

G-Cloud 15 Service Definition



Knowviation

Digital repository system

Freeing libraries and archives to do the things they do best

Table of Contents

An overview of the Open Fifth Knowvation digital repository system G-Cloud Service	2
Open standards supported and documented	2
Open Fifth services and support	2
Details of the level of backup / restore and disaster recovery	3
On-boarding and Off-boarding processes / scope	4
UK based data storage	4
Service management details	4
Service constraints	4
Service Levels	4
Data restoration / service migration	4
Consumer responsibilities	4
Technical requirements	4
Exit process for data extraction and removal	4
What sets Open Fifth apart?	5
Socially equitable	5
Economically responsible	5
Environmentally conscious	5
Benefits of working with Open Fifth	5

An overview of the Open Fifth Knowvation digital repository system G-Cloud Service

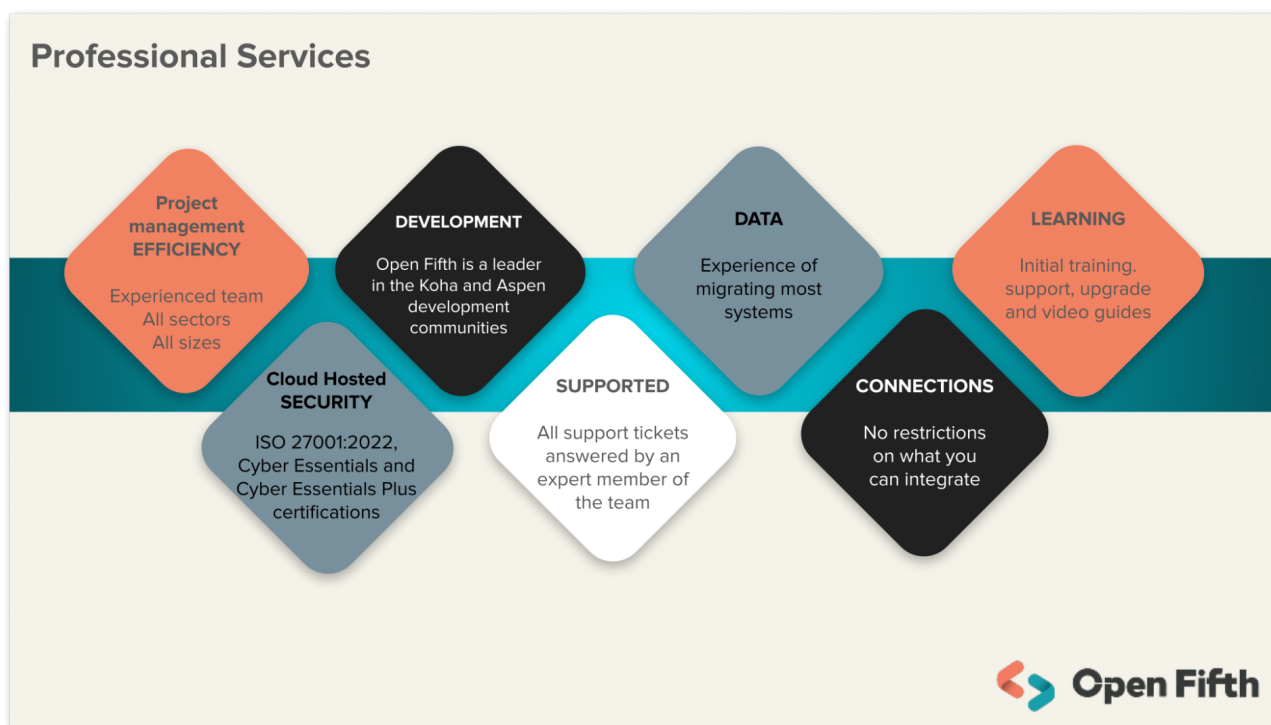
Knowvation is a web-based digital repository for over 200 different types of media formats plus records management, browse and advanced search technology with the ability to combine full-text and geospatial searches using graphical interfaces like Google Earth™. Scanned media can be automatically OCR'd and indexed when loaded. Foreign language support including cross-language searching is standard. A full range of implementation and support services are provided.

Key to the success of any digital repository project is the full range of professional services provided by Open Fifth, these include training, data conversion, project management, server hosting and high quality ongoing annual support.

Open standards supported and documented

Knowvation supports the key standards used by repositories and archives: OAI-PMH, Z39.50-ISO23950, PDF/A Technology and XMP Metadata-ISO:19005 standards, Unicode, Dublin Core and Extended Dublin Core.

Open Fifth services and support



- **Library systems implementation** experience from projects managed at over 130 UK institutions across all library sectors and harnessing, from within our team, decades of employed experience 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.
- **Systems integration** work carried out across a wide range of common systems in the industry including systems for authentication, finance, repositories and many more.
- **Training** delivered by former library professionals who know libraries inside out and have worked with many different library 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 library 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.

- A straightforward and honest **pricing** structure for hosting and support based on library 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 Knowvation. We manipulate the data extracted from the current system as required and load it into Knowvation. 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 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.

Exit process for data extraction and removal

Knowvation supports the key standards used by repositories and archives: OAI-PMH, Z39.50-ISO23950, PDF/A Technology and XMP Metadata-ISO:19005 standards, Dublin Core and Extended Dublin Core.

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 apart?

Socially equitable

- We primarily work with open source software, sharing developments with the community
- 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.