

G-Cloud 15 - Service Definition

Research Repository for Government,
Non-Government, and
Intergovernmental organisations



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About the Figshare service

Figshare is a cloud-based repository infrastructure that enables organisations to store, manage, and publish digital outputs of all types. Figshare is designed to facilitate the sharing of publications and data, to measure research impact, to promote collaboration, and to provide storage and preservation of research outputs. The platform allows your organisation to manage and showcase digital outputs in any format.

Figshare powered-repositories help organisations comply with research data management and open access policies from funders, governments, and internal policies.

Research producing or adjacent organisations that work with Figshare to maximise the reach of their outputs and reporting capabilities include but are not limited to:

- Government agencies, departments and organisations
- Non-government organisations
- Intergovernmental organisations
- Academic societies
- Museums
- Charitable foundations
- (Non-profit organisations)

For more information regarding Figshare's functionality, please visit:
<https://info.figshare.com/government-funders-nonprofits/>

Overview

Figshare's next-generation repository platform allows users to publish - and organisations to showcase - their digital research content and much more. Figshare provides:

- excellent SEO for the repository and associated records
- branded public repository homepage with browse and search functionality
- additional branded repository pages lower in the hierarchy of the repository (e.g. for department or project/topic pages)
- custom DOIs (or handles) for all public Items (including metadata-only records) to facilitate citation tracking impact of published outputs
- ability to handle uploads in any file format
- support for Client-defined custom metadata fields
- ability to handle single file uploads of up to 5TB in size per file when using AWS cloud storage
- a powerful two-way REST API to ingest and export both files and metadata
- workflows to restrict access to records and provide request access options to users
- data access management and workflows for content retrieval
- ability for administrators to edit content on behalf of users (impersonation)
- review workflow so that administrators can review, control, and curate what is made available, to whom
- Collections and Project functionality to group items or collaborate privately prior to publication
- configurable public/private reporting on repository activity (views, downloads, storage used,

user activity, etc.)

- ability to capture attention and potential impact metrics around published items (including metadata-only records), such as views, downloads, citations (where items are mentioned in the academic literature), and alternative metrics
- choice of cloud storage or local storage
- integration with SAML2-compliant authentication or ability to set up additional login and account creation options
- a test instance and a production instance throughout a Client's subscription
- fully supported implementation and ongoing maintenance through a comprehensive Service-Level-Agreement
- rolling updates and improvements to the platform

Configurable Figshare Repository

For each Client, Figshare builds a Client-branded repository where all of its public Figshare items are published. This can either be at a figshare.com domain or at the Client's own domain. Figshare uses responsive design so that repository pages display appropriately in different screen sizes, from desktops to laptops and tablets to mobile phones.

Although Figshare was conceived in 2012 as a Research Data Management system, Clients are now choosing to close other repositories that were housing Publications and Theses and moving these into Figshare, benefitting from a data proficient repository.

Repository Branding

All pages will be Client-branded, including public pages for items, collections, projects, and profiles. A masthead displays on all pages, containing the chosen Client logo, a browse link, a search box for the Client's repository and a login link. The repository home page features a large branding image chosen by the Client, a prominent central Client logo and (optionally) pop-up text to describe the Client and/or the repository. A configurable footer allows Clients to add their own links and modify the default links.

Additional repository pages

Each Client's hierarchy of groups can be expressed in their Figshare repository, with differently branded repository pages for groups as required.

Editorial Control

The Client always has full control of what content is published in its repository. The Client controls which users have the rights to upload content through an integration with their SAML-2.0 compliant authentication system (typically Shibboleth or Active Directory), and an optional review workflow can be activated across the organisation (or just for selected groups if preferred) so that no content can be made public until it has been approved by an administrator.

Search & Browse

Within the Client's repository (and any additional groups within the repository), end users can browse and search for content.

Figshare uses the Australian / New Zealand Fields of Research (FOR) scheme for subject categories by default. Clients can choose to replace the default FOR scheme with their own scheme of one or more levels.

Simple search results can be sorted by relevance, date, citation count, or Altmetric score; and filtered by licence, date, item type content type (Items, Collections or Projects), publication year, funder, group and category and up to 5 custom facets can be configured. So, for example, you can quickly see which are the most recent CC-BY licensed images in a repository.

