

	Maturity Levels					
Function	NA	1 Ad-hoc	2 Developing	3 Defined	4 Managed	5 Optimised
Level description	Not Applicable	Procedures or processes are generally informal, incomplete, and inconsistently applied.	Some procedures or policies exist, however they are not fully documented and do not cover all relevant aspects.	Procedures and processes are fully documented and implemented, and cover all relevant aspects.	Reviews are conducted to assess the effectiveness of the controls in place.	Regular review and feedback are used to ensure continuous improvement.
Governance and Leadership						
Concerns the executive and overarching ownership of the service within the institution.						
Is the service part of a roadmap or institutional strategy for key research infrastructure?		The service is not currently recognised in any strategic initiatives or University roadmap.	There is awareness of the importance of the service but it is not yet fully part of any strategic initiative.	The service is recognised, defined, and included as part of a University plan or strategic initiative.	The service is subject to management review to monitor performance and alignment with strategic initiatives.	Periodic assessment and analysis is performed to ensure timely feedback and input into strategic decisions.
Is there an institute level sustainable support model for key service infrastructure?		The service infrastructure is not currently included in or backed by any support model for sustainability.	Demand forecasting or infrastructural requirements are being gathered to inform a sustainable service model.	A business plan or sustainability model exists to support the service's underlying infrastructure.	Elements of existing and future infrastructure are integrated into a wider institutional management framework.	Review and assessment informs the effectiveness of current infrastructure and processes. Changes are made where necessary.
Is there institution wide workforce capability and capacity to support the service?		The staff infrastructure to support the service is inadequate or does not exist.	Some capability and capacity exists. There is a recognised need to further develop and support specialised roles.	Capable staff with clear roles and responsibilities are assigned and financially supported.	The assignment of roles and responsibilities is monitored to ensure effective service delivery.	Regular monitoring of processes and assignment of staff resources is performed effectiveness measured. Changes and improvements are made in a timely fashion.
Is there institutional leadership in collaboration relating to the service?		No support or recognition of the need for internal or external collaboration exists.	There is a recognised need to collaborate across organisational units or institutes. Initial linkages are being developed.	There is institutional support for consistent coordination between collaborating parties. Roles and responsibilities are clearly defined.	Governance and leadership is provided by an inter-disciplinary or collaborative team. The working environment fosters good practice.	Review and feedback are incorporated to communicate, inform, and improve the effectiveness of collaborations. Experience is shared for the benefit of the sector as a whole.

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Research Information Management						
Concerns the provision of services throughout the entire research and data lifecycles.						
What level of consultancy or training and education is offered for users of the service?		There is no formal support for training or consultancy.	Some training or consultancy is offered. Consultancy guidelines or training materials are incomplete or being developed.	Well documented training materials or consultancy processes and guidelines exist.	Educational materials or approaches are evaluated for effectiveness. Consultancy processes are monitored and reviewed.	Structured feedback and review are used to periodically inform improvements to educational or consultancy efforts.
What level of legal or institutional compliance is the service at with respect to any relevant policies or guidelines?		There is no alignment with, awareness of, or existence of any relevant policies or guidelines.	There is awareness or development of relevant policies and guidelines. Services and relevant documents are actively being brought into alignment.	Services meet all requirements and are aligned with relevant legal, policy, or guideline documents.	Services are monitored and reviewed to ensure compliance.	Policies and services are reviewed and mutually inform the development of each.
Are there data management policies or procedures in place concerning the use of the service? (This may concern the use of the service or data used or produced by the service itself.)		There are no data or metadata requirements or management concerning the use of the service.	Procedures or policies on data or metadata are being developed. May concern data on the use of the service or data to be used or produced by the service itself.	There are defined policies and procedures around service usage metadata, and or data consumed or produced by the service itself.	Policies and procedures around service data management are reviewed to assess effectiveness.	Review and feedback on service data management is used to continuously improve the service, and used to inform broader University activities and research management.
What is the current level of sustainability and continuity of the service?		There is little to no guaranteed future support for the service.	Near term support for the service is assured. Longer term support is under review or being developed.	There is clearly defined ongoing support for the service. The service is underpinned by mature business cases or agreements.	Long term support for the service is part of a key or core university function or roadmap. Management works to sustain capability, identify risks, and develop mitigation strategies.	Regular review and feedback are incorporated to improve and assure the adequacy, availability, and performance of the service.

