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BHL-Europe

**Sustainability policy for continuation of BHL-
Europe services e.g. hosting, future
development, helpdesk provision for service
users/content providers, etc.**

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Author	<i>Graham Higley</i>



eContentplus

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¹ OJ L 79, 24.3.2005, p. 1.

1 Document History

1.1 Contributors

Person	Partner
Henning Scholz	MfN
Graham Higley	NHM
Melita BIRTHÄLME	MfN
Boris Jacob	RMCA
Wolfgang Koller	NHFW

1.2 Revision History

Revision Date	Author	Version	Change Reference & Summary
21 Oct 2011	Graham Higley	0.9	Initial draft for discussion with partners, seeking commitments
7 November 2011	Graham Higley	1.0	Final draft for delivery. Final Plan will be a revision of this in April 2012.
10 November 2011	Graham Higley	1.1	Initial modifications following feedback
30 November 2011	Henning Scholz	1.2	Final for print and submission

1.3 Reviewers

This document requires the following reviews and approvals.

Name	Date	Version
BHL-Europe consortium	30 Nov 2011	1.1

1.4 Distribution

This document has been distributed to:

Group	Date of issue	Version
BHL-Europe consortium	10 November 2011	1.1

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3 Purpose

Assuming that the BHL-Europe project receives no follow-on funding, we need to define the level of commitment and sustainability of the BHL-Europe deliverables for the foreseeable future. This document is intended to articulate the commitments of the partners to sustaining and maintaining the core deliverables, implied cost/effort and timescales. This is a statement of our current understanding, and many partners have yet to make formal commitments, so a final, revised and updated version will be released in April 2012.

4 BHL-Europe content

The content is our most valuable asset, and our intention is to preserve this in perpetuity. We will do this through our Global BHL partnership, which entails sharing and mirroring our European data with partners in China (Chinese Academy of Science), Australia (Atlas of Living Australia, CSIRO), Egypt (Biblioteca Alexandrina) and the USA (Harvard University, Smithsonian Institution and Marine Biological Laboratory). The mechanisms to enable this mirroring process should be in place by end 2011.

The content will continue to be available through Europeana.

5 Sustainability of hosting infrastructure

The Natural History Museum, London (NHM) has agreed to maintain the technical infrastructure for hosting the BHL-Europe content for the foreseeable future. This will be managed as part of the Museum's core infrastructure platform. A team of 20 IT professionals manage large scale server, network and storage provision for the Museum, and BHL-Europe needs will be integrated into this work.

In the short to medium-term, hosting will continue to be on the NHM's own hardware. Discussions have taken place at a strategic level and the NHM is likely to move to a hosted service in the longer-term. No timetable has been developed for this, but the hosting of BHL-Europe content will be part of this planning.

6 Sustainability of software infrastructure

Software platforms and technologies have a fairly rapid rate of change, and it is unlikely that we can predict the software environment for more than 3 years after project closure. Our software systems will be robust and state-of-the-art at project closure, but they may look dated in 3 years time. However, BHL-Europe is part of the Global BHL partnership and software development will be continuing in a number of territories eg Egypt, China, Australia, USA and we may be able to exploit this relationship by sharing modules or approaches.



6.1 Schema Mapping Tool, Pre-Ingest Tool, OAIS components

The Natural History Museum, Vienna (NHMW) has committed to maintaining the ingest and data management tools for 3 years from the end of the project. They have a number of options for maintaining these tools, including working with WP4 of the EU's SYNTHESYS project.

Maintenance of these tools will ensure that we can continue to ingest new material into BHL-Europe for at least 3 years after project closure.

6.2 BHL-Europe portal

The lifetime of portal software is relatively short. Most user interfaces would be expected to be 'refreshed' every 1-2 years. The BHL-Europe portal will be state-of-the-art and user tested at delivery in April 2012, and we can expect it to work in that form indefinitely. However, it will begin to look 'tired' after 3 years despite its functionality remaining fully available.

Assuming that the Global partner portals continue to develop, we may be able to integrate on of their designs into our interface. Funding for this is unclear.

BHL-Europe content will still be available through the Europeana interface, and doubtless this will go through further development. We may be able to work with Europeana to jointly develop our portal in the longer-term.

The Global References Index to Biodiversity (GRIB) will be managed at least until February 2020 on contract by the Head Office of the Common Library Network GBV (VZG)). The contract is managed by MfN.

7 Helpdesk for service users

In the main, we expect the Helpdesk for service users to be a minimal effort. The servers and storage will be monitored using the NHM's usual system tools and any outages will be tackled in a routine way.

Where users find content missing or damaged in some way, they will be able to use the built in feedback tools to notify NHM that there is a problem. In most cases, this will be solved by re-Ingesting the item.

8 Helpdesk for content providers

MfN would like to act as the contact point for all content providers (as it currently does) and would manage the helpdesk as well. MfN is actively seeking a way to fund this internally, but a decision is unlikely before early 2012.

Our objective for a long-term content provider helpdesk would need one person who is the main contact for content providers - a 'Content Manager'. Depending on the funding for this role, the Content Manager would do most of the work of data acquisition and only ask consortium partners for support if needed. The Helpdesk system would be used for issues other than content acquisition, and thus would primarily support editing, updating, etc. The Content Manager would be the main communication route with Europeana, and would ensure continued flow of content to Europeana.



RMCA would maintain the Helpdesk, at least until the end of the Open-Up! project, and for content providers to help themselves by using the information that is available on the Web site or through the forum. The BHL-Europe Helpdesk will be part of the overall Cybertaxonomy Infrastructure and will be hosted and maintained on the servers at RMCA.

The BHL-Europe Helpdesk profits from synergies with the OpenUp! project. The BHL-Europe Helpdesk can be equipped with most of the features that the OpenUp! Helpdesk has created or will create in the future. Provided there are no extra developments to be built or modules to be added, the BHL-Europe Helpdesk comes at no cost and maintenance along with the overall Cybertaxonomy Infrastructure is guaranteed until the end of the OpenUp! project in February 2014. After that it will depend on future project financing.

The BHL-Europe Helpdesk will have open and restricted forums with submission functionality. People can also send private messages to other partners within the network. There will be a 'calendar' - a list of events where past events automatically get archived. Linked collections can be easily added, and there will be functionality to upload files.

RMCA is testing a 'Support' module at present - that is a work ticketing system that will also be used by GBIF, OpenUp!, etc. Some testing will need to be done to see if a connection can be made between the BHL-Europe portal and the ticketing system, thus implementing Service User Helpdesk. This is something BHL-Europe WP3 will have to work on, together with OpenUp! WP7.