



Monitoring Unit Operating Statement

Introduction

1. The JISC Monitoring Unit provides the JISC Executive with an expert service to monitor and report on service quality, performance and usage across the JISC Services Portfolio.
2. The JISC Monitoring Unit is based within the Information Services department at the University of Kent's Canterbury campus. A new collaborative agreement between the university and HEFCE came into effect on 1st November 2008.
3. This document outlines the operational functions of the Unit, as agreed from time to time by the Unit and JISC.

Glossary of terms

DPA – Data Protection Act

FOI – Freedom of Information

MU – JISC Monitoring Unit

SD – Service Description

SLA – Service Level Agreement

Functions of the JISC Monitoring Unit

4. Maintain a schedule of data held by the MU on JISC's behalf; publish a data-retention policy, DPA statement and FOI statement covering these data holdings.
5. Maintain an authoritative database including:
 - 5.1. a schedule of the educational organisations for which JISC funders require service provision, including names and addresses of key organisational contacts; and specifically:
 - 5.2. the schedule of JISC-funded JANET connections;
 - 5.3. a schedule of JISC Service Providers, including contact information of key individuals;
 - 5.4. the JISC Banding list;
 - 5.5. other *ad hoc* information relating to membership of the "JISC family";
 - 5.6. a naming scheme with an ID for each unique database entity which can cope with changes (e.g. institutional mergers) whilst maintaining historical records;
 - 5.7. mappings to other lists of descriptors used by JISC for database entities.
6. Gather and hold data about JISC Services on behalf of JISC and its funders. The data should be ingested so far as possible in raw format. If possible, data-gathering processes will be automated to minimise demands upon service providers. The Unit will undertake research into and development of innovative forms of data-gathering in machine-readable formats which may be required for new data-gathering processes. Data to be gathered and held includes:
 - 6.1. authoritative Service Descriptions (SDs);

- 6.2. authoritative Service Level Agreements (SLAs);
 - 6.3. Service performance and usage data as defined in the data-gathering descriptors in SDs and SLAs;
 - 6.4. Service data including raw data from JISC- and Service Provider-commissioned surveys in a format suitable for independent analysis;
 - 6.5. Service Provider operating plans and updates;
 - 6.6. Service Provider budgets, updates and outcomes;
 - 6.7. other information as appropriate.
- 7. Provide management information and support for the service management activities of the JISC Services Group including:
 - 7.1. highlight and exception reports to an agreed schedule;
 - 7.2. other reports upon request;
 - 7.3. attendance at service management meetings as appropriate.
- 8. Provide reports for the JISC Executive including:
 - 8.1. standard reports to a regular schedule e.g. Board, sub-committees, portfolio-review process;
 - 8.2. one-off reports, specialised for specific purposes as appropriate (subject to capacity and possible cost-recovery).
- 9. Assist the JISC Services Group in the process of negotiating and reviewing Service SDs & SLAs including:
 - 9.1. maintain and supply templates to assist in the construction of service levels;
 - 9.2. introduce new Service Providers into the data-gathering process;
 - 9.3. help Service Providers collect data in a reasonable way;
 - 9.4. audit the data-gathering processes and procedures of existing Service Providers;
 - 9.5. attend SLA- and SD-design and review meetings as appropriate.
- 10. Provide a survey capability (subject to capacity and possible cost-recovery) to:
 - 10.1. assist the JISC Market Research Team conduct the Annual JISC Survey;
 - 10.2. assist the JISC Executive to design and conduct surveys as appropriate;
 - 10.3. assist JISC Service Providers with their own survey work either at the design stage or for the whole process, as appropriate;
 - 10.4. take in raw survey data from other sources for analysis;
 - 10.5. coordinate survey work across the JISC Services Portfolio to optimise timings, reduce conflicts and "survey fatigue".
- 11. Other work for the JISC Executive as appropriate (subject to capacity and possible cost-recovery).

Reporting and accountability

12. The MU is operated under a collaborative agreement between HEFCE and the University of Kent.
13. MU staff are members of the University of Kent's Information Services department and employees of the University of Kent.
14. The Manager of the MU is a team leader and line manager to staff of the MU. The Manager reports to the University of Kent's Director of Information Services (or its nominee). Career development and appraisal of MU staff is the responsibility of the University of Kent.
15. For the purposes of day-to-day operations, the MU Manager (and other staff as appropriate) attend JISC Executive team meetings and report to the JISC Executive on operational matters relating to JISC business.
16. The University of Kent is the Data Controller for data collected and held by the Monitoring Unit. Sharing of confidential data between the Unit and the JISC Executive is subject to confidentiality clauses in the collaborative agreement. Other clauses in the agreements between HEFCE and the University of Bristol and HEFCE and King's College London may also apply when confidential data is shared between the Monitoring Unit and members of the JISC Executive based in those institutions.

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