

Service Level Agreement for

[Service User]

Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key services AIT will provide and the quality standards AIT has agreed with the Service User in terms of service delivery.

This Agreement sets out

- the services AIT provides to Service User
- the overall standard which AIT aims to achieve in the provision of the services
- a mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with the Service User. Changes made to this agreement will be signed off by both parties annually.

Service User

[Name and address of Service User]

Service Provider

AIT Angewandte Informationstechnik Forschungsgesellschaft mbH (short: AIT)
Klosterwiesgasse 32/1, 8010 Graz, AUSTRIA

Objectives of the Service

The objective of this service is to provide continuous metadata delivery from the Service User's data sources to Europeana, the European Digital Library at www.europeana.eu. The baseline for metadata provision are the already existing BioCAsE/DarwinCore data sources that have been set up during the DSI2 project. Metadata from these sources will be harvested, processed and delivered to Europeana.

In addition to the management of existing data sources the service will provide the management of new additional data sources and advanced technical support if needed.

Responsibilities

AIT Angewandte Informationstechnik Forschungsgesellschaft mbH is a software research company established in 1979 in Austria (Graz, Styria). AIT is continuously providing metadata content to Europeana (www.europeana.eu) since spring 2009, shortly after the date the Europeana portal had been officially launched.

An experienced ingestion manager at AIT will supervise the metadata processing and metadata provision from the Service User to Europeana. Requests for harvest and incidents shall be reported by the Service User via admin@ait.co.at. The ingestion manager will communicate to the Service User: BioCAsE/DarwinCore harvest results, Europeana metadata provision process status and completion of metadata publication.

Service Availability / Schedule

AIT will conduct Europeana ingestion processes in accordance with the intervals set within this agreement (1-3 times per year).

The harvest requests have to be reported to AIT 6 weeks before the harvest of the OAI-PMH repository by Europeana takes place.

The actual timeline of the harvesting process is dependent on the dates set by Europeana, provisional dates have been agreed as follows.

1a. Deadline for harvest requests [Service User]:	Mid of January
1b. Initiate Europeana harvest [AIT]:	20 th of February
1c. Europeana publication [EUROPEANA]:	Mid of March
2a. Deadline for harvest requests [Service User]:	Mid of May
2b. Initiate Europeana harvest [AIT]:	20 th of June
2c. Europeana publication [EUROPEANA]:	Mid of July
3a. Deadline for harvest requests [Service User]:	Mid of September
3b. Initiate Europeana harvest [AIT]:	20 th of October
3c. Europeana publication [EUROPEANA]:	Mid of November

Description of key services

AIT will provide the Service User with the following metadata handling services:

- Managing of the metadata and coordinating the transfer of metadata to Europeana (the Europeana Digital Library, www.europeana.eu) for data sources and the number of annual harvests defined under “Data sources and harvesting procedures” below. The metadata management includes:
 - Metadata Harvesting with the GBIF-HIT/B-HIT Harvesting Tool from the individual BioCAsE provider or DarwinCore access points of the Service User
 - Metadata Transformation of ABCD/DarwinCore metadata to Europeana metadata standards (Using Pentaho Business-Intelligence-Software)
 - Data Test – Supervision of transformed data
 - Metadata Import to centralized OAI-PMH Provider located at AIT premises
 - Coordinating Europeana Metadata Harvest from the centralized OAI-PMH
- Managing of new data sources and coordinating the transfer of metadata to Europeana (the Europeana Digital Library, www.europeana.eu) can be offered at additional cost.

AIT will provide the Service User the following advanced technical back-end support services on demand:

- Troubleshooting and analysis, research and development of solutions to new or unknown technical issues regarding the GBIF-HIT/B-HIT Harvesting, Pentaho Transformation and OAI-PMH Metadata providing to Europeana

Input needed from Service Users

AIT will process the metadata data sources (data sets) that have been set up during the DSI2 project, as detailed below under "Data sources and harvesting procedures".

New data sources that should be included in the Europeana ingestion schedule have to be reported to the AIT ingestion manager (via email to admin@ait.co.at).

