SUBJECT: Institutional Repositories – Federal Open Access Requirements

The implications of federal public access policies, namely the need for institutional repositories to provide public access to publications and manuscripts stemming from federally funded research, were discussed with RAC during its October 2016 and September 2015 meetings, and then with COPS at its November 2016 meeting. By way of background, on February 22, 2013, the Office of Science and Technology Policy released a memo directing each federal agency with over $100 million in annual R&D expenditures to develop a plan to support increased public access to the results of federally funded research. As of January 9, 2017, all of the federal agencies/departments that are subject to the February 2013 OSTP memo have completed their public access plans, 17 of which now require public access to newly funded research results, with three agencies/departments in the process of phasing in such requirements (OSTP Update - January 9, 2017). While each agency/department has its own public access plan, they generally require that final manuscripts or articles accepted in peer-reviewed journals and papers accepted as part of juried conference proceedings, be freely available to the public no later than 12 months following publication. The second component focuses on electronic research data, which hasn’t been phased in to the extent of the results/publications, but will be coming in the near future.

During the November 15 COPS meeting, the presidents of DSU, SDSM&T, NSU and BHSU expressed an interest in exploring a multi-institutional repository solution that would allow for each of the institutions to comply with the above-referenced open access requirements (SDSU already has Open Prairie and USD is considering implementing something similar, specific to USD). Numerous options were subsequently explored, including but not limited to, Digital Commons, CONTENTdm, DSpaceDirect and Longsight. DSpaceDirect and Longsight proved most viable, as Digital Commons, while a very robust platform, came at a much higher price point then was desired, and CONTENTdm wasn’t overly conducive for an institutional repository. Quotes and informational material provided by DSpaceDirect ($3,940 annually for 75 GB) and Longsight ($3,500 annually for 75 GB) are contained in Attachment I and Attachment II, respectively.

As of January 17, NSU and SDSM&T have indicated they are not interested in pursuing a multi-institutional repository, as they intend to pursue campus specific solutions to ensure (Continued)
compliance with the federal open access requirements. Consequently, BHSU and DSU remain the only two institutions open to collaborating on an open access solution. With only 2 of 6 campuses interested in pursuing a multi-institutional solution, the question becomes whether or not such an effort remains a viable option or if BHSU and DSU would be better served doing something similar to that of NSU or SDSM&T. In any event, compliance is mandatory and each campus must have a plan to ensure they are meeting the open access requirements associated with any federal funding flowing through their institution.

RAC will be discussing this again during their next meeting on January 31. AAC representatives should be prepared to discuss their thoughts on the foregoing, including providing a brief summary of their institution’s open access compliance plan and an estimate of the annual cost associated therewith.
## Custom Quote
Nathan Lukkes  
SD Board of Regents  
11/30/2016

**Subscription Plans**

<table>
<thead>
<tr>
<th>Plan</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
</table>
| **DSpaceDirect Small**| This plan is suited for small organizations at the beginning stages of implementing a repository that have limited content and anticipate slow growth for the repository.  
- Annual price: $3,940/year  
- Storage: 75 GB  
- Includes all standard features. Limited add-on packages available. | $3,940 |
| **DSpaceDirect Medium** | This plan is ideal for organizations at the beginning stages of implementing a repository that have a variety of content which needs to be stored and anticipate medium growth for the repository.  
- Annual price: $5,780/year  
- Storage: 150 GB  
- Includes all standard features. All add-on packages available. | $5,780 |
| **DSpaceDirect Large**  | This plan is designed for organizations at any stage of implementing a repository that have a large amount of content which needs to be stored and anticipate substantial growth for the repository.  
- Annual price: $8,670/year  
- Storage: 250GB  
- Includes all standard features. All add-on packages available. | $8,670 |

Optional [Add-On Packages](#) Are Available

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*Pricing quoted above based on annual contract with payment due upon 30 days of invoice and acceptance of standard service level agreement terms.*  
*Quote valid for 30 days from date of issuance.*  
*Quote intended for recipient listed above. Please do not redistribute.*
Standard Features (All Subscription Sizes)