An advanced search syntax is offered, which allows searching across the specific fields. Searches generate a stable URL that can be used to add the link to other websites.

All Figshare sites are indexed in Google with good SEO for discovery of the Client's content through users' normal workflows. We have added support for Google Dataset Search mark-up, and we ensure that PDF items are indexed in Google Scholar. All public Client content is discoverable on the figshare.com site as well as the Client's Figshare repository, but search engines will link to the content on the Client's repository.

Public metrics dashboard

All Figshare repositories include a public metrics dashboard where the organisation can demonstrate the engagement with its content. This allows for a variety of filters and timescales to see views and downloads and includes information about referring sites.

Figshare Item landing pages

In Figshare, an Item consists of a metadata record and usually (but not necessarily) one or more files. As well as displaying all of the metadata associated with files, the landing pages for public Items contain a number of tools to maximise engagement with end users and to incentivise authors to publish more content.

File Previews

When files are uploaded to Figshare, as well as making the original files available for download (with MD5 checksums to ensure file integrity), Figshare creates a preview version for in-browser preview wherever possible. The previewers do not require users to install plugins and allow them to view and interact with text files, documents, images, videos, sound recordings, tabular data, map data, chemical structures, 3D surfaces and Jupyter notebooks among others.

Engagement Tools

All items have tools so that they can be shared (by the creator or an end-user) on Facebook, X, and LinkedIn, or by email. Users can easily generate <iframe> HTML code to embed the item to their own web pages or blog.

Metrics and Altmetrics

All public items display metrics for views, downloads and citation. Citation counts are provided by Dimensions and link through to the Dimensions platform (without requiring a subscription) to see the citing publications. If Altmetric has found online attention for an item, we show the Altmetric badge directly on the article page, which the user can click on to see details of the mentions.

All of these tools are designed to provide the uploader with feedback, to encourage them to publish more content, and improve compliance with funder and Client open research policies.

Licence logo and text

Where possible we will display a licence logo for the user's chosen publication licence, and we will also link out to the licence terms and conditions directly from the page. Note that clients can define the list of licences available to their uploaders, and administrators can approve the choice of licence before making the item public; this includes the incorporation of institutional licences.

Version control

Figshare provides version control. After an Item has been published, its creator (or one of the creator's admins) can edit the Item (e.g. enrich the metadata or change files). The updated item must again be approved in the review workflow to update the existing version or to publish a new version. Version numbers are clearly displayed on the landing pages and at the end of the DOI. All other public versions remain available, and it is clear whether the end user is looking at the current version or an old version.

A new version is triggered by making a significant change to the item, including a change of title or authors; adding, removing or replacing files; or removing the confidentiality setting of files.

The edit item screen makes it clear to the user whether their edits will generate a new version or will update the existing version.

Publication timeline

Landing pages show the publication timeline of the item. At a minimum, Posted Date and First Online Date are displayed. Clients have the option of also recording Submission Date, Acceptance Date, and Publication date, primarily useful for those clients that are using Figshare as their publications repository and in the UK, a mechanism for providing the capture of REF compliant outputs.

Item Creation and Publication

The workflow for creating and publishing an item is designed to be as simple as possible, and to fit in with publications workflows to increase levels of uptake and engagement. One or more files or an entire folder structure can be uploaded.

After a successful login, the user can drag and drop files onto their 'Items' page to initiate creating an item, or click the 'Create new' button. At the top of their Items page they can see their storage allocation and how much of it has been used and can request more storage if necessary. Requests for more storage are approved or declined by administrators in Figshare's admin screens.

If a user uploads multiple files, they are prompted as to whether they want to create a number of single-file items, or a fileset Item (a record containing all the files with a single metadata description).

Default metadata fields are standard elements that map to elements in common schemas like DataCite and Dublin Core. The metadata entry process is designed to be user friendly. The default metadata fields are: Title, Authors, Categories, Item type, Keywords, Description, References, Funding and Licence.

The Funding and References fields are optional. The remainder of the default fields are mandatory, i.e. they must be completed before publication is possible. Users may save (and preview) items at any time without completing all of the mandatory fields.

Any custom metadata fields, defined by the Client's administrators and applicable to the creator's group, appear below the default fields.

