

G-Cloud 15 Service Definition



Omeka

Collection web-publishing platform

Freeing libraries and archives to do the things they do best

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An overview of the Open Fifth Omeka collection web-publishing platform G-Cloud service

Omeka is a web-based application for curation and discovery of digital cultural heritage collections and other online resources. Omeka allows you to showcase collections whilst retaining the importance of standards-based metadata, with an easy to use administrative interface and the benefit of a global open source community for support.

Omeka collection web-publishing platform benefits

- **Outstanding public interfaces** that promote user engagement and collections within organisations
- **Ease of system administration** results in lower staffing demand
- **Light web environment** results in reduced need for IT involvement
- **Intuitive and fast workflows** reduce staff training needs for a new system and supports staff efficiency
- **Sophisticated and easy to use analytic capability** improves archive service planning and statistical modelling

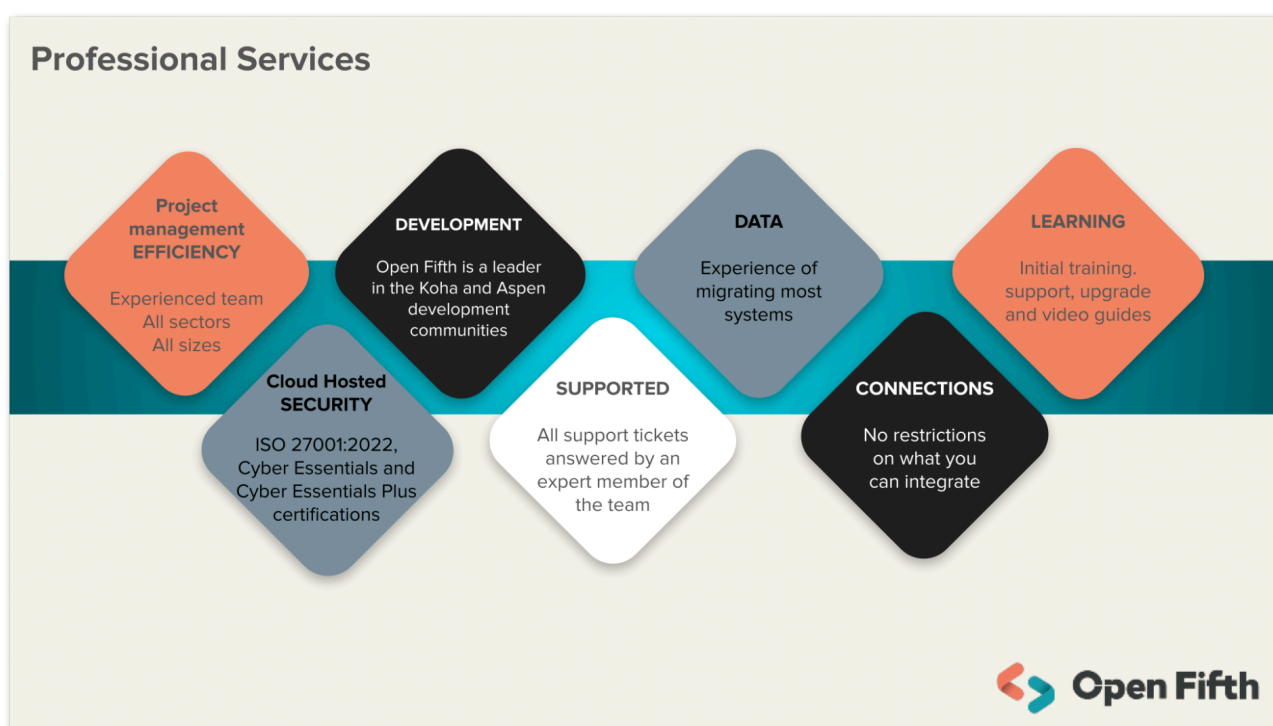
- All of these benefits together boost the overall **return on investment** and **value for money** being achieved by the archive service.

Open standards supported and documented

Omeka was originally built by the Roy Rosenzweig Center for History and New Media with support and funding from the Institute of Museum and Library Services (IMLS) to address the gap in the market for museums, libraries, and archives wishing to publish collections and narrative exhibits to the web as easily as one could launch a blog.

Omeka has a flexible plugin architecture and rich design theme API, geolocation, and the ability to integrate metadata vocabularies used for describing visual resources.

