Toward a Toolbox

Approaches to Service Management

Hydra Connect 2  ✦  Cleveland, Ohio  ✦  October 2014
Our Panel

● Introductions
● Dive into Key Issues
  ○ Service and support models
  ○ Reporting and assessment
  ○ Relationship to development process
  ○ Challenges
● Open discussion
Hannah Frost - Digital Library Services Manager, Stanford University Libraries

Patricia Hswe - Digital Content Strategist and Head, ScholarSphere User Services, Penn State University

Claire Stewart - Head of Digital Collections department & Director of the Center for Scholarly Communication and Digital Curation, the Northwestern University Library
Stanford University Libraries

Stanford Digital Repository - Online Deposit

The SDR is a service supporting long-term management of scholarly information resources at Stanford, faculty, students, and researchers use the SDR to promote and protect the products of their work. The benefits of this service distinguish the SDR from other content storage or management options on campus. Deposited scholarly content is preserved in a robust, reliable, and secure environment and is available from persistent URLs (PURLs) with optional access controls.

You → Stanford Libraries → Web Users

You deposit items → Stanford Libraries → provide long-term preservation → Web Users discover your deposits via PURLs

Your collections
Your Active Collections (20):

<table>
<thead>
<tr>
<th>Collection</th>
<th>Your roles</th>
<th>Collection Items</th>
<th>Item Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>John VanVelle Harbaugh Memoirs</td>
<td></td>
<td>1 item</td>
<td>1 published</td>
</tr>
<tr>
<td>Big Idea Festival for Automotive Interfaces 2013</td>
<td></td>
<td>74 items</td>
<td>74 published</td>
</tr>
<tr>
<td>PASCLOC: Preservation and Archiving Special Interest Group meeting, May 2013</td>
<td></td>
<td>2 items</td>
<td>2 draft</td>
</tr>
<tr>
<td>Internal Documents</td>
<td></td>
<td>22 items</td>
<td>1 draft; 21 published</td>
</tr>
<tr>
<td>Stanford Law School Monographs</td>
<td></td>
<td>3 items</td>
<td>3 waiting for approval</td>
</tr>
<tr>
<td>Graduate School of Education Open Archive</td>
<td></td>
<td>106 items</td>
<td>6 draft; 3 waiting for approval; 97 published</td>
</tr>
<tr>
<td>Undergraduate Theses, Department of Biology, 2013-2014</td>
<td></td>
<td>49 items</td>
<td>49 published</td>
</tr>
<tr>
<td>Lebell Laboratory</td>
<td></td>
<td>1 item</td>
<td>1 published</td>
</tr>
<tr>
<td>Hopkins Marine Station Collection</td>
<td></td>
<td>13 items</td>
<td>6 draft; 7 published</td>
</tr>
<tr>
<td>Preserving Virtual Worlds</td>
<td></td>
<td>8 items</td>
<td>8 published</td>
</tr>
<tr>
<td>Stanford University Libraries staff publications and research</td>
<td></td>
<td>5 items</td>
<td>5 published</td>
</tr>
</tbody>
</table>

Submit your dissertation to the Stanford Digital Repository

Dissertation ID: 0000000003

Submission approved
Your dissertation has been accepted by the University and is currently being processed. Please:
> Download your submitted file (excluding the copyright and signature pages). When processing is complete and it is released for online access, the dissertation will be available at:
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Verify your citation details
This information establishes how your work will be cited, and how you will be credited.

Name:Accock, Aaron Bryan
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Degree:Ph.D.
Major:Electrical Engineering
Department:Electrical Engineering
Degree Completion Year:2014
Advisors:Corsette, Gunner (Primary Advisor)
Boyd, Stephen
Month:August
Year:2014
Dissertation Title:CHARACTERIZING, IDENTIFYING, AND USING TREE-LIKE INFORMATION NETWORKS

Enter your abstract
This abstract will be indexed for online searching. It should be a more concise version of the abstract in your dissertation, and it must be in English.

Enter your abstract in plain text (no HTML or special formatting, such as bullets or indentation).

In this work, a detailed empirical analysis of two kinds of tree-like structure in a variety of real and synthetic networks is presented.
Stanford

● Two Hydra heads for IR content in prod
  ○ ETD
  ○ General purpose
● Product and Service Management team
● Developing service models and tools
Penn State ScholarSphere

Preserve. Manage. Share.

Text editor for service managers / admins

Ability to highlight deposits - select, order, shift, remove, replace.
Penn State University

- Two Hydra heads in production
  - ScholarSphere (publicly accessible)
  - ArchiveSphere (restricted access)
- ScholarSphere repository service
  - Service owner/manager – University Libraries (UL)
  - Repository services developer team in Information Technology Services (ITS), our central IT division
Northwestern University
Northwestern

- Two production Hydra heads under active development
  - Audio+Video Repository (Avalon)
  - Image Repository (formerly DIL, now + Menu)

- Models for interaction: service manager and service team (product owner is member) ↔ development team
  - Library Technology: Digital Collections and Enterprise Systems
  - NUIT: streaming server owners, central help desk
Service models

Who are the users? And who is working with them? What roles do they play?

