

Research Services census and catalogue

A standard set of questions to capture information about research services from across the University.

*Required

1. Who, what, when, where.

record meeting attendance - names and emails

2. Description and context

date, which service are we discussing, additional notes

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3. Service Name *

As the researcher should see it or call it

4. Internal project names/IDs/handle

Is the service known by any other names or internal identifier?

5. Primary Service Owner *

Where does the service primarily sit, who makes the big decisions / approvals. Where are you in the Uni org chart? Provide person/people and organisational unit.

6. Other service owners/stakeholders/delivery

Are there other or joint service owners or stakeholders? Is the service delivered by someone other than the 'owner'?

7. Who is the primary point of contact for the service?

Researcher facing - person, email, or process

8. Who will be contact person for writing, editing, and approving copy to published about the service in the Hub?

name and email

9. Tags, keywords, or category names for this service *

think broadly and list all terms that might help a researcher find this service via txt search

10. URLs to current service information

Where is the service currently described? Front page, and then other information

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11. Service Description *

What is the service? - 2-3 sentences max - be descriptive

12. When and why should we use the service *

Short snappy points - what is it? What scenarios would a researcher want this, what phase of the research cycle? Ideally, when should people consider your service and approach you or request help? What problem does it solve - What does it help me do!

13. Features

What's good about it? Benefits?

14. Limitations

What's bad about it/cons/limitations? When is this not a good or suitable choice?

15. Considerations

What are other key or critical considerations (help the researcher understand the service, when they should use it, what they need to prepare or think about). What should people know before they approach you?

16. Detailed Specifications

List any relevant technical details about the service or infrastructure. Technical jargon allowed.

17. Alternative or related services or solutions

List and/or link to all related offerings. How are they related to this service or why else/how are they same or different?

Users

18. Eligibility *

Who is eligible to use this service
Tick all that apply.

- Undergrad Students
- Post-graduate Students
- Doctoral Candidates
- Research Staff
- Professional Staff
- Collaborators (external to the University)
- Other: _____

19. Default allowance or allocation

Is there a default allowance or allocation? Are there limits to what can be provisioned/guaranteed? Are there standard levels of service or defined 'tiers'.

20. How long does it typically take from initial request to provisioned service?

Provide an estimate to set researchers expectations

21. Data risk/security and advisory

What would you normally communicate to the users about any risks, issues or guarantees around any research data and the appropriate use of the service. Are there any defined roles or responsibilities for managing risk or security issues around the service. Who, what...

22. Policy

In addition to the standard UoA Research and IT policies, are there any relevant legal, policy, or guideline documents (UoA or otherwise). Are there any legal or regulatory requirements that impact on the service?

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23. Cost

Is there a cost to the user for using or provisioning this service? If so, please detail. How is costing performed in general, who makes decisions? What is the approval process.

24. Prerequisites

What information does the user need to provide in order to access or request/provision the service? e.g. UPI, project code, Data Management Plan... What should users already possess, have ready, or know before they contact you?

25. Customer - Metadata

What metadata is collected about users and service provisioning? How is it captured, where is it stored, who has access? What metadata would be useful to capture?

26. How do users request the service?

Description/process and URLs, forms, or email address for request.

27. Using the service.

Once granted/approved, how does a user access the service. How does a user launch or interact with the service, what is the workflow.

Additional support details

28. Service Support Hours

What hours are service support available?

29. Service Support Contact

Who and how to contact service support. e.g. email, ph, Staff Support Centre, IC helpdesk ...

30. Learn More

Provide links to guides, FAQs, training materials, or workshop offerings. Internal or external?

Follow up

31. How can the nexus/hub/advisory best support you? How to cooperate/collaborate with this?

If people come to you via the nexus or another advisor or service, what ideally would be collected, presented, and passed on you or your service? In what form? What are your needs or problems that we might be able to solve or help with?

32. Next steps, etc

Contact details for progress and keep in touch. Points to follow up on. !!!!!Service maturity!!!! Who should be able to administer service descriptions in the 'hub' or catalog? Who else should we talk to?