- Hosted DSpace installation of latest open source software release
- Managed system administration, including server set-up, nightly server snapshots, server maintenance, overall system administration best practices
- Annual upgrade to the current DSpace open source software release when available
- Unique and persistent identifiers for all digital content via Handle System
- Organize your DSpaceDirect content into collections based on local requirements
- Search engine optimization for Google, Google Scholar, etc. (includes sitemap creation)
- Basic site branding, including the following:
  - custom color scheme
  - custom logo and favicon
  - basic header, footer, and menu edits (e.g. color scheme, text changes, minor styling, etc.)
  - custom introductory text
  - For examples of this basic site branding, please see:
    - http://demo.dspacedirect.org (default styles)
    - http://sample1.dspacedirect.org (custom color scheme, logo, left main menu)
    - http://sample2.dspacedirect.org (custom color scheme, logo, minor styling changes)
- DSpaceDirect URL (e.g. [yoursite].dspacedirect.org)
- User, group, and permissions management through the DSpaceDirect administrative console
- Basic usage statistics and reporting
- Integration with Google Analytics (optional)
- Access to customer support ticket system including 10 free support requests in the first 90 days
- Ability to upgrade your DSpaceDirect subscription plan at any time when more storage is needed
- Customizable approval workflow
- Customizable deposit license for content submissions
- Ability to batch edit metadata through the DSpaceDirect administrative console
- Ability to migrate to a locally hosted installation of DSpace at any time should customer choose
- DuraCloud integration creates an additional backup copy of DSpaceDirect content and then replicates the copy to DuraCloud where automated content health checks are performed regularly

Pricing quoted above based on annual contract with payment due upon 30 days of invoice and acceptance of standard service level agreement terms.

Quote valid for 30 days from date of issuance.

Quote intended for recipient listed above. Please do not redistribute.
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Longsight presents for your consideration the open source application, DSpace, the most popular open source repository software on the market, in use at more than 1,800 libraries, museums, universities, consortia, government agencies and organizations world-wide.

DSpace comes from stakeholders in the digital library and repository universe, not corporate stockholders. DSpace is fully open source in every sense of the concept. DSpace may be used freely without any licensing fees. It is flexible, scalable, can be customized or extended without limit, capable of storing and managing content of any format and incorporates best practices and standards from the library profession to ensure compatibility with other systems. For these reasons, DSpace is the application of choice for institutional and media repositories, archives and open-access databases.

The entire community “owns” DSpace; it is not exclusively Longsight’s software. Longsight provides comprehensive services to institutions that use DSpace and by virtue of its fully open software license, DSpace cannot “bought out” or removed from the open space arena. Organizations that select DSpace take control and ownership over their technological destiny, and because DSpace constantly evolves according to the needs of stakeholders (not corporate stockholders), your organization can always be at the forefront of best practices in institutional repositories.

Longsight offers a suite of comprehensive services allowing institutions around the world to implement and customize DSpace quickly and use it successfully without having to hire or develop local expertise. Longsight is an objective advisor, unparalleled service provider and trusted partner who shares your perspective. This perspective comes from decades of front-line experience in higher education and non-profit IT management, which allows us to take a forward-looking, collaborative and unbounded approach to enhancing learning and archival technologies. We strive for 100% client satisfaction by offering comprehensive, reliable and secure services without vendor lock-in strategies so institutions can lower their risk and be confident in their decision.

**DSpace Hosting Services** provides production hosting and comprehensive support including access to a dedicated and branded instance(s) of DSpace with no long-term investments allowing you to focus on your programs instead of the underlying technology. For those institutions that need to run DSpace locally, we offer **DSpace Management Services** to support your self-hosted DSpace installation.

