# Lessons Learned from the HykuDirect Hosted Service Pilot

## Pilot Goals

- Test interest in and value of hosted Hyku service with diverse organizations and use cases
- Test hosting infrastructure
- Determine feature priorities for hosted service users
- Determine potential production service costs, constraints, pricing, and training needs

## Participating Institutions

- Arizona State Library & Archives
- Cleveland Public Library
- New Hampshire Digital Project
- Pennsylvania Academic Library Consortium (PALCI)
- St. Lawrence University
- University of Miami

## Pilot Process

- Potential participants from call for pilot interest
- Tenant for each pilot institution
- Documentation and multiple ways to share bugs, issues, feedback
- Two cohorts with two start times
- Shared issues and outages via email lists
- Group orientation, short monthly check-in calls, final one-on-one feedback call

## Results

- Identified must-have and nice-to-have features for different use cases; created gap assessment
- Identified and addressed issues and bugs
- Better understanding of hosting infrastructure needs and costs
- Pilot institutions are advocates and are sharing their experience with their peers
- Determined the production service will require additional feature and back-end development before launch

## How We Scoped the Pilot

- Limited to 6 diverse organizations, 6 months
- Outlined features available during pilot and which were out of scope
- Deposit copies; the pilot can’t be relied on for preservation
- Pilot fee to help cover costs ($1,000)
- Add up to 100 works and create roles, admin sets, and collections as in a production service
- MOU between pilot institution and DuraSpace outlining all of the above

## Tips for Future Pilot Projects

- Share relevant known issues with pilot teams
- Short, frequent check-in calls keep the development team informed and the pilot teams on track
- Provide multiple channels for sharing feedback and identifying issues (email, phone calls, GitHub)
- Minimize chance for outages; communicate when they happen and when they are resolved
- Use the MOU to outline scope of features
- Piloters become advocates