

IT Services SMO	ORDS Service Level Description (SLD)			
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## Online Research Database Service (ORDS) Service Level Description (SLD)

<b>Service Level Description (SLD)</b> – a document describing an IT service and defining its expected levels of performance					
<b>Service Name:</b>	<b>Online Research Database Service (ORDS)</b>	<b>SLD Version:</b>	<b>1.0</b>	<b>SLD Date:</b>	<b>31/07/14</b>
<p><b>1. Description of Service</b>  <i>A short description of the service in user friendly terms defining exactly what the service delivers and where appropriate the limitations of the service, i.e. what is out of scope.</i></p> <p>The Online Research Database Service provides a relational database management system for researchers. It enables users to create relational databases from scratch or import existing databases in .csv, SQL, or Microsoft Access formats. Once a database has been created or imported, the ORDS provides interfaces to collaboratively add, edit, search, and share the data it contains. Users may save and publish query results as citable ‘datasets’. Project owners can set variable levels of permissions for project members, and may choose to make their databases or specific datasets available to the general public.</p> <p>The ORDS does not offer indefinite data storage, but enables databases and datasets to be exported for hosting elsewhere or deposit into 3<sup>rd</sup>-party data archives.</p> <p>Key features of the service include:</p> <ul style="list-style-type: none"> <li>• Online / remote access to your data from anywhere, at any time;</li> <li>• Import and export data using common formats (including import from MS Access and Excel; export as comma separated value files or PostgreSQL);</li> <li>• Ability to share selected data with colleagues, other research groups, and the wider public;</li> <li>• No overheads associated with setting up / maintaining IT systems;</li> <li>• Secure data hosting within the University of Oxford;</li> <li>• Daily back-ups.</li> </ul>					
<p><b>2. When and where can I use this service?</b>  <i>Explain the hours of service, i.e. the expected availability and whether the service is local to the University or more widely accessible. Where relevant indicate which types of system can be used to access the service.</i></p>					
<p><b>Who</b>  The service is intended for post-graduates and staff at the University of Oxford engaged in research, along with their collaborators. Inter-institutional research projects may register to use the ORDS provided that one of the principal investigators is an employee of the University of Oxford.</p> <p>The service is not intended for researchers working with very large databases (&gt;100GB) or who require the levels of processing power usually associated with supercomputing facilities.</p>					

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Guidance as to the appropriateness of the ORDS for a given project may be requested via [ords@it.ox.ac.it](mailto:ords@it.ox.ac.it).

#### When

- The service operates with full technical support from 9am to 5pm Monday-Friday.
- 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).

#### Where

The service can be accessed from any location with internet access.

Registered users may edit and query held on the ORDS via an ODBC connection after registering for an ORDS ODBC account, this enables websites to interface with ORDS data and the use of alternative data editing interfaces.

### 3. What training is available for this service?

*List options for training in the use of the service, i.e. locations of online training, help pages, documents, availability of classroom training courses, etc.*

Service support information and user documentation is available from <http://ords.ox.ac.uk/>.

Classroom training in using the ORDS will be provided via scheduled ITLP training courses (delivered by members of the ORDS Service Team). Divisions, departments, research groups, or other groups within the collegiate University can commission training at the standard IT Services recharge rates.

Classroom training sessions will provide an overview of all main processes that can be undertaken using the ORDS, including:

- Setting up project accounts
- Setting up databases
- Metadata
- Importing existing databases
- Building and structuring databases using the schema editing tool
- Editing data
- Using the querying pages
- Creating, saving, exporting, and publishing datasets
- Using ORDS in the context of other University and external data management tools

The ORDS training sessions will NOT explore in any depth either database design or SQL querying, for which other sources of training and support are available.

ITLP training sessions will initially be scheduled on a termly basis. This will be reviewed each term.

### 4. How to get Support

*Describe the access and support arrangements for the service. Explain how a user can request access to the service. List methods of reporting problems and requesting*