Longsight support for DSpace is comprehensive. As part of our strategy to protect your choices, our services are based on support for DSpace as it is openly developed by the global, DSpace community. You will always have access to the most current version and features including third-party add-ons. Our experts work are contributors to the DSpace community; your needs are addressed quickly and accurately. As your advisor, we are there to help plan your project, migrate data from existing systems, configure DSpace to align with your policies and identities, offer onsite and online training, integrate DSpace with other services and customize the application to fit your specific needs.
PROPOSED SERVICE: DSPACE HOSTING SERVICES

DSPACE HOSTING SERVICES ARE

- Hosted with unparalleled reliability and data security
- Installed, configured, branded and continuously monitored
- Managed system administration
- Upgraded and patched regularly in close consultation with you
- Complete with all core DSpace features, basic statistics, reporting, Google Analytics, persistent URLs
- Supported with optional services for training, content migration, customization, authentication and more
- Based on a fully open exit and migration strategy – no contract lock-in

LONGSIGHT WILL:

- **Plan, install, configure and maintain the current release of DSpace** on AWS servers managed by Longsight with an architecture designed for high-performance and reliability. Longsight’s Service Level Agreement pledges 100% uptime. DSpace will run in the cloud on multiple, redundant web application and database servers with load balancing, failover protection and clear security and privacy policies.

- **Brand your DSpace instance** with the appropriate logo or banner to represent South Dakota Board of Regents and map the domain name of the service (e.g., archives.sdbor.edu, dspace.sdbor.edu, etc.).

- **Provide unlimited bandwidth** for accessing your DSpace content.

- **Provide an initial allocation of mass storage** with additional mass storage available at commodity pricing. Refer to Costs below for storage increments and corresponding pricing for hosted solutions. Note that all allocations of mass storage include a three-fold allocation for production, mirroring and backup and unlimited bandwidth to manage and access the content.

- **Provide complete hosting features** such as backup, emergency 24x7 support, disaster mitigation services.

- **Test and install stable upgrades and tools** in close coordination with your designated staff members. Upgrades are typically released once each year. Implementation of each upgrade is scheduled in advance and only after consultation with local administrators. Stable releases including bug fixes and new features will be assessed by Longsight before dissemination. Outside of these stable upgrades, bug fixes are applied in a timely manner as needed in close consultation with local staff. No upgrade will be forced or scheduled without prior approval from designated staff.

- **Administer and maintain the integrity of the servers** on which your instance of DSpace runs.

- **Provide security and privacy provisions** that are backed by more than $2 million in liability coverage for us and our clients (see Appendix 4).

- **Monitor the performance** of DSpace continuously and address server-side factors that limit performance.
• **Provide access to a shared test instance** of DSpace for purposes of testing and experimentation. This instance will be provided in a separate “container” that is isolated from production systems to eliminate disruptions.

• **Provide Tier 2 technical support** for designated staff members who in turn can support their constituent’s direct involvement with DSpace. These hours are in addition to the above “core” services to host and maintain the application. Two hours per year are included without additional cost.

  o **Support for routine (non-emergency) Tier 2 issues** will be provided by email (support@longsight.com) and web site (support.longsight.com) 24 hrs a day, 365 days each year with a target response within four business hours (Monday through Friday, 8AM-8PM ET) and a resolution within 24 business hours.

  o **Support for emergency problems** (e.g., outage, service inaccessible) will be received by telephone (740-599-5005, option 1), by email (support@longsight.com) or web site (support.longsight.com), 24 hrs a day, 365 days each year, handled by a person within one hour and resolved as quickly as possible.

  o Refer to Appendix 1 for a description and diagram of the Longsight support model. Additional hours of Tier 2 support are immediately available on an as needed basis.

**THE HOSTED DSPACE ADVANTAGE**

• **Access to state-of-the-art tools for cataloging, archiving and delivering all digital formats**, for your staff and audiences. It is strategic that you have access to modern tools; it is not strategic to own and operate these services when specialists such as Longsight can. This includes all native DSpace functionality – communities, collections, basic usage statistics and reporting, permissions management, approval workflows, batch metadata editing, customizable deposit license and more.