Technical issues not pertaining to the correct setting up of the BioCAsE/DarwinCore providers may also be reported to the AIT ingestion manager (via email to admin@ait.co.at).

Monitoring success

AIT will monitor the metadata publication by Europeana and report back to the Service User the completion of the publication of metadata at www.europeana.eu. In case of metadata publication incidents AIT will communicate with Europeana and monitor publication problem resolution.

Term and Termination

The initial term of this Agreement shall commence on the 1st of May 2018 and shall continue for a period of 12 months. If no partner terminates the agreement it stays valid until further notice.

Either Party may terminate this Agreement following the given number of 60 calendar days prior written notice of termination to the other Party. This Agreement should be reviewed at a minimum once per fiscal year.

The Service User can opt to upgrade this service agreement (increase number of harvests, of records, of datasets as depicted in Annex 1) at any time during the agreement term.

Data Sources and Harvesting Procedures

The Service User's data sources that will be processed are listed in Annex 1 of this agreement.

Cost schedule

The Service User shall pay AIT at the outset of the agreement period (May) in exchange of services as stated in the description of key services of this document. AIT shall submit an invoice for the services which will be based on the costing as detailed in Annex 1.

Pricing per Year

The provision of Basic Services is calculated as follows:

- A service flat fee of Euro 190.00 is charged to cover basic technical support, administration, and Europeana liaison.
- For dynamic datasources (those that have to be harvested at the Service User's side) a fee of Euro 9.00 is charged per data set and per harvest, to cover harvesting, transformation,

- testing and the Europeana liaison relating to the harvest.
- For static data sources, a one-time fee of Euro 4.00 is charged annually, to cover checking and, if necessary, transformation in accordance with changing requirements by Europeana.
 - A quantity adjustment fee of Euro 15.00 is charged for every 50.000 records or part thereof (as a sum of all datasets provided by the Service User) to account for the quantity dependent increase in the costs of processing, enrichment, OAI-PMH data storage and data management.
 - For a new data source, a one-time fee of Euro 60.00 will be charged, in addition to the fees specified above.
 - Price for one hour advanced technical support: EUR 135,-- (on demand)

Prices as listed will be subject to price variation as a result of annual change in the consumer Price Index (CPI) of Statistics Austria.

Warranty and Liability

The Service Provider warrants that its undertakings hereunder shall be performed in a professional manner and that it will provide Support Services in accordance with this Agreement.

No other warranties are expressed or implied, including but not limited to, any warranties of merchantability or fitness for a particular purpose.

The Service User warrants that it has the unrestricted right to forward the metadata to the Service Provider and that the providing Service User agrees to the Europeana Data Exchange Agreement. Except as otherwise set forth herein neither Party shall be deemed negligent, at fault or liable in any respect to the other for any delay, interruption or failure in performance hereunder resulting from force majeure, fire, flood, water, the elements, explosions, war, accidents, labor disputes, strikes, shortages of equipment or suppliers, unavailability of transportation or other cause beyond the reasonable control of the Party delayed or prevented from performing.

Governing Law

This Agreement and any dispute arising from the relationship between the parties to this Agreement shall be governed by the laws of Austria, excluding any laws that direct the application of another jurisdiction's law.

Date of Agreement

Signatories to Agreement

Service Provider

Service User

Authorized Signature

Authorized Signature

Mag. Gerda Koch

Print Name and Title

Print Name and Title

ANNEX 1:

Data Sources and Harvesting Procedures

AIT will provide service for the following data sources:

Name of dataset	BioCAsE provider/DarwinCore access point (URL)	Max. number of records at end of agreement period	Number of harvests per year*
		49.000	3

* A number of 0 harvests per year denotes static datasets, which will be handled entirely using the data already harvested during the DSI2 project period.