- Single service manager
- Tag teaming
- Service team
Support models

How are user issues addressed?

- Roles
- Response expectations
- Adapting to fluctuations
  - Users: Scaling up
  - Developers: Scaling back
Relationship to development

How do service managers and developers interact?

- Bi-directional (each informs the other)
- Use cases / user stories - *lingua franca*
- Also related to technology strategy
  - “Hydra Strategy Team”
Reporting and assessment

What is important to collect and how (often)?

- Metrics and analytics
- User testing
- Feedback
What challenges do you face?

- Changes in engineering resources
- Managing multiple Hydra heads
- Strategizing for existing and future Hydra infrastructure
- Service model philosophy
- Need for shared service management tools
<table>
<thead>
<tr>
<th>Service Readiness</th>
<th>Details</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Security review</td>
<td>Have we reviewed for security readiness (webauth, ports, etc.) (need way more definition of this line)</td>
</tr>
<tr>
<td>2</td>
<td>Rooted-list</td>
<td>Code base is on DLSS github</td>
</tr>
<tr>
<td>3</td>
<td>Code base is on DLSS github</td>
<td>Code base is on DLSS github</td>
</tr>
<tr>
<td>4</td>
<td>Working tests in place</td>
<td>Should have working tests &amp; a CI build on travis (required coverage stats?)</td>
</tr>
<tr>
<td>5</td>
<td>Dependencies specific</td>
<td>Uses is_it_working to define required dependencies (see e.g., <a href="https://argo.stanford.edu/is_it_working">https://argo.stanford.edu/is_it_working</a>)</td>
</tr>
<tr>
<td>6</td>
<td>Server Monitoring</td>
<td>Tracking underlying servers in support of service</td>
</tr>
<tr>
<td>7</td>
<td>Service Monitoring</td>
<td>Service-specific Nginx dashboard set up</td>
</tr>
<tr>
<td>8</td>
<td>Ticket tracking</td>
<td>Clarification of where (and which queue) the issues for this project reported (Jira? Github?)</td>
</tr>
<tr>
<td>9</td>
<td>Pre-prod/demo server setup</td>
<td>Do we need a pre-release server environment for demo testing?</td>
</tr>
<tr>
<td>10</td>
<td>Service notification list and response policy</td>
<td>Who gets notifications when service outages or problems occur, and what is the appropriate level of response?</td>
</tr>
<tr>
<td>11</td>
<td>Service Support</td>
<td>Ongoing application support requirements</td>
</tr>
<tr>
<td>12</td>
<td>Established support email list</td>
<td>Create public email list of [servername]<a href="mailto:-support@lists.stanford.edu">-support@lists.stanford.edu</a></td>
</tr>
<tr>
<td>13</td>
<td>Create <em>users</em> email list</td>
<td>Create public announcement/user email dist lists</td>
</tr>
<tr>
<td>14</td>
<td>Determine response/trace flow</td>
<td>Who is “first on call” to answer questions (typically, the service manager, who may then route to engineers)</td>
</tr>
<tr>
<td>15</td>
<td>Determine tech response/trace flow</td>
<td>Who's first responder for server/app issues (Nagios alerts)</td>
</tr>
<tr>
<td>16</td>
<td>Service manager/team privs</td>
<td>Are the service manager &amp; service team set up with appropriate privs to address basic support issues?</td>
</tr>
<tr>
<td>17</td>
<td>Monitoring responsibility</td>
<td>Determine who owns actively reviewing whatever monitoring has been set up</td>
</tr>
<tr>
<td>18</td>
<td>Appropriate ticketing</td>
<td>Do we need a ticketing queue to track support issues (vs development)</td>
</tr>
<tr>
<td>19</td>
<td>Escalation process in place</td>
<td>Determine what kind of service this is? Mission critical or casual app and what escalation support needs are</td>
</tr>
<tr>
<td>20</td>
<td>Audience-specific responses</td>
<td>Do we need different response levels for internal vs guest users?</td>
</tr>
<tr>
<td>21</td>
<td>Internal FAQ created</td>
<td>Are there known issues/FAQs we should generate for common issues</td>
</tr>
<tr>
<td>22</td>
<td>Service Administration</td>
<td>Are we clear on workflow and process for who does service admin (e.g., setting up privs?)</td>
</tr>
<tr>
<td>23</td>
<td>Request workflow</td>
<td>Does this service have a request aspect (for setting up privs, etc.)? If so, is this process in place?</td>
</tr>
</tbody>
</table>