Tooltips describe the purpose of every field. The Client can define the tooltip text that appears for custom fields.

Virus scanning

Virus scanning, by default limited to files less than 100MB, starts at point of upload and uses ESET NOD32. If a vulnerability is found, this is indicated next to the filename in the files area of the create/edit item screen.

Items that contain one or more files with vulnerabilities can still be published, but the affected files will not be available for download. The item owner and their administrator(s) receive multiple warnings about files with vulnerabilities, so that they can delete any such files and replace them with clean versions of the files.

Publication Workflow Options

Whilst the item is still private, the owner may generate a private sharing URL. This supports researchers in submitting to journals that use blind peer review, where the journal requires that the peer reviewers receive the data underlying the submitted article too. The owner can provide the sharing URL to the publisher who can relay it to the peer reviewers. When the peer reviewers follow the link, they will see a slightly different landing page that does not display the Author field or organisational branding, to preserve the blindness of the peer review.

Private sharing links can also be used by the owner to quickly share a private item with trusted individuals. The private sharing link can be disabled by the uploader whenever they choose and an expiration date can be set.

In the create / edit item screen the owner can also reserve the DOI whilst the item is still private. This allows them to write an article that cites their underlying data using its future DOI. Once the article is published, the owner can publish the Figshare item which will mint the reserved DOI.

Restricted Access Options

The create/edit item screen provides options to embargo the item for up to 25 years. Either the whole item can be embargoed, or the files can be embargoed whilst the metadata is made public. There is also the option to permanently embargo files so that the uploader can control who they grant access to (e.g. through a private sharing link or a Project). Files can also be set to preview for users but not be downloadable.

A restricted access option provides access to embargoed files for logged in users of a repository, users belonging to a specific repository group, or by IP address. A request access feature can also be enabled that allows any Figshare account holder to request access to embargoed files.

There are also options to create a metadata-only record, to cater for use cases where a file cannot be uploaded (e.g. a publication restricted by copyright or physical data); or to create a record that links to files already published elsewhere (e.g. in a subject repository).

Batch upload, editing, and publication

Batch uploading is possible through the administrator's user interface, the Figshare API, and an FTPS option. The administrator tool and the API also enable batch editing and publishing. The user can select multiple private items to move them to or from a project or publish them in one step.

Large file uploads

Figshare provides an FTPS upload route to allow the upload of files up to 5TB in size – well beyond the limits imposed by web browsers. Once the files have been uploaded, metadata creation and editing are performed through the web interface as usual. Large files may also be ingested and exported through the Figshare API. Figshare supports pausable, resumable uploads via the API.

Collaboration – Projects

Each user can create up to 100 collaborative project spaces, and we can increase this limit if necessary. Equally, we can remove this feature from all of your user accounts if it is not required.

To create a new Project space, the user is prompted to provide Title, Description and (optionally) Funding fields. Custom metadata fields may be defined to apply to Projects as well as to Items.

Then they can assign members to the project. Members can be within or outside the Client organisation, and can be specified by name, email address or ORCID. Project members can either be collaborators who can add content to the Project, or just viewers.

Items can be created in the Project space, or they can be moved there from the private area of any of the collaborators. Collaborators can post comments on items or they can create freestanding Notes in the Project space.

Once any of the Items in the Project have been made Public, the Project owner can choose to activate a public landing page for the project. This means that outputs of a project can be released gradually to one stable URL over the lifetime of the project.

Multi-item publishing - Collections

Collections are a way to group together content to give it a new context. A user creates a Collection and can then add items to it, either from within the Collections area of their Figshare account, or directly from item pages. To publish a Collection, all of the items in the Collection must be public. For items that have multiple versions, you can choose which version of the item you want to include in the Collection. You will also be alerted if any of the items in your Collections are updated after you have created the Collection. You can choose to update your Collection to use the new version of the item, or you can leave the existing version in the Collection if you prefer.

Saved Searches, Feeds and Alerts

Figshare allows a logged-in user to “follow” any of the following pages in a portal:

- Repository homepage
- Group page (e.g. department)
- Author profile page
- Collection
- Project
- Search & Filter results page

Followed pages are managed under the user's personal Figshare menu. The following options are available for followed pages:

- Enable/disable email alerts
- View followed content
- RSS link
- Rename label
- Unfollow

Each user can follow up to 50 pages and receive a daily or weekly digest of email alerts for up to 10 of them.