Pricing per Year

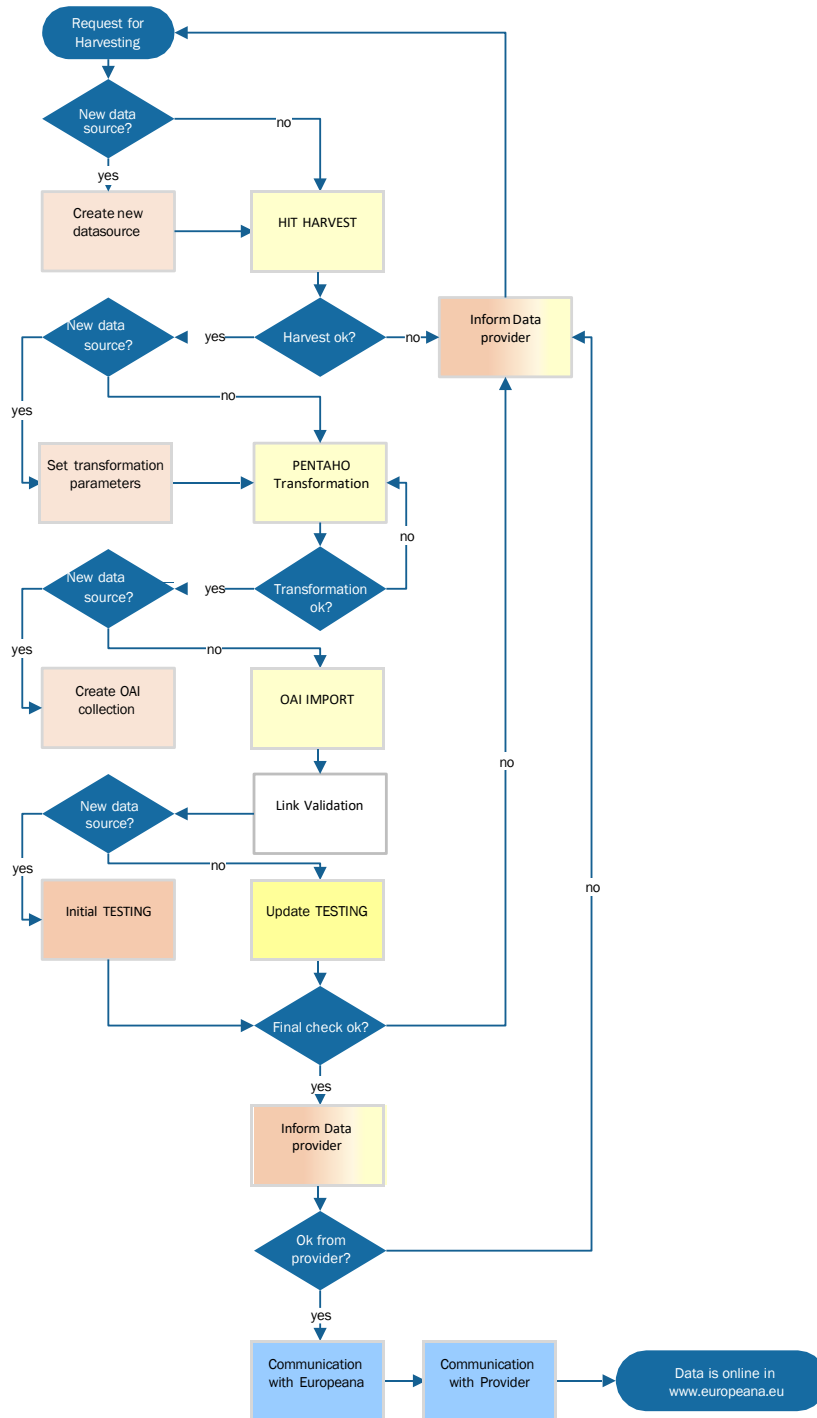
In accordance with the specifications given under “Data Sources and harvesting procedures” in the Service Level Agreement the yearly rate for [name of Service User] is calculated as follows:

Item	Amount	Harvests	Indiv. Cost	Cost
Service flat fee	1		€190,00	€190,00
Dynamic data sources	1	3	€9,00	€27,00
Static data sources			€4,00	€0,00
New data sources			€60,00	€0,00
Quantity (per 50k)	49000		€15,00	€15,00
TOTAL				€232,00

Terms of Invoicing for new partners via DSI

The project Europeana DSI will take cover the costs stated in this SLA for the first year of membership affiliation.

