

DRS ROLES & RESPONSIBILITIES

Last updated: 1/10/2017

Area	Preservation Services	Library Technology Services
Oversight	<ul style="list-style-type: none"> • Business owner (FF) • Liaise with library leadership with respect to applicable policies • Create and maintain preservation and usage policies • Coordinate DRS preservation audits 	<ul style="list-style-type: none"> • Technology owner (TR) • Liaise with IT leadership with regard to applicable technology policies • Apply IT security and privacy policies to the DRS • Contribute to DRS audits
Management	<ul style="list-style-type: none"> • Manage DRS service (encourages appropriate use, initial contact for service, provides context related to other services at Harvard and beyond) • Work with the Library's financial group to manage DRS finances and cost model • Create and periodically review high-level roadmap for sequencing enhancements and major bugs 	<ul style="list-style-type: none"> • Manage DRS system development, system administration, testing, documentation and support teams • Refine and periodically review roadmap based on technical and resource considerations
Service Requirements	<ul style="list-style-type: none"> • Represent the users' interests/needs and preservation needs of the content • Coordinate development of high-level functional requirements as needed <ul style="list-style-type: none"> ○ Solicit input from stakeholders ○ Communicate requirements to development team ○ Communicate status to stakeholders • Prioritize enhancements/major bugs <ul style="list-style-type: none"> ○ Solicit feedback from stakeholders on prioritization or plans for addressing enhancements/major bugs ○ Communicate priorities to development team ○ Communicate status to stakeholders • Sets guidelines for prioritizing all bugs • Monitor and assess external preservation tools and services to determine applicability toward meeting user and/or preservation requirements • Participates in review of user interface designs 	<ul style="list-style-type: none"> • Collaborate on functional requirements so that they can be implemented • Seek clarification of functional requirements when needed from Preservation Services • Create technical requirements and specifications • Design and solicit stakeholder feedback on user interfaces • Monitor IT security, scalability and privacy requirements relevant to the DRS • Provide information to Preservation Services and the Harvard Library to inform budgetary requirements (e.g. infrastructure costs and replacement schedule, project-specific costs such as contractors)
Enhancements	<ul style="list-style-type: none"> • Participates in go/no go decisions when advised by LTS that there are significant or unusual release risks • Participate in release planning 	<ul style="list-style-type: none"> • Develop or install software • Plan and make software releases • Provide updates on enhancement/bug fixes to DRS manager

		<ul style="list-style-type: none"> • Leverage and optimize existing software and infrastructure at Harvard and beyond
Operations & Maintenance	<ul style="list-style-type: none"> • Participate in storage refresh planning and decisions by specifying preservation requirements • Provide LTS with growth estimates 	<ul style="list-style-type: none"> • Prioritize routine bugs • Fix bugs • Design, acquire or lease, set up and maintain technical infrastructure • Create test and documentation plans • Test, document and monitor systems • Perform routine operating system, technology and server upgrades
Content & Metadata	<ul style="list-style-type: none"> • Create and maintain preservation plans including format migrations • Produce DRS and preservation reports • Monitor and advise on new and obsolescent formats and technology • Develop and maintain DRS content models • Sign off on changes to content characterization • Perform fixes to content and metadata as needed • Perform large-scale deletions or expungements when necessary • Produce reports on content and metadata as needed • Analyze content identified as potentially having viruses 	<ul style="list-style-type: none"> • Analyze metadata as needed • Develop or identify metadata schemas for use • Monitor and notify the DRS manager about DRS content using integrity checks • Monitor the content for viruses and other malware • Maintain up-to-date virus checker software • Replace corrupted DRS content with good copies when necessary • Perform format and metadata migrations • Troubleshoot deposit and delivery problems related to content and metadata
User communication, outreach and support	<ul style="list-style-type: none"> • Make DRS/digital preservation presentations • Advertise/market DRS service • Provide preservation guidance and consultation services 	<ul style="list-style-type: none"> • Demo software • Develop and deliver training • Provide user support • Communicate system outages and upcoming changes • Communicate releases to users • Create and maintain system documentation