• **Cost-effective solutions.** There is no software to install, no local servers to dedicate and no systems to administer, maintain and replace.

• **A dedicated instance of DSpace that will run on multiple web application and database servers**, providing the highest level of application reliability in the market. You know where your data are and what policies define your data security and privacy.

• **Constantly monitored system performance** to ensure that nothing limits your access and use of DSpace including bandwidth, mass storage or performance.

• **Fixed costs** without any long-term commitment to licensing fees or hardware. Our clients have realized cost savings over commercial systems of 30-90%, allowing precious resources to be reallocated to other needs.

• **No proprietary or vendor lock-in.** With DSpace hosted and supported by Longsight, you will maintain all your options. We help you get the most out of open source applications however you define that.

• **Truly custom solutions.** Longsight provides a clear path forward if you need more space, consulting, support, customizations or development of new features. Longsight’s DSpace experts are highly-regarded contributors...
to the DSpace community. We openly contribute enhancements that we develop back to the DSpace community. We can also integrate proprietary, third-party applications with DSpace.

- **Staff experience managing open source applications**, including the ability to explore new ideas through a separate development instance of DSpace. We help you become self-sufficient.

- **Clear and open exit strategy.** Your content, configuration, even the branding, customizations and DSpace code itself will be provided should you choose another service provider or take over your own operations.

## COSTS OF DSPACE HOSTING SERVICES

Longsight offers highly competitive pricing for DSpace hosted services, with options for services to increase the size of your archive, or for customizations. All prices are in USD.

Annual hosting, including all services noted above for DSpace Hosting Services:

<table>
<thead>
<tr>
<th>SIZE OF REPOSITORY (GB)</th>
<th>COST PER YEAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>75</td>
<td>$3,500</td>
</tr>
<tr>
<td>100</td>
<td>$4,000</td>
</tr>
<tr>
<td>150</td>
<td>$4,750</td>
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<tr>
<td>1,000 (1TB)</td>
<td>$9,300</td>
</tr>
<tr>
<td>1,500 (1.5TB)</td>
<td>$10,700</td>
</tr>
<tr>
<td>2,000 (2TB)</td>
<td>$11,500</td>
</tr>
</tbody>
</table>
OPTIONAL SERVICES

Additional Tier 2 (technical) support:
Normal business hours of 8AM-6PM EST, M-F .................................................................$150/hr
All other times.........................................................................................................................$175/hr

Training
Onsite (per day per trainer plus expenses) .................................................................$2,500/day/trainer
Online .......................................................................................................................... $400 per ninety-minute session

Additional mass storage:
Each 100GB of additional storage
including bandwidth, backup and our service level agreement.................................................$1,000/yr

Customizations and new features:
For customizations that require code development beyond DSpace configuration options, Longsight provides estimates for your approval based on your specifications.

Tier 3 (development) support (normal business hours of 8AM-6PM EST, M-F).................$175/hr

This includes content migration from existing repositories, integration of DSpace with authentication services such as AD, LDAP, Shibboleth, bulk upload processing, restoring files deleted in error by client, etc.

Advanced features (contact Longsight for detailed costs):

Mirroring of data across multiple AWS regions
Open Archives Initiative features
Extended statistics and reporting
SWORD integration
For organizations that need to host their instances of DSpace on the own servers locally, Longsight offers DSpace Management Services as an alternative to our DSpace Hosting Services described above.

Longsight’s DSpace Management Services will enable the Board of Regents to operate one instance of DSpace on local hardware with immediate access to unparalleled support and technical services. DSpace Management Services allow your staff to direct their attention to content management and strategic programmatic needs.

DSpace Management Services can be configured in many ways to suit your needs. In general, Longsight will provide the following services:

- **Assess an existing installation or install and configure the latest release of DSpace** on servers exclusively dedicated to DSpace by the Board of Regents\(^1\).