By following their own Figshare profile page as an email alert, users will know when anyone publishes an Item that names them as a co-author (because the item will automatically be added to their profile page).

Administration Features

Clients can assign administrator rights to users of their choice. Administrators can have rights across the whole organisation or limited to specific departments / groups. In both cases, administrators access these functions through **their personal menu**.

Top-level admin functions

Top-level administrators can see the full organisational hierarchy as defined in the user feed (which is usually updated daily or weekly, as the Client chooses). These administrators can configure the settings at any level of the hierarchy.

At the top level, they can:

- manage the overall storage split between users and projects
- set default storage quotas
- manage user feed associations (if this is used for account management)
- Assign elevated roles to user accounts
- define custom metadata fields

In the Users tab, administrators can view storage allocations and usage for each of the users that they manage, download a detailed CSV report of activity for selected users, and they can impersonate any of the users that they manage, for example to directly edit or improve the metadata or files of their items prior to approving their publication.

Top-level administrators can enable a pop up for all repository users with custom text and a custom prompt for the user to accept or decline. This can be used to provide content warnings or additional context for the repository.

Finally, top-level administrators can use the Unpublish feature to revert any published item to a private draft. This means that if an item is published by mistake (despite the review workflow), the Client nevertheless has the ability to remove the item immediately from the public repository. The item will be replaced by a tombstone page, as the DOI will have already been minted.

Department/Group-level admin features

Departmental administrators can only administer the departments for which they have been granted rights, and they do not have the Unpublish feature. For the group(s) and user(s) that they administer, they can:

- activate the option of a public landing page for that group (a sub-repository)
- set the default storage quotas for that group, overriding the top-level defaults
- add further custom metadata fields for that group (custom metadata fields inherited from the top-level cannot be altered)
- assign elevated roles for that group
- impersonate any of the users within that group

Custom metadata definition

Custom metadata fields can be defined at the top level, which will be inherited by all other Groups, or they can be defined at the Group level only. For each custom metadata field, the administrator defines:

- Label - The name of the field that will be displayed publicly
- Mandatory - Defines whether it is compulsory to complete the field for publication
- Context – Control which of Items, Projects and Collections the custom metadata field applies to
- Type - the type of field:
 - Text area (multi-line text)
 - Predefined dropdown menu
 - Date Selector
 - Email address
 - URL
 - Dropdown (imported large list)
 - Geospatial
- Tips – define the help text displayed on the item overlay in edit mode
- Character limit (if text field) - Length limits for text /text area
- Available values - Define what values appear in a dropdown menu
- Allow multiple selection – choose whether multiple selections are allowed from a dropdown list
- Set either a predefined value or placeholder text as the initial state of the field

Review workflow

For clients that choose to use Figshare's review workflow, Items awaiting approval for publication will appear in a review 'pool', and users with reviewer status will be able to assign items to one of the designated reviewers for the relevant group. The assigned reviewer can view the public preview of the Item along with any review history. The reviewer can edit the metadata and change files before either sending back to the submitter or accepting for publication.

Reviewers can search within the pool of review requests, and filter by status (under review, approved, declined, archived), by assignee (including unassigned), creation date, submission date, last Updated date, submitter, Item type, has comments, and has files, group deposited in, and whether an item has been previously reviewed.

Review requests can be reassigned to a different reviewer or can be reset to unassigned. Reviewers can add comments to the review at any point and can submit comments to the submitter when they accept or decline publication of the item.

If publication is declined, it can be submitted to the review process again (presumably after being amended). If a published item is amended by its owner (or by an admin on behalf of the owner) then the new or amended version will need to be approved for publication again. An item can therefore pass through the review workflow multiple times.

Figshare maintains an audit trail of all review decisions and any comments made by the reviewers.

As part of the review process, reviewers can add a cover sheet to PDFs. The template for the cover sheet is defined by the Client. The cover sheet is automatically generated when the file is downloaded. If the metadata that is included on the cover sheet is updated, the cover sheet will be updated too.