Open Fifth services and support



- **Systems implementation** experience from projects managed at over 130 UK institutions across many sectors and harnessing, from within our team, decades of experience employed in libraries and archives.
- **Data conversion** carried out within the ISO 27001 approved regime of secure data handling, giving the assurance of a smooth transfer of current and historic data and transactions from legacy systems to the systems Open Fifth offers.
- **Systems integration** work carried out across a wide range of common systems in the industry including systems for authentication, human resources and student records, finance, repositories, SIP2 devices, and many more.
- **Training** delivered by former library and archive professionals who know these institutions inside out and have worked with many different library and archive structures and workflows. Training adapted to be delivered either face to face or online with identical effectiveness.

- A **hosting environment** that frees the organisation's IT team from the responsibility of live systems monitoring, software upgrades, system security and operating system upgrades. Real-time monitoring tools and partnerships with market-leading hosting companies enable our infrastructure support staff to support and maintain your systems without your intervention.
- **Support** rated consistently by our customers as exceeding their expectations in responsiveness and capability. Backed by our team of developers, support tickets can often be turned into system enhancements that deliver long-term benefits to all users of the systems.
- A commitment to **open source software** and open source communities, including regular new feature development submissions. This is demonstrated by over 14 years working with the world's most widely used open source library system, Koha.
- A straightforward and honest **pricing** structure for hosting and support based on library or archive size, not number of licences. With no extra upgrade costs, all modules are included and no sliding scale of support contact - when you need us, we will support you.

Details of the level of backup / restore and disaster recovery

The standard service includes a full backup and restore capability. The disaster recovery procedures and policies are fully documented.

On-boarding and off-boarding processes / scope

We provide the full range of services needed to migrate to Omeka. We manipulate the data extracted from the current system as required and load it into Omeka. Interface customisation and customised web portal design services are available.

UK-based data storage

The Open Fifth hosting facility which delivers our Software as a Service (SaaS) capability is based across third-party data centres operated by Digital Ocean, Mythic Beasts and Amazon Web Services (AWS) who all have data centres in London. We use AWS in Dublin if required for EU customers.

Service management details

Open Fifth can provide the full range of implementation services, ranging from installation, configuration, data conversion, software development and training through to ongoing hosting and customer support. The hosting infrastructure is based on a fully managed service.

Service constraints

Availability will be more than 99% with the exception of planned maintenance which typically involves an annual upgrade.

Service levels

Customers have access to a web-based customer relationship management (CRM) system available 24/7 where support calls can be placed, updated and closed, together with access to a knowledge

base and access to FAQs. Telephone and email support is also available. The standard office hours are Monday to Friday, 8.00 am - 6.00 pm excluding English bank holidays.

Data restoration / service migration

The standard support arrangement includes full provision for data restoration. Users are able to extract their own metadata, document and user data for migration to another service or support company for Omeka if required. Further data sets can be provided by the supplier upon request.

Consumer responsibilities

Consumers manage the application, Open Fifth does the initial installation and configuration and provides ongoing hosting and support.

Technical requirements

All functionality is browser based for both staff and public access. A full range of browsers are supported: Internet Explorer, Edge, Firefox, Chrome, Safari, etc.

Details of any trial service available.

Users can have access to a demonstration system upon request where they will have access to full functionality.

Exit process for data extraction and removal

Your data will never be locked into Omeka – we implement a number of metadata exchange standards to support easy import and export through the Omeka user interface.

Consumers can extract metadata, document and user data for themselves through the application. Further data sets can be provided by the supplier. There is no cost for the extraction of consumer-generated data. If there is a requirement to migrate the data to another service provider's system, the work involved, and any additional processing of the data, would be charged at Open Fifth's prevailing professional rate for services.

What sets Open Fifth and Omeka collection web-publishing platform apart?

Socially equitable

- Omeka is open source, all developments are shared with the global community - and that's what archives and libraries are about, sharing
- Massive online community and shared resources.

Economically responsible

- Free upgrades with constantly developing features
- You can guide the fast pace of development without a heavy burden of investment.

Environmentally conscious

- Open Fifth was built from the ground up as an environmentally aware business
- Open source software is a lower carbon choice
- Very hard for the system to become obsolete.

Benefits of working with Open Fifth

- **Privately owned, UK based** - local support and development staff
- **Fast localised development** - software engineers working as part of our support team, addressing bugs and adding new features
- **Secure, resilient and high-performing infrastructure** - UK-hosted systems backed up by international accreditations
- **Excellent support** - providing a service that exceeds that of our competitors is how we keep our customers
- **Lots of library experience** - the majority of our team are librarians or possess a library background.