

CONTENTdm

Service Definition Document



CONTENTdm – Service Definition

An overview of the GCloud Service

Store, manage and deliver your digital collections with CONTENTdm.

CONTENTdm allows you to easily build and showcase your digital collections on your personalised website, making them more discoverable to people around the world. In many places, CONTENTdm also secures and monitors your master files in a cloud-based preservation archive so they remain safe for the future.

We are pleased to confirm that CONTENTdm is currently undergoing a major redesign, which, at the time of writing, is scheduled to be available later in 2026. The new service will build on the existing features valued by our customers and deliver:

- *Modernised experience for building digital collections*
- *Improved metadata management, including built-in authoritative vocabulary services*
- *Expanded digital collection visibility and digital exhibit creation*
- *Provide a single web-based interface for all aspects of digital content data*

The Package

The following applications and services will be included in your subscription to CONTENTdm:

- A CONTENTdm site hosted in OCLC's data centre
 - CONTENTdm administration interface
 - CONTENTdm public website and website configuration tools
 - CONTENTdm Project Client software for building digital collections
- Maintenance and support to include:
 - All system upgrades
 - Dedicated Support Team in our Sheffield office and access to out of hours support from the US.



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"We chose the hosted version of CONTENTdm so we wouldn't have to worry about infrastructure like servers or manage software upgrades."

Ben Wynne

Head of Academic Liaison, University of Leicester

OCLC is a global library cooperative, with members in 123 countries, including the majority of higher education libraries in the UK. We have a strategy that promotes participation in shared services, to help libraries share the world's knowledge and the work of organising it. With CONTENTdm as your chosen solution and with OCLC as your chosen partner, you have an approach that offers you the opportunity to scale your reach and influence at all levels.

Together we make breakthroughs possible

Breakthroughs depend on access to knowledge. Our personnel believe in that mission to share knowledge, and we are proud of our achievements in a sector we love. When you choose to partner with OCLC, your library will join a community of over 2,000 libraries worldwide using CONTENTdm.

Details of the level of backup/restore and disaster recovery that will be provided

OCLC's main data centre is located in Amsterdam, the Netherlands. We utilise cloud-based business continuity capabilities provided through a third-party supporting all OCLC data centres.

Each OCLC data centre possesses the following controls:

- 24-hour manned security
- Controls prevent unauthorised access to the data centre
- All doors, including cages, are secured with proximity cards or biometric hand geometry readers
- Closed-Circuit Television (CCTV) digital camera coverage of entire centre, including cages, with archival system
- CCTV integrated with access control and alarm system
- Motion-detection for lighting and CCTV coverage
- All equipment checked/screened upon arrival
- Visitors are screened upon entry to verify their identity, and in shared situations, are escorted to their appropriate locations
- Shipping and receiving area walled off from collocation areas
- The HVAC system provides appropriate airflow, temperature, and humidity to provide optimum conditions for equipment operation and to minimise downtime due to equipment failure.
- The data centre is designed with power systems that have built-in redundancy, full Uninterruptible Power Supply (UPS) systems with N+1 levels or greater, and backup generator systems in the event of a local power outage.
- Redundant power distribution units (PDUs)

- Alternate power generation
- Smoke and fire detection sensors throughout the data centre
- Protected by automated fire detection and suppression systems and fire extinguishers are maintained throughout

OCLC also maintains several tiers of backups to ensure the integrity of the data it holds and the services it provides. First, we run clustered servers that can survive a failure of an individual physical server that comprise the cluster. The storage subsystem for our clusters utilises the latest storage technologies, including RAID, to protect against failures of individual disk drives or components. We also replicate critical systems at the remote data centre. Third, we perform incremental server backups at least daily. Fourth, we transfer a set of backup tapes to an off-site storage facility weekly. Backup data is stored locally with NetBackup and an offsite copy is sent to Iron Mountain (UK) for disaster recovery purposes.