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<p><i>assistance including contact details and hours of support. Explain how a user can raise the priority of their request, i.e. procedures for escalating a problem.</i></p>
<p>Users requiring support with ORDS should contact the IT Services helpdesk. If they cannot resolve the enquiry, it will be passed on the ORDS Service Team. ORDS Staff aim to respond to enquiries with one working day.</p>
<p><b>5. What happens if the service is unavailable?</b>  <i>Describe where status information for the service is published and any other channels of communication in the event status information is unavailable. Explain any alternative arrangements for the service in the event of a technical or other fault. Summarise approaches to maintaining the continuity of the service and targets for recovering the service in an emergency (both age of data and time to recover).</i></p>
<p>All data in the ORDS is backed up daily for the purpose of system recovery. Please note that users of the ORDS service are expected to make copies of their database within the ORDS system for the purposes of reverting to an earlier version of their database in the event of user error. Overnight back-ups are for restoring data in the event of system errors.</p> <p>In the event of a disaster causing widespread disruption to IT services' operational capability ("major incident") then a response will be initiated in accordance with our disaster recovery plan.</p> <p>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.</p> <p>Status information for the service will be published at <a href="https://status.ox.ac.uk/">https://status.ox.ac.uk/</a></p> <p>Notice of any planned maintenance or likely disruption to the service will be posted, in the first instance, to IT support staff via the itss-announce mailing list.</p> <p>In the event of a major incident, the target for recovery of this service is within 72 hours.</p>
<p><b>6. How to request alterations or adaptations to this service</b>  <i>Describe how users can request changes to the service, i.e. new features, additional capacity, wider distribution, changes to security, etc. Explain how such change requests are assessed and approved. Include targets for processing and implementing such requests, when they are authorised.</i></p>
<p>Requests for adaptations or alterations to the service (such as new feature requests) should be addressed to the ORDS Service Team at <a href="mailto:ords@it.ox.ac.uk">ords@it.ox.ac.uk</a>.</p> <p>An ORDS User Group will make recommendations as to which requests to take forward and which to prioritize. Ultimate authority to approve requests for change rests with the Service Owner, Service Delivery Manager and the Business Owner (The Release Authorisation Committee). The Business Owner will have final say regarding the prioritization of requests. Approved requests will be added to the ORDS issues log.</p>
<p><b>7. What are the security arrangements for this service?</b>  <i>Describe how information security is maintained in the service and any special security requirements for the user.</i></p>
<ul style="list-style-type: none"> <li>• The ORDS service is delivered using on-site infrastructure. No data is stored with third parties beyond that used to facilitate federated access management (Shibboleth).</li> <li>• All service endpoints support encryption (e.g. HTTP/SSL access to web sites and PostgreSQL) to provide secure data transmission.</li> </ul>

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- User access to ORDS requires user authentication, either via SAML/Shibboleth (for internal users, this uses the Oxford SSO infrastructure) for the user-facing web site, or username + password for direct PostgreSQL connections.
- ORDS supports multiple levels of access to databases, under the control of nominated project owners
- System patching and updates are applied regularly
- System configuration integration and performance is monitored continuously, and facilitates rapid redeployment of system components
- Administrator-level access to ORDS systems is restricted to authorized service delivery team members
- The ORDS application maintains audit logs of significant data modifications and system accesses, to enable detection of unauthorized changes

#### **8. Responsibilities for the service**

*Describe the user responsibilities for the service. Where appropriate include links to Acceptable Usage Policies (AUP), University regulations or legislation.*

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.

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
- Information Security Policy
- Intellectual Property Rights
- Data confidentiality

Users should report any defect, malfunction, or performance degradation of the service promptly to enable remedial action to be taken.

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.

#### **9. Service reporting for this service.**

*List any performance metrics for the service and how they will be reported. Explain how frequently the service is reviewed and how comments on the quality of the service can be passed to such reviews.*

An annual report on this service will be presented in the IT Services annual report. This will include the following metrics:

- Number of active project accounts over last 12 months
- Number of individual users active over last 12 months
- Number of new project accounts created / accounts closed over last 12 months
- Revenue generated / costs of service
- Outstanding issues and issues dealt with over last 12 months
- User queries received / responded to within 1 working day over last 12 months

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<ul style="list-style-type: none"> <li>• Number of user requests by category</li> <li>• Number of user requests by priority</li> <li>• Responses to annual user satisfaction survey.</li> </ul> <p>The service, including this service level description, will be reviewed annually. Comments on the service offered should be sent to <a href="mailto:help@it.ox.ac.uk">help@it.ox.ac.uk</a> and will be considered during the annual review.</p>			
<p><b>10. How is this service funded?</b>  <i>Describe how the service is funded and any limitations that this creates. Where appropriate list enhancements to the service that are available with a financial cost to the user and the level of charge for such premium aspects of the service.</i></p>			
<p>The ORDS is provided free of charge, subject to agreement with the ORDS Service Team. A restricted (trial) service is available to all Oxford University researchers, with the full service being made available after it has been agreed with service staff that the ORDS can indeed offer an appropriate solution to the researcher's requirements.</p> <p>The costs of running the services are borne by University of Oxford IT Services.</p> <p>This business model will be reviewed annually to assess and maintain long-term sustainability.</p>			
<b>Owner of this SLD:</b>	Service Owner	<b>Contact for SLD changes:</b>	Service Delivery Manager