When items are made public, depending on configurations, Figshare automatically mints a DOI or Handle (if using Figshare's Datacite minting option, Figshare registers the DOI with DataCite version 4.3 metadata (<https://schema.datacite.org/meta/kernel-4.3/>)). Figshare can be configured to register different types of identifiers (e.g. handles) for some or all of the groups in the repository.

Internal reporting dashboard

Administrators with Reporter rights have access to an internal reporting dashboard. A default set of reports are available, but we work with each client to tailor these reports to their specific requirements. All reports within the widgets are exportable in raw CSV or formatted versions. Available reports include:

Views by item type

- Views per week (category breakdown)
- Views and downloads map (combined)
- Views by country (top 25)
- Uploads by item type
- Uploads by group (top 20)
- Top deposits
- Number of depositors
- Storage used
- Total views
- Total downloads
- Uploads top departments
- Statistical events top departments
- Statistical events top 25 items
- Statistical events top item types

Integrations

Figshare integrates with researcher tools, preservation systems, and services. The openly documented API enables integration with any system that can access an API endpoint.

ORCID Integration

Figshare has a number of ORCID integration features, designed to exploit the benefits that the adoption of ORCID can bring.

Users can associate their ORCID with their Figshare account. Their ORCID ID is also displayed on their Figshare profile page. Users then have three further integration options:

- Authorise the automatic push of their public Figshare items to their ORCID profile.
- Authorise the automatic import of metadata from ORCID to fill the Bibliography section of the user profile
- Authorise the automatic import of ORCID metadata records as draft Figshare metadata records. This is useful for reusing metadata for open access paper records.

Users can use ORCID to search for / select a user in the create/edit Item screen, in Collections, and in Projects, if that author has carried out the association step or if the Client has supplied their authors' ORCIDs to Figshare in their user feed.

Users can search for public items in Figshare repository using the ORCID of their creator, if they have associated their ORCID with their Figshare profile or if the Client has supplied their authors' ORCIDs to Figshare in their user feed.

Open Policy Finder (formerly Sherpa Romeo) Integration

Figshare includes an integration with Open Policy Finder to facilitate the sharing of open access papers in compliance with publisher policies. With this integration, publisher policies are searchable and viewable directly in the metadata editing form and the user can select a policy to be included as a private metadata field with the record.

API, OAI-PMH and ResourceSync

Figshare provides a fully-featured two-way RESTful API, documented at <https://docs.figshare.com/>, to facilitate the ingest and export of both metadata and files to and from Figshare. We have established an API user group to share ideas and knowledge across our clients. Examples of live applications maintained by our clients include:

- Integration with APTrust preservation system
- A custom WordPress website to showcase a long-term research project, including pulling in the raw data through the Figshare API and then drawing graphs in the browser using a JavaScript library

See <https://idn.web.ox.ac.uk/article/online-labour-index-case-study/> for an example of a site that provides interactive visualisation of data stored in Figshare.

The open API enables integrations with Current Research Information Systems (CRIS) or Research Information Management (RIM) systems and Figshare has specific integrations with Symplectic Elements and Pure.

Figshare's OAI-PMH tool <https://api.figshare.com/v2/oai?verb=Identify> is documented at:

<https://docs.figshare.com/OAI-PMH/>. It provides responses in seven common metadata formats.

Akin to OAI-PMH, the ResourceSync specification describes a synchronisation framework that introduces a range of capabilities that enable remote systems to remain more tightly in step with the evolving resources on Figshare. Remote systems may inspect this information to determine how best to remain aligned with the evolving data.

Integrations with other Other Digital Science Services listed on Gcloud

Figshare has dedicated integrations with Symplectic Elements, our current research information system also listed on G-cloud. The integration with Symplectic Elements enables the upload of metadata and files to Figshare through the Symplectic Elements interface, as well as the harvesting of metadata back into Symplectic Elements from Figshare for a more complete representation of an organisation's research ecosystem. In this way, researcher profiles in Symplectic Elements will display bibliographic information for research outputs that would not be available from publishers or disciplinary repositories, but can be stored in the Figshare repository.

Security, Backup, Recovery and Disaster Recovery

Figshare is ISO27001 certified and therefore maintains a Backup Policy and IT Disaster Recovery Plan, among many other policies, which are available upon request.

