenance of Consortium Websites</p> <p>a) Carry out timely addition and editing of Consortium Working Group and other M25 Consortium business content held within the Content Management System (CMS). Content received in plain text to be implemented within 3 working days. Non-compliant and pre-formatted content to be added within 8 working days.</p> <p>b) Moderate access to the CMS 'back end editor' for approved representatives of the M25 Consortium and its member institutions.</p> <p>c) Maintain HTML templates and Cascading Style Sheets (css) and implement other CMS configuration issues as required.</p> <p>d) Where feasible, ensure that content added is compliant with the relevant accessibility guidelines and directives</p>	<ul style="list-style-type: none"> ▪ Provide updates with accurate and appropriate content in plain text ready for entering into the Content Management System. <p>Also to ensure content is kept up to date.</p> <ul style="list-style-type: none"> ▪ Obtain appropriate knowledge on how to use the CMS editing and configuration facilities. ▪ Ensure content submitted for publication is appropriate for addition to the CMS ▪ Where possible, consider potential accessibility of content submitted for publication.

The M25 Systems Team will...	M25 Consortium members are expected to...
<p>Maintenance of Interactive Services</p> <p>3. Find-a-Library</p> <p>a) Provide continuous operation of the Find-a-Library service.</p> <p>b) Maintain the currency of the information displayed for each library by implementing within 5 working days revisions to content submitted by recognised member representatives.</p> <p>c) Carry out a review three times a year through recognised member representatives, of the content of all records within the Find-a-Library database.</p> <p>d) Add library information for new Consortium members within 5 working days of the data being received from the new member institution.</p>	<ul style="list-style-type: none"> • Promote the service within the member institution. • Keep their database entry up to date and ensure the designated representative informs the M25 Systems Team of updates required by email to M25Libadmin@lse.ac.uk • Ensure the designated representative responds promptly to such review requests by email to M25Libadmin@lse.ac.uk • Complete and submit the information questionnaire with the required data and to clarify details as required.
<p>4. Visit-a-Library:</p> <p>a) Provide continuous operation of the Visit-a-Library service.</p> <p>b) Maintain the currency of the information displayed for each library by implementing within 5 working days revisions to content submitted by recognised member representatives.</p> <p>c) Carry out an annual review through recognised member representatives of the content of all records within the Visit-a-</p>	<ul style="list-style-type: none"> ▪ Promote the service within the member institution. ▪ Keep their database entry up to date and ensure the designated representative informs the M25 Systems Team of any updates to local access policies required by email to M25Libadmin@lse.ac.uk ▪ Ensure the designated member representative responds promptly to such review requests by email to

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<p>Library database.</p> <p>d) Add access information for new Consortium members as prioritised by the RDWG.</p>	<p>M25Libadmin@lse.ac.uk</p> <ul style="list-style-type: none"> ▪ Complete and submit the information questionnaire with the required data and to clarify details as required.
<p>5. Search Catalogues</p> <p>a) Provide continuous operation of the InforM25 Search catalogues service.</p> <p>b) Check daily (weekdays) the operational status of the distributed Z-servers. If any server has been inoperative for three consecutive days, carry out appropriate tests and advise local system administrator. Inoperative servers may temporarily be removed from the Search Catalogues user-interface at the discretion of the M25 Systems Team.</p> <p>Investigate and test Z39.50 connection and searching issues with individual M25 library catalogues and maintain relevant service configuration database.</p> <p>c) Add new Z-servers to the service (e.g. for new Consortium members) as prioritised by the RDWG – including initial and more comprehensive testing.</p> <p>d) Liaise with library system vendors on Z39.50 issues as appropriate and assist appropriate M25 institutions with Z39.50 matters as required.</p>	<ul style="list-style-type: none"> ▪ Promote the InforM25 search catalogues service within the member institution. ▪ Notify the M25 Systems Team at least one working day in advance by email to M25Libadmin@lse.ac.uk of any planned systems down time for both the library catalogue and Z39.50 server. Assist the M25 Systems Team in investigating identified problems and advise promptly on progress with resolving any problems. ▪ Provide the required connection details and other relevant data for the institutional Z39.50 server and arrange for institutional firewall access for the M25 server. ▪ Notify the M25 Systems Team promptly of any relevant systems issues and developments.

<p>6. ULS</p> <p>a) Provide continuous operation of the ULS service.</p> <p>b) Undertake maintenance of the ULS software and user interface.</p> <p>c) Notify designated member representatives at least one working day in advance of any anticipated down-time via the lis-london email list.</p> <p>d) Liaise with designated member representatives regarding their submission of data for the ULS, map and add new data to the service and investigate any data problems</p> <p>e) Carry out a three-monthly review of the currency of the data held within the ULS and actively chase data updates through the designated member representatives.</p>	<ul style="list-style-type: none"> ▪ Promote the use of the ULS service within the member institution. ▪ Notify the M25 Systems Team of any anomalies in the data display and search tool operation promptly by email to M25Libadmin@lse.ac.uk ▪ Ensure a designated person is subscribed to the lis-london email list to receive such notices, to check the list daily and disseminate notices within the member institution. ▪ Ensure a designated representative with access to the necessary knowledge is available and to provide data according to the ULS requirements. ▪ Ensure the designated member representative responds promptly to such review requests within the ULS requirements by email to M25Libadmin@lse.ac.uk
<p>7. General Tasks</p> <p>a) Provide online help facilities for all services including any user queries via email or phone. Review the currency of the help provided at least every 3 months, editing the service FAQ pages as required.</p> <p>b) Operate an email query service for all aspects of the Consortium's web services through M25Libadmin@lse.ac.uk Respond to queries within 2 working days, including referral</p>	<ul style="list-style-type: none"> ▪ Provide feedback by email to M25Libadmin@lse.ac.uk on the help facilities and notify promptly any examples of specific user difficulty. ▪ Ensure awareness of the email enquiry point and use it for all queries

<p>to any relevant third-party. Also to maintain relevant mailing lists as requested</p> <p>c) To undertake maintenance and bug fixing of the InforM25 service software modules, user interfaces and any associated web pages or content. To write appropriate documentation regarding the services. To carry out small developments and practical improvements to the services where feasible to the benefit of the Consortium. Also to consider areas for future development of the services.</p>	<ul style="list-style-type: none"> • To notify the Systems Team of any potential development suggestions, any errors noted or any maintenance issues in a timely manner.
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8. Reporting and Review

To report regularly to the M25 RDWG and to the M25 SG on the current status of the M25 websites and services, activities of the M25 Systems Team, current issues, anticipated workloads and quality maintenance in respect of the web services. To receive advice from the RDWG on work priorities. Also to write regular Systems Team newsletters and produce any other reports or presentations as required and to attend various working group and other Consortium meetings.

To produce an Annual Performance Report with respect to this Service Plan for circulation to all Consortium members.

To annually review this Service Plan through the M25 RDWG in accordance with any significant changes to the operational circumstances of the services.