All of these backup mechanisms work while the services are online. We also continuously monitor the status of our backup mechanisms and periodically test them to ensure we can rely on them when we have to recover data.

Data Recovery

Data recovery depends on daily, incremental backup of all your CONTENTdm digital items and metadata and configurations.

In the event of a disaster affecting our primary data centre, we can rebuild your CONTENTdm site from backups.

Onboarding and Offboarding support provided

Onboarding

Getting started with CONTENTdm is as easy as 1-2-3.

1. When you subscribe to CONTENTdm the staff at OCLC provision a CONTENTdm site for your organisation. You are sent a welcome email within a few days of ordering that provides the details for accessing your site as well as links to tutorials, documentation, and support to help you start building your digital collections.
2. Your next step is to customise the view of your CONTENTdm site using the built-in website configuration tools. With these tools, you can match the branding of your organisation's web presence without any programming.
3. The final step is to build your digital collections. Use CONTENTdm's built-in web upload capability to add digital items and metadata to collections in your CONTENTdm site. If you've got larger scanning projects you can use the Project Client software to support large-scale metadata and digital item upload operations.

Offboarding

In the case of contract termination, the library may retrieve all metadata and digital items stored from its CONTENTdm site. Multiple metadata export options are available directly from the interface; digital items can be delivered over the Internet or via physical media for larger collections. Full details of our commitments at contract termination are documented in our standard terms and conditions and may be further documented, on agreement, within our Service Level Agreement.

Service management details

Infrastructure Maintenance and Management - General

OCLC will be responsible for the following activities:

- Applying security patches to operating systems as necessary
- Virus monitoring and management
- Security monitoring, intrusion detection and prevention
- Applying upgrades to operating systems, database management systems, web servers and load balancing software

All changes to the system will be performed according to the OCLC working procedures for change control.

Software upgrades

Methodology and timing for upgrades

OCLC has a fixed schedule for deploying enhancements and emergency fixes to CONTENTdm, so that periodic updates and interim patches for urgent issues can be installed without impact on the operational activities of libraries. The software is updated centrally and simultaneously for all users in a geographical region, usually at 21:00 with either no downtime at all or a minimal scheduled downtime. All scheduled maintenance is conducted in a way reasonably calculated by OCLC to minimise disruption to the Customer's operations.

New versions are automatically available to library staff without them having to do anything. All quality assurance testing is done by OCLC on behalf of its libraries. Pre-release notes are available in the CONTENTdm support pages on the OCLC website, allowing members of staff to prepare for upcoming improvements.

Notification of users

General enhancements are installed with nothing required by your staff. The software is updated centrally and simultaneously for all users in a geographical region. The release consists of new features, improvements to existing features, and bug fixes. In addition, critical issues are broadcast out to libraries via listserv and email. In case of urgent issues, which will be solved by interim patches, libraries are also notified through a listserv and email.

Release and upgrade schedule

Upgrades to CONTENTdm occur regularly.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

Planned downtime

Planned downtime includes maintenance windows or other scheduled activities as well as causes beyond OCLC's reasonable control such as telecommunications or power disruptions caused by third parties. Scheduled maintenance shall be conducted in a way reasonably calculated by OCLC to minimise disruption to the Customer's operations.

Unplanned downtime

OCLC agrees to notify Customer promptly of any factor, occurrence, or event coming to its attention that may affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Online Service.

In the event emergency maintenance is required, OCLC will make commercially reasonable efforts to notify the Customer in advance.

Customisation

CONTENTdm includes a website configuration tool that gives you control of features appearing on each page of your CONTENTdm site's end user interface. All controls can be operated without programming. In addition, CONTENTdm supports a full REST API allowing external applications to interact with your digital collections in CONTENTdm.

Deprecation of features/functionality

OCLC will provide reasonable notice to customers if any existing functionality or features in CONTENTdm are to be removed.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Performance

OCLC provides CONTENTdm as Software as a Service (SaaS). Our services are highly scalable, with the ability to support any number of simultaneous users without negatively affecting system performance. OCLC continuously plans for capacity needs of the service, allowing our services to scale to meet the needs of growing user demands. System performance is monitored to ensure that response times meets the quality standards that have been set.