ANNEX 2: Graphic of the ingestion workflow covered by this agreement



Annex 3: Definitions:

ABCD	<p>Access to Biological Collection Data</p> <p>A comprehensive standard for the access to and exchange of data about specimens and observations. http://wiki.tdwg.org/twiki/bin/view/ABCD/AbcdPrimer. The version used in OpenUp! is a standard recognised by the organisation for Biodiversity Information Standards (TDWG).</p>
B-HIT	<p>The team of the Botanic Garden and Botanical Museum Berlin-Dahlem has extended The HIT Harvester with a range of additional functions, including improved processing of multiple taxon identifications, the ability to represent associations between specimen and observation units, new data quality control and new reporting capabilities. http://ww2.biocase.org/svn/binhum/trunk/BinHum/Harvester/</p>
BioCAsE	<p>Biological Collection Access Service</p> <p>A transnational network of biological collections of all kinds, providing software and services for collection data networks http://www.biocase.org/</p>
DarwinCore	<p>The Darwin Core is body of standards. It includes a glossary of terms (in other contexts these might be called properties, elements, fields, columns, attributes, or concepts) intended to facilitate the sharing of information about biological diversity by providing reference definitions, examples, and commentaries. The Darwin Core is primarily based on taxa, their occurrence in nature as documented by observations, specimens, samples, and related information. http://rs.tdwg.org/dwc/</p>
DSIn	<p>As a Digital Service Infrastructure, Europeana will continue to connect the online collections of Europe's cultural heritage institutions. Europeana DSI is funded by the Connecting Europe Facility (CEF) Trans-European Telecommunications Networks Work Programme 2014. http://pro.europeana.eu/project/europeana-dsi</p>
ETL	<p>Extract-Transform-Load</p> <p>A process that is used to take information from one or more sources, normalize it in some way to some convenient schema, and then insert it into some other repository." http://www.stylusstudio.com/etl/</p>
Europeana	<p>Europeana.eu is an internet portal that acts as an interface to millions of books, paintings, films, museum objects and archival records that have been digitised throughout Europe. There are a number of projects – the Europeana Group – that are contributing technology solutions and content to Europeana. These projects are run by different cultural heritage institutions, and are part-funded by the European Commission's eContentplus programme and the Information and Communications Technologies Policy Support Programme (ICT PSP). https://en.wikipedia.org/wiki/Europeana http://www.europeana.eu/</p> <p>Metadata contribution to Europeana is subject to the agreement to the Europeana Data Exchange Agreement. http://pro.europeana.eu/web/guest/data-exchange-agreement</p>
GBIF	<p>Global Biodiversity Information Facility</p> <p>aim: encourage free and open access to biodiversity data, via the Internet. http://www.gbif.org/</p>
HIT	<p>Harvesting Index Toolkit</p> <p>An open source Java-based web application developed by the GBIF Secretariat to manage biodiversity data harvesting and quickly build indexes of harvested data. http://code.google.com/p/gbif-indexingtoolkit/</p>

Metadata The term **metadata** refers to "data about data". Metadata (metacontent) are traditionally found in the card catalogs of libraries. As information has become increasingly digital, metadata are also used to describe digital data using metadata standards specific to a particular discipline.
<http://en.wikipedia.org/wiki/Metadata>

OAI-PMH **OAI-PMH** (Open Archives Initiative Protocol for Metadata Harvesting) is a protocol developed by the Open Archives Initiative. It is used to harvest (or collect) the metadata descriptions of the records in an archive so that services can be built using metadata from many archives.
<http://www.openarchives.org/>

Pentaho **Pentaho** offers a suite of open source Business Intelligence (BI) products called Pentaho Business Analytics providing data integration, OLAP services, reporting, dashboarding, data mining and ETL capabilities.
<http://www.pentaho.com/>