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Collaboration and community engagement						
Concerns how effective mechanisms to engage with researchers, faculty, and the wider stakeholder community are.						
How is the service communicated and information disseminated?		The service is not publically described. Service is delivered or negotiated only in response to researcher queries or word of mouth.	Information about the service can be found publically, and service requested, although it is not fully described.	The service is well documented with accessible and clear responsibilities, processes, and researcher entitlements.	Service description and communication procedures are actively managed, and may include outreach activities.	Changes and improvements to communication processes and technologies are made in response to periodic assessment and feedback.
What is the level of understanding of the research community's needs?		There is awareness of individuals' requirements only.	There is developing awareness of research communities and their requirements.	Specific research communities are defined and there is good awareness of their needs and requirements.	Relationships with specific research communities are actively managed and reviewed, and may include outreach activities.	Periodic needs analysis with research communities are undertaken to improve mutual understanding and service delivery.
To what degree does the service facilitate communities of practice?		There is currently no formal community of practice related to or involving the service.	There is a recognised need for or nascent community of practice related to the service. Strategies or processes are being developed to encourage or sustain groups.	Knowledge captured or shared around the service becomes embedded in the open community through defined processes.	CoPs are actively sustained or managed with the service acting as hub or key resource.	The service is involved in hosting regular activities and events that allow CoP members to meet, reflect, and evolve.

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Technological infrastructure						
Concerns the applications, tools, and hardware related to the service.						
What level of technical infrastructure is currently in place to support the service?		There is little to no technical infrastructure in place to support the service.	Some technical infrastructure exists to support the service. Additional demands are hard to accommodate, or service provisioning lacks some features.	Technical infrastructure adequately supports the service, with enough capability or capacity to meet expected demands.	Technical infrastructure is supported, incorporated into institutional planning, and is sustainable as far as possible to support long term service provision.	Technical infrastructure is managed for continuous improvement, optimisation, and stability.
Workforce education, training, and development						
Concerns the availability of staff with the appropriate level of skills and knowledge to deliver the services.						
What is the availability of subject matter experts to front or provide the service?		There are little to no skilled staff that can formally support the service.	Skilled staff to support the service are available, but there are not enough to fill needed roles or meet service demand.	Skilled and knowledgeable staff are available to fill all roles and responsibilities.	Reviews are conducted to identify skills gaps and ensure needs and capability are aligned with training or recruitment strategies.	Regular planning and feedback is used to ensure the availability of staff with appropriate knowledge and skills to deliver quality services.
What professional development, education, or training is offered to service staff?		Only informal or no support is currently offered to develop skilled staff in the service area.	The need for ongoing, specialist training or career development pathways is recognised and approaches are being developed or considered.	Staff education and training programmes exist and are supported. Career development pathways and opportunities are mapped.	Training and development options are reviewed to ensure industry or discipline relevance, value, and utility.	Regular planning and feedback ensures up-to-date offerings and opportunities, with a focus on best practice and world leading expertise.

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Service delivery and management						
Concerns the operations and performance of service with a view to improvement.						
What level of metrics and reporting for the purpose of improving the service exist?		No formal metrics or reporting processes currently exist.	Some metrics and reporting processes exist or are under development.	Well documented processes and metrics have been adopted to monitor and improve the service.	Metrics and reporting processes are actively managed and reviewed for effectiveness.	Metrics and reporting processes are continuously or automatically monitored to enable timely responses or changes.
What level of policy and processes are defined for the service?		There are no formal processes or policies defined for the service.	Policies or processes around the service are partially formalised or under development.	There are well documented and defined processes and policies surrounding all aspects of the service.	Policies and processes surrounding the service are reviewed for effectiveness and operational compliance.	Compliance with policies and procedures is regularly monitored. Non-compliance or needs for policy/procedure change are identified and action taken in a timely fashion.