



M25 Systems Team Service Delivery Plan: Annual Performance Report 2006/07

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This is the annual report of the M25 Systems Team against the Service Delivery Plan 2006-08, revised July 2007.

Service Delivery Plan Area	Performance	Comments and Information
<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>	<p>Met</p> <p>Met</p>	<p>Server exhibits high reliability with no reported problems. Security reviewed during year and redundant user accounts removed. MySQL database problem overloading server resolved.</p> <p>No planned downtime. Server offline for one day in February 2007 due to power cut in Holborn area.</p>
<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), incorporate upgrades to CMS software, sort any problems with CMS and implement other CMS configuration issues as required.</p>	<p>Met</p> <p>Met</p> <p>Met</p>	<p>20 new items of content added and edits carried out to 16 pages.</p> <p>Access currently permitted for Systems Team, M25 and CPD25 Administrators.</p> <p>New header graphics added, minor css changes and CMS upgraded twice during period. Newsletter component installed and configured.</p>

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d) Where feasible, ensure that content added is compliant with the relevant accessibility guidelines and directives	Met	
<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>	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>	<p>Service exhibits high reliability.</p> <p>67 edits to institutional data ranging from minor URL changes to addition of new libraries.</p> <p>Reviews carried out in July 2006, January & April 2007. Response rate improved by contacting specific individuals.</p> <p>Central School of Speech & Drama, Bedfordshire and Ravensbourne added.</p>
<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-Library database.</p> <p>d) Add access information for new Consortium members as prioritised by the RDWG.</p>	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>	<p>Service exhibits high reliability.</p> <p>No changes required to data.</p> <p>Reviewed July 2006.</p> <p>Central School of Speech & Drama, Bedfordshire Ravensbourne and UCCA added.</p>
<p>5. Search Catalogues</p> <p>a) Provide continuous operation of the InforM25 Search catalogues service.</p>	<p>Met</p>	<p>Service exhibits high reliability.</p>

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<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 Help pages as required. As required, carry out promotional activities and create promotional material.</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 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, including technical or evaluative reports where required. 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>	<p>Met</p> <p>Met</p> <p>Met</p>	<p>Service help pages thoroughly revised and updated. New InforM25 Getting Started leaflet designed, two newsletters published and presentation given to M25 members on new InforM25 interfaces in January 2007.</p> <p>Communications dealt with promptly and over 570 communications dealt with during reporting period.</p> <p>Major task of creating new user interface pages completed and service relaunched with appropriate publicity in November 2006. Subject list used by Find-a-library revised and now has 133 terms and is 86% compatible with UKAT. Some work carried out on usage statistics.</p>
<p>8. Reporting and Review</p> <p>a) 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.</p> <p>b) To produce regular statistics for the websites and services.</p> <p>c) To produce an Annual Performance Report with respect to the Service Plan for circulation to all Consortium members.</p>	<p>Met</p> <p>Not Met</p> <p>Met</p>	<p>Regular reports sent to SG and RDWG and main M25 meetings as appropriate.</p> <p>Development work to produce statistics data ongoing.</p>

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d) To annually review the Service Plan through the M25 RDWG in accordance with any significant changes to the operational circumstances of the services.	Met	Plan reviewed in June 2007
e) To annually review with the RDWG the M25 Consortium Resource Discovery Risks Analysis document in September.	Met	First year of document, review due September 2007.