

Online Research Database

Service Level Description

This document describes services to be offered from April 2012.

1. INTRODUCTION

This service provides an online (web) database facility for researchers. Research data can be created, updated, managed, and published over the lifetime of a research project, and will be available for reference and citation in perpetuity.

Key features of the service include:

- Online / remote access to your data from anywhere, at any time;
- Import and export data using common formats (including import from MS Access and Excel);
- Support for relational data models and XML document models;
- Data can be stored indefinitely;
- Ability to share selected data with colleagues, other research groups, and publish data sets for public access;
- Permanent, citable links to specified data sets;
- No overheads associated with setting up / maintaining IT systems.

This service is owned by the Systems Development and Support Section Manager and is due to be released for general use in April 2012.

A full service description is available from <http://www.oucs.ox.ac.uk/services/redcave.xml>

User Support

User support for the service is provided through a combination of local IT Support (via local ITSS) and OUCS.

Users should seek support from their local ITSS in the first instance. Local ITSS may refer a user to OUCS, or contact OUCS on behalf of a user. Users and ITSS may always contact OUCS about any aspect of the service.

The initial point of contact for user support at OUCS is the [Help Centre](#) - in person, by telephone, or using our [contact form](#).

2. SUMMARY OF OUCS'S RESPONSIBILITIES

Hours of Service

- 2.1. The service is offered as follows:

- 9am - 5pm on weekdays: the service operates with full technical support.
- All other times: the service operates without technical support. Automated service monitoring will take place, and informal arrangements exist for staff to be notified of exceptions, however no funding is provided for contractual cover or guaranteed response.
- Exclusions: service maintenance carried out during the JANET maintenance period (7am - 9am every Tuesday).

Service Level Targets

- 2.2. It is intended, as far as is possible, to maintain service availability at all times apart from exclusions listed under 2.1, however there are no formal targets.
- 2.3. OUCS aims to commence investigation of reported faults within one hour when full technical support is available (provided that no similar fault is already being handled by the same team).
- 2.4. In the event of an incident limited to this service OUCS will aim to restore normal service within 24 hours.
- 2.5. In the event of a major incident, the target for recovery of this service is within 72 hours.

Backup and Disaster Recovery

- 2.6. Preservation of research data is of paramount importance for this service. All data is backed up daily for the purpose of system recovery.

What rotation cycle – how long are backups kept?

- 2.7. In the event of a disaster causing widespread disruption to IT services and/or OUCS' operational capability ("major incident") then a response will be initiated in accordance with our disaster recovery plan.
- 2.8. This service is classified as "critical" to University business and will be recovered as soon as possible after infrastructure services have been recovered.
- 2.9. Recovery will restore data from the most recent back-up; Any changes to data made after the last backup (up to 24 hours) will be lost.

Administration and Support

- 2.10. Technical support (operations and 2nd/3rd line user support) for the service is provided by OUCS; User support (1st line) provision is via local ITSS and the OUCS Help Desk, as described above.
- 2.11. Notification of scheduled maintenance, outages, and other information of general interest in relation to the service will be circulated on the [itss-announce](#) mailing list.
- 2.12. Service requests and fault reports relating to the service should be

sent to the OUCS [Help Desk](#).

Management of Change

- 2.13. Authority to approve requests for change rests solely with the service owner.
- 2.14. Requests for change to the service should be sent by email to sysdev@oucs.ox.ac.uk.

Reporting and Review

- 2.15. Service usage information will be reported annually in the OUCS Annual Report.
- 2.16. The service will be reviewed annually. The review will provide input to the service level description review, normally carried out in May of each year.

3. SUMMARY OF CLIENT'S RESPONSIBILITIES

- 3.1. Users are responsible for ensuring that this service is suitable for their needs; in particular that the service offers adequate security when working with confidential or other private data, and that the service is sufficiently reliable if depending on it for storage of original data.
- 3.2. Use of this service is subject to, and implies, acceptance of any applicable regulations, including but not limited to:
 - Regulations Relating to the use of Information Technology Facilities
 - JANET(UK) Statement of JANET acceptable use policy
 - CHEST Code of Conduct for Site Licensed Software and Datasets
 - University Policy on Data Protection
 - Any local policy defined by the unit from which you use this service
- 3.3. Users must pay any usage charges, fees, or other liabilities in respect of their use of the service according to the terms advised.
- 3.4. Users should report any defect, malfunction, or performance degradation of the service promptly to enable remedial action to be taken.
- 3.5. Users must ensure that any data processing (including storage, publishing, and transmission) using this service is done so legally, and with the consent of the data owner where relevant.

4. PREMIUM SERVICES

Database Design Consultancy

- 4.1. A consultant with experience of data modelling and database design can assist researchers in setting up a database suitable for their work. Consultancy is available at a flat rate fee, available on application.