

UConn Libraries' Streaming Video Service Level Agreement

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1. Introduction

The University Libraries Streaming Video Service supports teaching, learning, and research by providing resource access to commercial films and select UConn Libraries' events . The service is designed to be used to support curriculum and instruction for credit-bearing classes and programs. We do not record, or transcode or host recordings of, class sessions/ lectures. For those requests, please contact the **Institute for Teaching & Learning's Manager of Technical Projects**.

The streaming video service is limited in scale and scope by human, fiscal, and hardware/software resources. Therefore, the Streaming Video Service prioritizes stream requests as follows:

1. Distance learning, for-credit classes, and curriculum_specific needs
2. Blended in-person and online classes
3. Regional campus classes
4. Out-of-class video viewing assignments
5. High-demand videos needed for multiple class curricula

Due to human, fiscal, copyright, licensing, and other considerations, it may not be possible to fulfill every request for streaming. Projects must fall within the scope defined below.

1.1 Scope

To be considered for streaming, projects must meet the following requirements:

- **Licensing:** The Library must be able to obtain a license that complies with UConn's legal requirements. The Reserve Services Coordinator or the Electronic Resources Management Librarian will negotiate licenses in compliance with State of Connecticut required contract terms, and, if needed, with approval and review by the Connecticut Office of the Attorney General.
- The digital format of the media must be of sufficient quality to produce an adequate stream.
- Only projects that cannot be adequately streamed by other means, such as subscription services, will be hosted.
- **Capacity:** Projects must fit within existing disk and bandwidth constraints.
- **Duration:** The media file will only be streamed for the duration of its license. Licenses may be renewed if the stream is still within the scope of this service and provided that adequate funding and resources are available.

1.2 Review Process

This document defines the practices that Library Electronic Resources and Reserve Services staff will use in operating the streaming service. The details of this document may be reviewed and amended as required, or at least annually, to accurately reflect business needs.

1.3 Time Conventions

Unless otherwise indicated, request for streams will be processed during normal business hours, which are from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays and reduced-schedule days.

2. Service Description

2.1 Base Services

The following list provides a summary of the base services provided:

- Transcoding
- Streaming
- Licensing
- File Backup
- Authentication - At this time, the following authentication methods are supported: Active Directory, IP/CAS. Some projects may have authentication requirements that we cannot meet.

2.2 Supported Computing Environment

Streaming video from the server has been tested to work on the following platforms:

- MS Windows server
- SilverLight/IIS
- MS Windows Media Services
- MS Media Player for PCs
- VLC Video Player for PCs and Macs

The list above does not enumerate all possible platforms that can access the service, only those that have been tested and shown to provide complete, or near-complete, functionality.

2.3 Technical Support

Technical support, problem report/resolution, and requests for changes to a service will be provided through Reserve Services in collaboration with the Electronic Resources Management Team.

Reserve Services is available during normal business hours and can be reached at reserveservices@lib.uconn.edu.

3. Service Availability

This section provides information about the standard times when the service is available and the times reserved for scheduled maintenance, and defines expectations for reporting service problems and changes.

3.1 Normal Service Availability

The Streaming Video Service is designed to be available for use 24 hours per day, seven days per week, 365 days per year (24x7x365), excluding scheduled maintenance times.

3.2 Scheduled Maintenance

Scheduled maintenance is critical for upgrades and to maintain security, and typically occurs on Thursdays from 1 a.m. to 6 a.m. Services may not be available during the scheduled maintenance periods.

3.3 Problem and Change Notification

When necessary, Reserve Services will notify faculty of known interruptions in service availability and service delivery issues via e-mail. To the maximum extent possible, installation of services, applications, and security updates will be performed during scheduled maintenance periods.

4. Incident Response Time

Reserve Services is available to address issues with the Streaming Video Service only during normal business hours. Outside of normal business hours, there is no guarantee that anyone will be available to address problems.

For incidents affecting multiple users:

- During normal business hours, Reserve Services will acknowledge incidents as promptly as possible.

5. Key Service Metrics

Measurement	Definition	Performance Target
Overall Availability of Locally-Hosted Video Streams*	The percent of time that the service is available (excluding downtime during scheduled maintenance)	99.0%

*UConn Libraries is unable to provide key service metrics for externally-hosted video streams.

Overall availability does not include downtime during the scheduled maintenance periods

5.1 Dependencies on other Services

Video streaming is dependent on the Libraries' VMware ESX Infrastructure, the UITS network, and related systems such as the Course Management System (for IP/password-protected streams). The availability of those services will have a direct impact on service availability.

6. Other Party Responsibilities

In addition to the services provided by Library ITS, users of the service agree to certain important responsibilities listed below.

All parties agree to be aware of and adhere to the Use of State Systems Policy at <http://www.ct.gov/best/cwp/view.asp?a=1245&Q=314686>.

User Responsibilities

User agrees to:

- Respond in a timely manner to requests from Reserve Services or Library ITS for critical information necessary for the resolution of user issues.

Service Management

The Reserves Services Coordinator manages the Streaming Video Service; responsibilities include:

- Managing requests for new streaming projects
- Investigating/negotiating licenses
- Facilitating the request for funding from appropriate library resources
- Managing the communication of service problems or downtime to users of the service

The Electronic Resources Support and Streaming Video Coordinator supports the Streaming Video Service by:

- Transcoding video to appropriate format and bit rate
- Working with requestor to determine authentication needs
- Resolving service problems or downtime to users of the service

The Electronic Resources Management Librarian supports the Streaming Video Service by:

- Overseeing the streaming video licensing process

7. Licensed Titles

See this link: <http://www.lib.uconn.edu/services/video> for a list of titles for which licenses have been obtained.