Research Services census and catalogue

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

*Required

r	ecord meeting attendance - names and emails	
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. C	Description and context	
	late, which service are we discussing, additional	notes
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	and IT Commisses consumered	
	search IT Services census and	catalog
. 8	Search IT Services census and Service Name * As the researcher should see it or call it	catalog
. S	Service Name * As the researcher should see it or call it	catalog
. S	Service Name *	catalog
. S	Service Name * As the researcher should see it or call it Internal project names/IDs/handle as the service known by any other names or internal identifier?	catalog
. S / / In in . F v th th	Service Name * As the researcher should see it or call it Internal project names/IDs/handle as the service known by any other names or	catalog
III III III III III III III III III II	Service Name * As the researcher should see it or call it Internal project names/IDs/handle Is the service known by any other names or internal identifier? Primary Service Owner * Where does the service primarily sit, who makes he big decisions / approvals. Where are you in the Uni org chart? Provide person/people and	catalog

7.	Who is the primary point of contact for the se Researcher facing - person, email, or process	rvice?
0	Who will be contact now on for writing	
Ο.	Who will be contact person for writing, editing, and approving copy to published about the service in the Hub?	
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 p	age, and then other information
Re	search IT Services census and	catalogue
11.	Service Description * What is the service? - 2-3 sentences max - be de	sorintivo
	What is the service? - 2-3 sentences max - be de	scriptive
12	When and why should we use the service *	
12.	Short snappy points - what is it? What scenarios research cycle? Ideally, when should people conhelp? What problem does it solve - What does it	sider your service and approach you or request

13.	13. Features	
	What's good about it? Benefits?	
14.	14. Limitations What's bad about it/cons/limitations? When is this not a go	od or suitable choice?
45	45 Occasidorations	
15.	15. Considerations What are other key or critical considerations (help the rese they should use it, what they need to prepare or think about they approach you?	
16.	 Detailed Specifications List any relevant technical details about the service or infra 	structure. Technical jargon allowed.
17.	17. Alternative or related services or solutions	
	List and/or link to all related offerings. How are they related they same or different?	I to this service or why else/how are

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 the	ere limits to what can be
provisioned/guaranteed? Are their standard level	
20. How long does it typically take from initial reconstruction Provide an estimate to set researchers expectation	
•	
21. Data risk/security and advisory	
What would you normally communicate to the us any research data and the appropriate use of the	ers about any risks, issues or guarantees around
responsibilities for managing risk or security issue	

22.	22. Policy In addition to the standard UoA Research and IT policies, are there any rele	vant legal policy or
	guideline documents (UoA or otherwise). Are there any legal or regulatory re impact on the service?	equirements that
Re	Research IT Services census and catalogue	
23.	23. Cost	
	Is there a cost to the user for using or provisioning this service? If so, please performed in general, who makes decisions? What is the approval process.	detail. How is costing
24.	24. Prerequisites	
	What information does the user need to provide in order to access or reques service? e.g. UPI, project code, Data Management Plan What should user have ready, or know before they contact you?	
25.	25. Customer - Metadata	
	What metadata is collected about users and service provisioning? How is it of stored, who has access? What metadata would be useful to capture?	captured, where is it

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.
A c	ditional 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

that we might	d passed on you be able to solve	 In what form? W —	/hat are your no	eeds or problems
		- - -		
	s for progress a			ce maturity!!!! Who else should we talk

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

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