Systems are monitored 24x7x365 by operations staff on-site. Any service that begins to have high response times for transactions automatically triggers an alarm so remedial measures can be taken by qualified staff. Services are load-balanced across multiple virtualised servers. They reside on physical hosts (or clusters) that are shared with many other production hosts. So if for example, cataloguing usage becomes excessively high, we can spread the load out automatically so it does not affect other services such as searching.

We see considerable variation in the number of simultaneous users on a daily and seasonal basis. We are confident that CONTENTdm will be able to accommodate easily staff and library users as well as additional concurrent users within our existing framework as we have designed our systems to scale as needed.

OCLC Operations uses an Overview page to monitor systems. Persistent monitoring of these operations allows for continuous performance improvements with each release of the software.

Availability

Covered by our Uptime Commitment in our Hosting Agreement. Uptime Commitment: OCLC will use commercially reasonable efforts to ensure OCLC's Systems are available 99.5% of the time (the "Uptime Commitment"). The Uptime Commitment will be measured by OCLC as follows: $\text{Uptime Commitment} = (T - D) / T * 100\%$

T=the total number of minutes in the respective month minus planned downtime.

D=the total number of minutes of unplanned downtime in the month.

Planned downtime

Planned downtime includes maintenance windows or other scheduled activities as described in section 3 below as well as causes beyond OCLC's reasonable control such as telecommunications or power disruptions caused by third parties. Scheduled maintenance shall be conducted in a way reasonably calculated by OCLC to minimise disruption to the Customer's operations.

Unplanned downtime

OCLC agrees to notify the Customer promptly of any factor, occurrence, or event coming to its attention that may affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Online Service.

In the event emergency maintenance is required, OCLC will make commercially reasonable efforts to notify Customer in advance.

Measurement

OCLC will measure Uptime Commitment by accessing the Online Services from OCLC's Systems as a user. These commitments apply to Live and Non-Production environments.

Support hours

The OCLC Support desk is based at our UK Head Office in Sheffield. The Support Team is made up of nine dedicated support staff, who bring a wide range of skills and experience, including substantial time working within the library profession. This team is backed up by the main product team in the US. Support is provided on a 24x7 basis: the UK Support desk is open from Monday – Friday (except English Bank Holidays) 09:00 – 17:30. Additional support is provided from the US outside of these core hours. Customers contact the Support desk via our dedicated call logging system, email, and telephone. Customers are updated on the progress of calls, from first logging to resolution. Our call logging system, TOPdesk, is used to manage this process. Customers can access this system via a dedicated interface, which also allows an overview of all calls logged by their institution, both current and closed.

Emergency support

Emergency support is offered via our UK Support desk; emergency calls should be logged via the telephone helpline. Out of hours emergency support is offered via the dedicated helpline in our US office. OCLC systems are monitored 24x7 and automated checks are sent to the local library systems every 5 minutes to ensure they are operational. OCLC makes use of an agent-based monitoring system to ensure CONTENTdm services are up and running within SLA parameters. This system combines data from several sources such as network monitoring software, URL checking, scripting, database monitoring, etc., and collects it in a database so it can be viewed in graphical form. Emergency support calls are classified as per our SLAs (in 2.54.1) tracked and escalated as necessary. Any outage is treated as highest priority: a case owner will take responsibility for forming a team, which will work as follows: Remediation activities will start immediately, with the aim of correcting the problem as quickly as possible. An emergency install or maintenance will be put in place as quickly as practicable.

The customer will be kept informed throughout as follows: informed as soon as the outage is detected; given regular updates; informed of the resumption of the service and given a report on the cause of the outage and remedial action taken to prevent a future occurrence. Any outage will need to be investigated, with the aim of discovering root causes and mitigating against future occurrences.