Storage, Backup, and Preservation

File storage service is selected by the Client and can be one of the following: Figshare Amazon Web Service (AWS) S3, Client cloud storage, or Client local storage (appropriate HTTP endpoints are required). If choosing Figshare AWS S3, clients can choose the storage region. For all storage options and all clients, metadata, user account information, and file previews are stored on Figshare's AWS server. Files uploaded to user accounts pass through Figshare AWS servers before arriving in the Client's chosen storage service.

If using Figshare's AWS S3 storage, files and metadata are backed up in two locations. The platform itself is backed up regularly and undergoes continuous monitoring and regular testing. The Figshare platform can integrate with preservation systems but does not provide preservation services.

Onboarding and Offboarding Support

Onboarding

Once contracts are signed, you will be introduced to a Technical Account Manager who will manage your implementation. We will provide you with our online Implementation Guide and Questionnaire. Your completed questionnaire will provide the agenda for your initial kick-off call. We use Asana to manage the implementation process.

Training will be managed by the Technical Account Manager. Once implementation begins, you will receive information on using your Figshare-powered repository through implementation calls and detailed documentation. You will be provided with an admin user guide as well as guidance on how to navigate our help site, <https://info.figshare.com/user-guides/>.

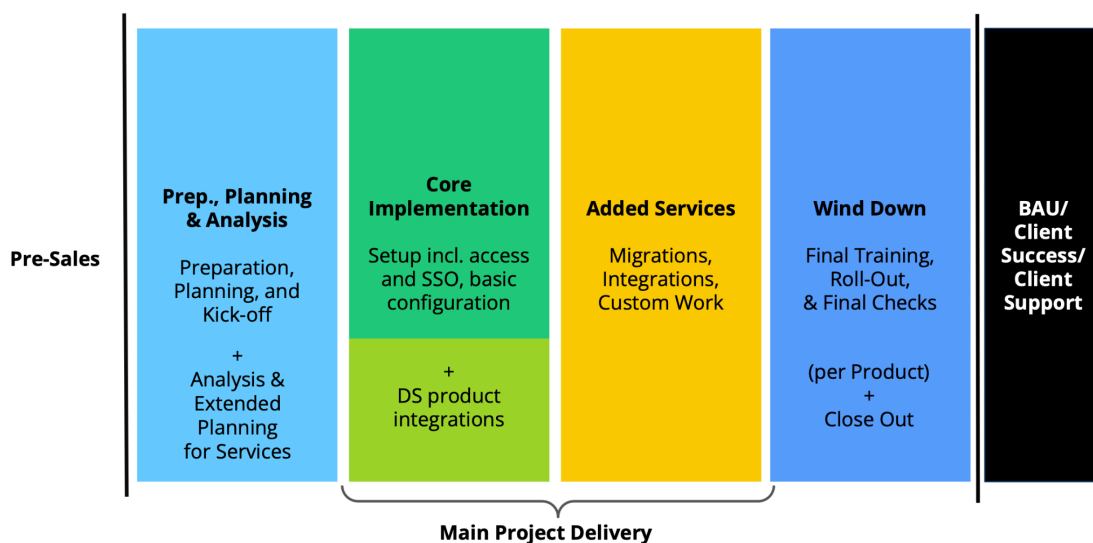
Once your production environment is live, you will be provided with additional API documentation, release notes, webinars, and video tutorials reviewing the interface.

Offboarding

Figshare maintains a Termination Policy that details the offboarding steps for the case when a Client chooses not to renew its Figshare subscription. At the point of your notice of cancellation, the Figshare team will confirm your end-of-contract date. On that date (or earlier date, as agreed), your Figshare services will be terminated, including: Your Figshare portal(s), [Figshare.com](https://figshare.com), Figshare widgets (i.e. your embedded Figshare items on your or others' websites), the Figshare API. The policy indicates options for DOI redirects and data extraction. Data extraction is the Client's responsibility and can be completed fully by a Client using the API. Guidance on this process is available as part of included support hours up to the end-of-contract date.

