

# Edinburgh DataShare Service Level Definition

## Introduction

This document describes Edinburgh DataShare, the University of Edinburgh research data repository. This is not a technical document and does not describe implementation in any detail.

Edinburgh DataShare is an online digital repository of multi-disciplinary research datasets produced at the University of Edinburgh, hosted by Data Library in Information Services. It is designed to be scalable and highly resilient. It is available from the University website, at <http://datashare.is.ed.ac.uk/>.

## Functionality

The data repository is an online system which allows University of Edinburgh researchers to publish, share, describe, embargo, and license their data assets for discovery and use by others via the Internet. The repository includes a metadata schema compatible with repository harvesting protocols, a user interface for deposit and administration, search and browse facilities, item-level usage statistics, time-stamped submissions and permanent identifiers.

*Depositors* may include current and retired University staff, University visitors or collaborators associated with a University research project, enrolled postgraduate students, or undergraduate students approved as depositors to a collection by their supervisor.

Depositors may:

- Register for the service using their University login.
- Request new collections to be established within the repository and have a range of privileges to administer them, including giving other registered users deposit or viewing permissions, and moderating submissions.
- Upload data files of a limited size via a web interface, including technical documentation and multiple formats, and publish each dataset or item with full or minimum descriptive metadata.
- Embargo the publication of a data item until a future date or indefinitely. Metadata remains publicly viewable.
- Withdraw a data item from public view or supersede it with a newer version.
- Use the citation and permanent identifier generated by the repository to cite the dataset or data item in published papers.
- Attach an open data licence to each data item by default or alternatively include a statement of intellectual property rights.

The service operates according to a set of policies, which are available from the home page of the repository. These include a content policy, submission policy, preservation policy, copyright policies for data and metadata, and a depositor agreement.

## Availability

Edinburgh DataShare is available 24x7. Target availability is 99% measured over a year, excluding planned maintenance periods. Core hours of support are 9AM to 5PM during University working days.

There is no regular scheduled maintenance period, with all routine maintenance able to be performed without service loss. Any reduction in performance or resilience during maintenance periods will be managed to reduce affect.

### **Resilience**

The service is designed to be highly resilient. Edinburgh DataShare runs in a Solaris container at Kings Buildings using storage from the University Storage Area Network. Edinburgh DataShare is automatically replicated to a backup container sited at Appleton Tower.

### **Backup**

The Edinburgh DataShare repository contents will be backed up to tape daily and database snapshots will be available on disk for two days. Data base snapshots will also be backed up to tape. Daily tape backups will be retained for 30 days and a monthly archive copy will be kept for a year.

### **Disaster Recovery**

The primary solution in the event of a major failure at either Kings Buildings or Appleton Tower is to continue service at the remaining site. In the event of data corruption affecting both sites (data corruption or deletion being automatically replicated) or a major external event, a service copy can be restored from either tape backups.

### **Support**

User support is provided by Data Library staff. Any problem reports or queries should be mailed to [datalib@ed.ac.uk](mailto:datalib@ed.ac.uk). Enquiries can also be sent to [IS.Help@ed.ac.uk](mailto:IS.Help@ed.ac.uk) where they will be passed to Data Library staff for resolution. Staff are available for consultations or extended support according to demand. Extensive online documentation and guidance is available.