

**ECP-2008-DILI-518001**

**BHL-Europe**

**Sustainability policy for continuation of BHL-  
Europe services e.g. hosting, future  
development, helpdesk provision for service  
users/content providers, etc.**

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<b>Author</b>	<i>Graham Higley</i>



***eContentplus***

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<sup>1</sup> OJ L 79, 24.3.2005, p. 1.

## 1 Document History

### 1.1 Contributors

Person	Partner
Henning Scholz	MfN
Graham Higley	NHM
Melita BIRTHÄLMER	MfN
Boris Jacob	RMCA
Wolfgang Koller	NHFW

### 1.2 Revision History

Revision Date	Author	Version	Change Reference & Summary
21 Oct 2011	Graham Higley	0.9	Initial draft for discussion with partners, seeking commitments
7 November 2011	Graham Higley	1.0	Final draft for delivery. Final Plan will be a revision of this in April 2012.
10 November 2011	Graham Higley	1.1	Initial modifications following feedback
30 November 2011	Henning Scholz	1.2	Final for print and submission
12 April 2012	Henning Scholz	1.3	Revision
16 April 2012	Graham Higley	2.0	Final revised version

### 1.3 Reviewers

This document requires the following reviews and approvals.

Name	Date	Version
BHL-Europe consortium	30 Nov 2011	1.1

### 1.4 Distribution

This document has been distributed to:

Group	Date of issue	Version
BHL-Europe consortium	10 November 2011	1.1
BHL-Europe consortium	02 May 2012	2.0



## 2 Table of Contents

<b>1</b>	<b>DOCUMENT HISTORY</b> .....	<b>2</b>
1.1	CONTRIBUTORS.....	2
1.2	REVISION HISTORY.....	2
1.3	REVIEWERS.....	2
1.4	DISTRIBUTION.....	2
<b>2</b>	<b>TABLE OF CONTENTS</b> .....	<b>3</b>
<b>3</b>	<b>PURPOSE</b> .....	<b>4</b>
<b>4</b>	<b>BHL-EUROPE CONTENT</b> .....	<b>4</b>
<b>5</b>	<b>SUSTAINABILITY OF HOSTING INFRASTRUCTURE</b> .....	<b>4</b>
<b>6</b>	<b>SUSTAINABILITY OF SOFTWARE INFRASTRUCTURE</b> .....	<b>4</b>
6.1	SCHEMA MAPPING TOOL, PRE-INGEST TOOL, OAIS COMPONENTS.....	4
6.2	BHL-EUROPE PORTAL.....	5
<b>7</b>	<b>HELPDESK FOR SERVICE USERS</b> .....	<b>5</b>
<b>8</b>	<b>HELPDESK FOR CONTENT PROVIDERS</b> .....	<b>5</b>



### **3 Purpose**

Assuming that the BHL-Europe project receives no follow-on funding, we need to define the level of commitment and sustainability of the BHL-Europe deliverables for the foreseeable future. This document is intended to articulate the commitments of the partners to sustaining and maintaining the core deliverables, implied cost/effort and timescales.

### **4 BHL-Europe content**

The content is our most valuable asset, and our intention is to preserve this in perpetuity. We will do this through our Global BHL partnership, which entails sharing and mirroring our European data with partners in China (Chinese Academy of Science), Australia (Atlas of Living Australia, CSIRO), Egypt (Biblioteca Alexandrina) and the USA (Harvard University, Smithsonian Institution and Marine Biological Laboratory). The mechanisms to enable this mirroring process should be in place by end of 2012.

The content will continue to be available through Europeana.

### **5 Sustainability of hosting infrastructure**

The Natural History Museum, London (NHM) has agreed to maintain the technical infrastructure for hosting the BHL-Europe content for the foreseeable future. This will be managed as part of the Museum's core infrastructure platform. A team of 20 IT professionals manage large-scale server, network and storage provision for the Museum, and BHL-Europe needs will be integrated into this work.

In the short to medium-term, hosting will continue to be on the NHM's own hardware. Discussions have taken place at a strategic level and the NHM is likely to move to a hosted service in the longer-term. No timetable has been developed for this, but the hosting of BHL-Europe content will be part of this planning.

### **6 Sustainability of software infrastructure**

Software platforms and technologies have a fairly rapid rate of change, and it is unlikely that we can predict the software environment for more than 3 years after project closure. Our software systems will be robust and state-of-the-art at project closure, but they may look dated in 3 years time. However, BHL-Europe is part of the Global BHL partnership and software development will be continuing in a number of territories eg Egypt, China, Australia, USA and we may be able to exploit this relationship by sharing modules or approaches.

#### **6.1 Schema Mapping Tool, Pre-Ingest Tool, OAIS components**

The Natural History Museum, Vienna (NHMW) has committed to maintaining the ingest and data management tools for 3 years from the end of the project. They have a number of options for maintaining these tools, including working with WP4 of the EU's SYNTHESYS project.



Maintenance of these tools will ensure that we can continue to ingest new material into BHL-Europe for at least 3 years after project closure.

## **6.2 BHL-Europe portal**

The lifetime of portal software is relatively short. Most user interfaces would be expected to be ‘refreshed’ every 1-2 years. The BHL-Europe portal will be state-of-the-art and user tested at delivery in April 2012, and we can expect it to work in that form indefinitely. However, it will begin to look ‘tired’ after 3 years despite its functionality remaining fully available.

Assuming that the Global partner portals continue to develop, we may be able to integrate one of their designs into our interface. Funding for this is unclear.

BHL-Europe content will still be available through the Europeana interface, and doubtless this will go through further development. We may be able to work with Europeana to jointly develop our portal in the longer-term.

The Global References Index to Biodiversity (GRIB) will be managed at least until February 2020 on contract by the Head Office of the Common Library Network GBV (VZG)). The contract is managed by MfN.

## **7 Helpdesk for service users**

In the main, we expect the Helpdesk for service users to be a minimal effort. The servers and storage will be monitored using the NHM’s usual system tools and any outages will be tackled in a routine way.

Where users find content missing or damaged in some way, they will be able to use the built in feedback tools to notify NHM that there is a problem. In most cases, this will be solved by re-ingesting the item.

## **8 Helpdesk for content providers**

MfN would like to act as the contact point for all content providers (as it currently does) and would manage the helpdesk as well. MfN is actively seeking a way to fund this internally or through new projects. Currently, MfN has found a way to get the funding for this through 2012. Three project proposals are underway to support continuation of existing BHL-Europe tasks.

Our objective for a long-term content provider helpdesk would need one person who is the main contact for content providers - a ‘Content Manager’. Depending on the funding for this role, the Content Manager would do most of the work of data acquisition and only ask consortium partners for support if needed. The Content Manager would be the main communication route with Europeana, and would ensure continued flow of content to Europeana.

Two infrastructures are in place to support the content management process. First, the BHL Wiki is used for sharing documents and information and also facilitates discussions between small groups. Second, we are going to manage content issues via Gemini, an issue tracking system used by BHL successfully for several years. Our issues will feed into the same



account to facilitate issue management on a global scale, as we all share the same content. BHL is maintaining both the Wiki and Gemini and make sure both infrastructures will be continuously available.