Implementation Plan

The figure below shows the typical Stages of Implementation:



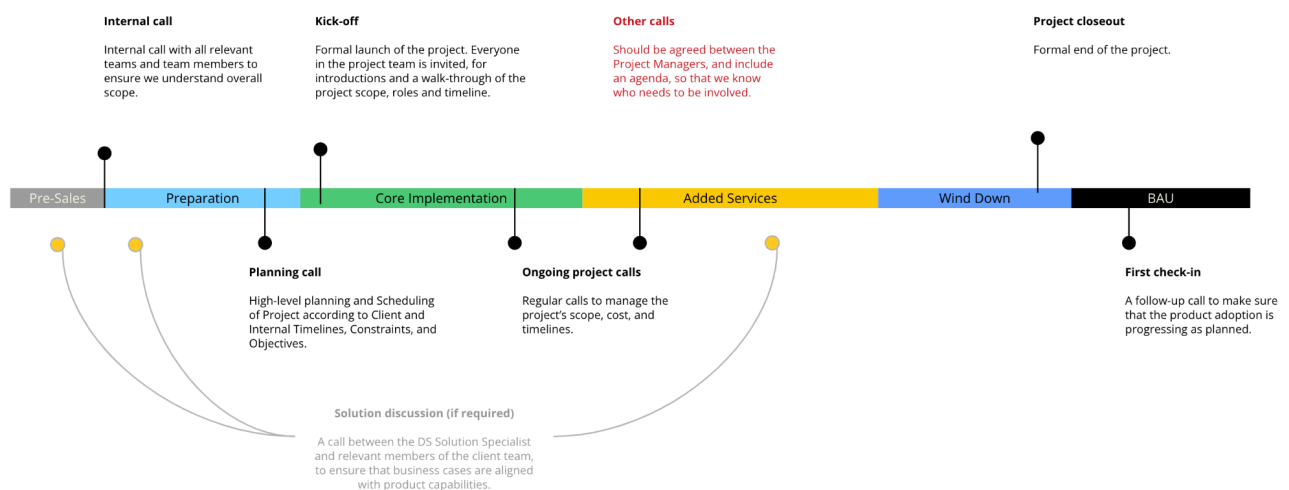
Figshare will work with the Client to implement an operational Figshare system. The Client is expected to assist Figshare during implementation to make sure the repository is set up according to the Client's needs and must adhere to any responsibilities agreed upon in any Statements of Work for integrations. Implementation will deliver the following components:

1. Installation of Stage and Production Figshare instances
 - a. Figshare will implement Stage and Production Figshare instances on AWS cloud infrastructure, unless agreed otherwise.
 - b. Storage will be on one of the Figshare AWS nodes, or on the Client's local or cloud storage
 - c. Following sign-off, Figshare will provide documentation to the Client, to enable the rollout of Figshare for the Client.
2. A working integrated authentication method (methods are described in Asana and decided upon during the implementation process):
 - a. Figshare will help configure a method to integrate the Client's user authentication system with Figshare's supported authentication system integrations (SAML2).
3. User accounts will be created either by import via HR data feed, or account creation at first login (using the authentication system).
 - a. Figshare will develop and install a tool to enable the Client to regularly import staff accounts from a single source HR data file into Figshare

or

- b. Figshare will create accounts when a user is first successfully authenticated through the Client's user authentication system
4. Branding – including domain name, branding image, logo and branded DOIs, as well as the option to host your repository on a custom domain
5. A repository group structure will be created according to the Client's specification
6. Optional configurations will be completed, if the Client wishes. These include: licence options, item types, footer, public statistics, help link, and custom email alerts
7. Figshare will deliver targeted training sessions to the Client's project team and assist in the functional configuration and correct operation of Figshare through implementation – further training sessions can be commissioned as required.
8. As part of scoping and planning activity for later phases, Figshare will work with the Client to identify and plan additional services for later phases of the Client's project. This will include the delivery of mutually agreed additional Statements of Works (SOWs) describing said services.

The figure below shows the high-level overview of implementation services:



Where services described in this Service Definition require bespoke configuration, complex data migration, or custom integrations beyond standard setup, these will be delivered under a mutually agreed Statement of Work and may incur additional charges.

Service Constraints

Figshare releases are deployed live. There are no scheduled downtimes for releases or maintenance.

The maximum file size that can be uploaded is ultimately determined by the storage infrastructure and further restricted by the user's browser or storage allocation. The Figshare API or the FTPS integration (see <https://info.figshare.com/user-guide/upload-large-files-and-bulk-upload-using-ftp-or-the-api/>) can be used for files too large for browser upload. The maximum file size supported by Figshare's AWS storage is 5TB.