- **Basically brand DSpace** with the appropriate logo or banner to represent South Dakota Board of Regents.

- **Test and install stable upgrades and patches** as provided by the DSpace community in coordination with your staff members so as not to disrupt services.

- **Provide Tier 2 technical support** for designated staff members who in turn can support their constituent’s direct involvement with DSpace. These hours are in addition to the above “core” services to host and maintain the application. Twenty hours per year are included.
  
  - **Support for routine (non-emergency) Tier 2 issues** will be provided by email (support@longsight.com) and web site (support.longsight.com) 24 hrs a day, 365 days each year with a target response within four business hours (Monday through Friday, 8AM-8PM ET) and a resolution within 24 business hours.
  
  - **Support for emergency problems** (e.g., outage, service inaccessible) will be received by telephone (740-599-5005, option 1), by email (support@longsight.com) or web site (support.longsight.com), 24 hrs a day, 365 days each year, handled by a person within one hour and resolved as quickly as possible.
  
  - Refer to Appendix 1 for a description and diagram of the Longsight support model. Additional hours of Tier 2 support are available on an as needed basis.

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\(^1\) Resource provisioning must meet reasonable standards for server-side performance (number of servers, processing capacity, memory and bandwidth). **Longsight requires Red Hat Enterprise Linux or CentOS as the operating system.** Uptime warranties in our hosted service level agreement do not apply to Management Services. The client is responsible for all hardware and operating system maintenance, replacement and network configuration and operation and must provide secure access to Longsight staff to fulfill application maintenance duties.
COST OF DSPACE MANAGEMENT SERVICES

Longsight offers DSpace Management Services at a fixed fee regardless of the size or scale of the repository. All costs are in USD.

Annual cost for DSpace application maintenance including services noted above for DSpace Management Services.............................................................................................................$10,000/yr

OPTIONAL SERVICES

Additional Tier 2 (technical) support:
Normal business hours of 8AM-6PM EST, M-F ..............................................................................................................$150/hr
All other times..................................................................................................................................................$175/hr

Training
Onsite (per day per trainer plus expenses) .............................................................................................................$2,500/day/trainer
Online ...................................................................................................................................................$400 per ninety-minute session

Additional mass storage:
Each 100GB of additional storage including bandwidth, backup and our service level agreement...........................................$1,000/yr

Customizations and new features:
For customizations that require code development beyond DSpace configuration options, Longsight provides estimates for your approval based on your specifications.

Tier 3 (development) support (normal business hours of 8AM-6PM EST, M-F) .........................$175/hr
This includes content migration from existing repositories, integration of DSpace with authentication services such as AD, LDAP, Shibboleth, bulk upload processing, restoring files deleted in error by client, etc.

Advanced features (contact Longsight for detailed costs):
Mirroring of data across multiple AWS regions
Open Archives Initiative features
Extended statistics and reporting
SWORD integration
Tier 1 problem reports (end user issues such as student and faculty inquiries) will typically be handled by client or client employees but may be escalated by the client to Tier 2 status.

Tier 2 reports (questions about the operation of supported services, reports of software bugs, requests for feature additions, etc.) will be submitted to Longsight via email, by phone or during the routine monthly conference calls and handled on a priority basis. Tier 2 problem reports will be counted against the contracted annual allocation of support hours.

All emergency reports concerning web service availability, outages or other conditions that broadly affect the client’s services shall be reported by telephone (preferred) or by email.

All problem reports will be submitted by client employees to support@longsight.com or by telephone to the Longsight offices (1-740-599-5005). Email reports flow immediately into Longsight’s problem tracking systems and will be confirmed by return email. Phone reports will be entered into the problem tracking system when received.

