Enova EPrints Repository

Service Definition

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Service Overview

Definition

EPrints is an open-source software package for building open access repositories that are compliant with the Open Archives Initiative Protocol for Metadata Harvesting. It shares many of the features commonly seen in document management systems, but is primarily used for institutional repositories and scientific journals.

The service provides a very simple yet powerful solution for organisations willing to expose their research outputs and other documents both internally only or to the outside World providing great flexibility, reliability of service and value for money when using our cloud solution.

The service will allow customers to setup an EPrints installation within hours and not weeks. This could allow users to setup production or test environments, install plugins and run Bazaar applications, which could potentially compromise an institution's existing/live repository. An institution could potentially have a live, a test and a development environment if required.

About Enova

Enova is a consultancy company expert in Open Source software and in particular the EPrints Repository Platform. All the team at Enova believes in creating great products and solutions never compromising in quality while adding value for money and creating a positive impact to our customers.

Enova is committed to bringing solutions and innovation to companies who can't afford wasting time in selecting a product, who simply don't know the answer to a technical problem or who need that extra hand and confidence that things will happen and will get done.

We want to close that gap between technology and users by offering the best possible solution according to our clients needs. Enova believes that complex things can be achieved by doing simple tasks with the right people. We believe in social responsibility and integrity, and follow that in everything we do. We also believe in working with fairness and respect, and doing business with organisations who share those same beliefs.

Backup and Disaster Recovery

Enova works in partnership with Google, Amazon AWS and Rackspace as hosting providers. This offers the flexibility of a scalable cloud platform under a Tier 3 datacenter at a competitive price.

We provide daily incremental backups with any core service package and we are able to restore up to a month back of information into a separated instance when agreed with the customer.

Service On-Boarding and Off-Boarding

Our On-Boarding service happens in the following manner:

• Contract and Call-Off sign-off
• Network setup
• Installation
• Testing
• Training
• Go-live
• Support begins (if needed)

Our Off-Boarding service happens in the following manner:

• Termination notification
• Data transfer/decommission
• Secure data deletion
• Pro-rated refunds sent
• Termination of service

Customers needing to terminate their contracts should provide a 30- day's notice period by contacting Enova in writing on:

Enova Consulting, PM House, Riverway Estate,

Old Portsmouth Rd, Peasmarsh, Guildford GU3 1LZ

Or by email at:

gcloud@enovaltd.co.uk

Pricing

Please refer to the pricing and SFIA rate cards documents attached to this Service for full information.

Service Management Details

Each Service contracted will allocate a Project Manager to represent Enova for every day queries, leading the project and resolving any issues arising from the system.

Enova provides support in the form of email and telephone from 8:30am to 6pm Monday to Friday following the severities and responses times as described below:

Severity Levels		
Type of Severity	**Description**	**Response Time**
Critical	Service is unresponsive. No operations, access to the service or display of content can be made	1 hour to acknowledge, 4 hours to work on the issue and maximum of 24 hours to restore operations
High	Part of the service is not responding and the issue is preventing the normal operations of the service	4 hour to acknowledge, up to 8 hours to start resolving the issue and maximum of 24 hours to restore operations
Medium	The service is responsive and the issue doesn't affect the day to day operations of the system	8 hours to acknowledge, up to 24 hours to address the issue and maximum of 5 days to solve it and resume full operations
Low	The service is fully responsive and the issue rests on customisation or configuration not affecting the day to day service	12 hours to acknowledge, up to 48 hours to address and communicate back with customer regarding the issue and propose a definitive timescale to solve it.

Service constraints

Enova provides support for the core Services in partnership with our hosting providers Google, Amazon AWS and Rackspace. This includes:

Configuring, patching and troubleshooting the host operating system and cloud software when appropriate.

Service Levels

Enova operates at a single service level of 99.9% of availability as standard.

Please contact us if you require any specific service level so that we can configure the systems and backup procedures accordingly.

Financial Recompense

Enova will provide up to 10% Service Credit for any downtime, which constitutes less than 99.9% but equal to or greater than 99.0%
Enova will provide up to 30% Service Credit for any downtime, which constitutes less than 99.0% uptime.
Service credits will be only against future payments otherwise due from the client.

Ordering and invoicing process

Customers wishing to place an order should follow the G-Cloud 10 Framework Agreement as described in the order form and Call-Off Terms. The order should be placed and send to:

Enova Consulting, PM
House, Riverway Estate,
Old Portsmouth Rd,
Peasmarsh, Guildford
GU3 1LZ

Or via email to:
gcloud@enovaltd.co.uk

Termination terms

Customers need to provide a 30 day's notice in writing about any cancelation of service. There are no service termination fees.

Data restoration / service migration

Customers are free to migrate their data to a different service provider within the restrains of the off-boarding process.

Customer responsibilities

There are specific customer obligations depending on the service and characteristics of each organisation. These will be addressed within the contract signed before staring any development work.

Technical requirements

Infrastructure requirements:
• Internet Access
• Operating systems supported:
o Apple OS X
o Windows XP and above
o Apple IOS
• Supported web browser
o Internet Explorer 10 and above
o Firefox (latest version)
o Chrome (latest version)
o Safari (latest version)