OCLC will promptly notify libraries of any factor, occurrence, or event coming to its attention that may affect OCLC's ability to meet the Uptime Commitment or that is likely to cause any material interruption in the Services. The library can contact OCLC Operations Support 24x7 regarding outage issues. In the event of a system outage or problem, the OCLC computer room staff members have immediate access to product experts who will be contacted to provide any necessary support.

Severity definitions

Support calls are prioritised as follows, as detailed in our Hosting Agreement:

Call priority	Definition	Response time	Fix or workaround time
Critical	an outage or an almost total loss of functionality	Within 2 hours	within 2 working days
High	a significant proportion of the system loses functionality	Within 4 hours	within 7 working days
Medium	the system does not operate in accordance with the product description, but the Library is still able to use significant elements of the system	Within 4 hours	within 20 working days

How you'll repay buyers if you don't meet service levels

Not applicable.

Training

Training via live, group webinars, recorded and online tutorials are included in your subscription to CONTENTdm.

Post go-live, OCLC offer online or in-person instructor-led training to suit the needs of our members for additional fees. Please see our website for further details:

<https://www.oclc.org/support/training.en.html>.

A pricing overview, including volume discounts, data extraction costs

Pricing is based on an annual subscription.

Ordering and invoicing process

A Purchase Order, a signed Order Form and a signed Framework Agreement, either hard copy or a scan, is required to be returned to the OCLC UK office.

Annual fees shall be invoiced by OCLC and paid by the Customer in advance at the beginning of each new year and in accordance with the Agreement, or as otherwise agreed between the parties. All other fees shall be invoiced by OCLC and paid by the Customer in accordance with the Agreement or as otherwise agreed between the parties.

Payments are due within 30 days of the invoice date.

Termination terms

The customer is required to provide 30 days notice in writing to terminate the contract with OCLC.

Data restoration / service migration

Incident Response

OCLC will promptly notify libraries of any factor, occurrence, or event coming to its attention that may affect OCLC's ability to meet the Uptime Commitment or that is likely to cause any material interruption in the Services.

System alerts are distributed at our password-access online User Support Centre (<http://oclc.org/support/systemalerts.en.html>) and RSS feeds (<http://www.oclc.org/rss/>) and broadcast to libraries via listserv and email.

A robust Job Scheduling package is used for all job scheduling. Jobs that fail to run due to unscheduled downtime (i.e., outages) are flagged in the schedule for manual release when the service is once again available.

Disaster Recovery

In the event of a disaster affecting our primary data centre, we can restore your site at an alternate data centre with data loss not exceeding one day.

OCLC employs a staff member whose full-time responsibility is Business Continuity Planning and Disaster Recovery, and our business recovery plans are documented and reviewed periodically. We utilise redundant power feeds and backup power generators for information resources and environmental services. The backup power generators are covered by a preventive maintenance contract, and we have sufficient fuel stores to sustain power for a prolonged outage.

Investigating Incidents

OCLC's Information Security Team is trained in forensics and handling evidence in preparation for an event, including the use of third-party and proprietary tools. A full Post Mortem analysis is held for each outage where the root cause is identified and corrective and preventive actions are documented. The incident and any tasks are tracked and reviewed on a weekly basis.

Customer responsibilities

The Customer will nominate a principal point of contact and a deputy who will be responsible for reporting problems to OCLC.

Any technical requirements

CONTENTdm is provided entirely Software as a Service (SaaS), and therefore, there is no dependency on a locally installed client application.

A broadband connection of minimal 1 Mbit/s download and 100 Kbit/s upload bandwidth is recommended. Connectivity via satellite typically adds more than 0.5 second latency to each browser request. A lower bandwidth would slow down CONTENTdm performance during initial load.

Details of any trial service available.

A time-limited trial of CONTENTdm can be arranged on request.

Please note that CONTENTdm can be purchased as an individual service, but it can also be acquired together with OCLC's WorldShare® Management Services (WMS).

Please see the service definition and pricing documents for more information.