In the event that the client’s services are inaccessible for a period of more than four (4) hours, Longsight will arrange for a conference call with client staff members to discuss the situation and plan for recovery.
ATTACHMENT II

EMAIL SUBMISSION TO SUPPORT@LONGSIGHT.COM

CALL TO TECHNICAL SUPPORT: 740.599.5005

WEB FORM SUBMISSION TO SUPPORT.LONGSIGHT.COM

Problem entered into ticket tracking system

Problem resolved by Senior Technical Lead

Problem entered into ticket tracking system

Problem resolved by Senior Technical Lead

Problem entered into ticket tracking system

Problem resolved by Senior Technical Lead

Senior Technical Lead enlisted

Problem resolved by Senior Technical Lead

Return call to liaison and involved staff

Problem resolved by Senior Technical Lead

PROBLEM CLOSED
Longsight’s support for DSpace may be used flexibly according to your needs:

**TIER 2 TECHNICAL SUPPORT**

End-user or patron issues are Tier 1 concerns. If they cannot be resolved at the local level, your staff can escalate them to Longsight as Tier 2 issues. Tier 2 reports may be filed by email, through Longsight’s support web site or by telephone.

All urgent needs (e.g., system not functioning as expected, affecting many users of the system) will be reported by telephone (24/7 coverage). In the event that your DSpace services are inaccessible for a period of more than four (4) hours, Longsight will arrange for a conference call with your designated staff members to discuss the situation and plan for recovery.

**DESIGN AND IMPLEMENTATION OF CUSTOMIZATIONS**

Longsight will work with your staff to prepare specifications for any customizations as long as they remain within the context of the DSpace community and are released as open source back to the DSpace community. We feel it is vital to contribute enhancements to this community software so that the application is not forked into variants that must be maintained locally. This strategy enhances the application while minimizing your long term costs through application upgrades.

Longsight staff will implement prioritized customizations at an hourly rate for development work, the rate to remain fixed for the period of the agreement. Longsight can assist with additional graphic design work as well; costs of such projects will be estimated in advance and the design approved in advance of implementation. It is also possible to edit submission workflows and forms. Longsight staff can implement such changes and transfer the knowledge on how to accomplish such changes to Client staff, as appropriate.

**BATCH CONTENT MIGRATION**

Longsight will adapt existing batch ingestion methods (ours or those from the community) or create new processes for automating the migration or ingestion of content into DSpace.

**FILE RESTORATION SERVICES**

Longsight will plan and implement a daily backup procedure for the DSpace repository and code including customizations. File restorations as a result of client errors will be charged against allocated support hours.
APPENDIX 3: DSPACE TRAINING

ONSITE, HANDS-ON AND CUSTOMIZED

Our team of experienced trainers will lead a full- or partial-day session on all major aspects of DSpace. These hands-on sessions are customized to meet your specific needs, for either or both technical support staff and faculty members. Our trainers present, coach, consult and answer questions. Your participants will work within your DSpace instance so they continue to have access to their work after the training.

INTERACTIVE, ONLINE AND CUSTOMIZED

Longsight trainers will lead an interactive web presentation for administrators or end users that focuses on major topics such as metadata workflows, changing submission forms, options for e-people, groups and permissions, OAI harvesting, public access options, etc. As with all of our training programs, the online curriculum can be customized to meet your specific needs. Your staff and faculty can access these ninety-minute online sessions at up to ten different locations when they are offered. Longsight’s web conferences on DSpace are an excellent follow-on to our onsite training program or a refresher on new tools and uses.

ONLINE, ANYTIME, JUST-IN-TIME

The international DSpace community has created a wealth of online and just-in-time resources about DSpace such as the “DSpace Course” at Aberystwyth University (http://cadair.aber.ac.uk/dspace/handle/2160/615) and a large collection of YouTube videos. Longsight also provides recorded training sessions.
The purpose of this document is to specify Longsight’s policies with regard to information security and privacy. The document is reviewed annually and maintained by Longsight executives. The target audience for the policies is both Longsight employees as well as Longsight clients.