There are soft limits on the number of files per item, users per Project etc, but these can be

modified for each Client.

Clients can configure their Figshare repositories in the following ways:

During implementation, requested by the client implementation team:

- Domain of repository site: either a Client domain or *.figshare.com
- Client branding (logo and background image). Each public Group can have its own branding
- Define links in custom footer (to a Client's own pages)
- Define group hierarchy for the repository
- Define which identifier type is minted for items in each group
- Define item types, licenses, and additional date options by group
- Enable pre-existing DOI support and Open Policy Finder by group
- Configure reporting dashboard
- Define a scheme of custom Categories of the default Fields of Research scheme is not wanted
- Turn off the Projects and/or Collections features if not wanted
- Include a thumbnail for uploaded item files

By raising a support ticket, by Client administrators:

- Add new or amend existing branding
- Amend custom footer links
- Modify reporting dashboard and some of the configurations from implementation
- Request custom management information report

In the admin web interface, by the owner of the appropriate group, or by a top-level administrator:

- Assign admin roles to users
- Add subgroups to the hierarchy
- Add descriptions text for each group
- Enable an Enhanced Access Control feature that prompts users to confirm a statement before access content (available to top level administrators)
- Restrict or enable user editing options for profile information
- Define custom metadata fields at the organisation or group level
- Define 'Tips' help text for each custom metadata field

Service-Level Agreement

The comprehensive Figshare SLA is available from:

<https://support.figshare.com/support/solutions/articles/6000258706-figshare-service-level-agreement-sla> (you may need to register on the support site).

In summary The Figshare Service Level Agreement (SLA) establishes clear accountability and standards for service delivery, ensuring clients receive reliable support for the Figshare platform, API, and widgets. Key advantages for customers include:

- Comprehensive Support Categories: Assistance covers Product Support for resolving bugs and documentation errors.
- High Reliability: Figshare commits to a 99.9% yearly uptime percentage, backed by 24/7 automated monitoring from multiple global locations.

- **Data Security and Recovery:** The service ensures data safety through automated backups and a robust Disaster Recovery Plan featuring specific Recovery Time and Point Objectives (RTO/RPO).
- **Guaranteed Response Times:** Support incidents are prioritized based on business impact. Figshare commits to initial response times ranging from 4 hours for urgent, critical errors to 24 hours for low-priority requests.
- **Structured Management:** The SLA provides a clear escalation path to senior management and ensures tickets remain open until a mutually agreed resolution is reached.

After Sale Support

Figshare provides a dedicated support site and a user community on Slack, as well as a knowledge portal. We encourage key stakeholders to register an account on the support site so that they can join our client user community in order to receive our regular product release notes, make feature requests (and comment / vote on those of other clients), create support tickets, and ask questions.

For each support ticket that is opened, the enquirer will receive an automated email containing the ticket number, followed by an email from a member of the support team providing an initial response. Follow-ups to the original enquiry can be added to the ticket by replying to the email thread or by logging in to the support site and adding to the ticket there. If not satisfied with the response for the support team, the issue can be escalated to your account manager.

Admins are provided with comprehensive release notes demonstrations which are carried out for each release (unless the release is too minor to warrant one). The Product Director demonstrates the new releases and admins can ask questions directly. We also provide written release notes, which include upcoming features for the next release.

In person user group meetings are held in various locations, globally, every year. UK user group meetings are usually held in November, usually with a University Client choosing to host these on behalf of the user group. These are an opportunity for Figshare clients (and prospective clients) to hear from Figshare and from each other and to help to guide Figshare's future development plans.

Other Digital Science Government and NGO Services Listed on G-Cloud

Digital Science is a technology company working to make research more efficient. We invest in, nurture and support innovative businesses and technologies that make all parts of the research process more open and effective.

Research Information Management System for Government and NGOs - Symplectic Elements

Symplectic Elements is a Research Information Management System (also known as a Current Research Information System, or CRIS) for government bodies, funders, think tanks and research labs to collect and showcase scholarly information and outputs, build rich researcher profiles for external discovery, manage open access workflows, and capture impact.