1. DATA ACCESS

1.1. General

1.1.1. Data access will be limited to those with a "need to know" and controlled by Client. Client will maintain accurate authentication and authorization data to determine access within the Client instance of a Longsight-hosted or managed service. Longsight is not responsible for the security of Client’s authentication services or Client passwords that are compromised outside of Longsight-hosted services.

1.2. Physical access:

1.2.1. Longsight data centers will provide 24x7 staffing with escorted access provided only to specifically authorized, full-time Longsight employees. Data center staff will provide supervised access to hardware repair representatives only with Longsight’s specific approval.

1.2.2. As much as possible, data exchanges will take place using encrypting protocols over secure network connections. Only under exceptional circumstances should Longsight employees store or transport any client data on personal or company-provided mobile devices (laptops, netbooks, smartphones, portable storage devices, etc.). If such storage is needed, data shall be stored for as little time as possible and always encrypted and password protected. Any exceptions must be reported immediately to a Longsight partner.

1.3. Virtual access:

1.3.1. Longsight employees’ access to client services and systems will be managed through one centralized LDAP authentication service. This will provide a single point of management for staff access as well as convenience so that staff can follow the credentialing requirements per the Longsight Employee Handbook which are:

1.3.1.1. All passwords must be at least eight characters long.
1.3.1.2. All passwords must include at least one number or special character.
1.3.1.3. Staff must change their passwords at least once each six months.
1.3.1.4. Staff cannot reuse old passwords or use passwords that are words found in an English dictionary.

1.3.2. Staff access to Client services of all types will end immediately upon termination of employment with Longsight.

1.3.3. Longsight’s email and shared document services are hosted by Google Apps for Business, access to which must use two-factor authentication. Longsight’s operational file store is hosted by Longsight, access to which must use sFTP.
1.3.4. All endpoints (Longsight’s and Clients’) will maintain current certificates.

2. SECURITY STANDARDS

2.1 All Longsight computers and systems including those used by Longsight employees in the conduct of their work will be protected by acceptable industry practices for antivirus, firewalls, and network and system intrusion detections systems.

2.2 All systems used in the storage, processing, transmittal and display of data will have operating systems that are current in release, with unneeded services disabled, with default administrator access shut off, and with all critical security patches updated within 24 hours after the release of the patch.

2.3 Routine event monitoring will be conducted by Longsight.

   Longsight will engage in an annual security audit and identified issues will be fixed or mitigated within 90 days of the audit report.

2.4 All Longsight hosted services that send or receive Client data must utilize appropriate encryption methods (SSL, sFTP, VPN, etc.). Clear text transactions are not permitted.

3. PRIVACY COMPLIANCE

3.1 All Client data are considered to be confidential.

3.2 Longsight agrees to comply with all state and federal privacy and security legislation as required by law.

3.3 The Longsight Employee Handbook which must be signed before employment begins includes a Confidentiality Agreement. Compliance with the agreement is mandatory. In part, the Agreement states:

   Information that pertains to Longsight’s business, including all nonpublic information concerning the Company, its vendors and suppliers, is strictly confidential and must not be given to people who are not employed by Longsight. Violation of these policies is grounds for dismissal.

   See the Longsight Employee Handbook for further details on this requirement.

3.4 Longsight employees will immediately report any observed, attempted or suspected security incidents to a Longsight partner including theft, loss or misplacement of media, computing equipment or devices, unauthorized access or disclosure of information, or notification of malware on a Longsight owned and/or managed system.

3.5 All exposures of data to unauthorized persons will result in Longsight notifying Client within four hours of discovery. No notification to those whose data have been exposed will occur without prior discussion with Client.

3.6 Client will ensure that no personally-identifiable Social Security numbers or medical records or medical insurance data covered by HIPAA are stored in any Longsight-hosted service.

3.7 In the course of providing services during the term of the contract, Longsight may have access to student education records that are subject to the US Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. 1232g, et seq. and the regulations promulgated there under. Such information is considered confidential and is therefore protected. To the extent that Longsight has access to “education records” under this contract, it is deemed a “school official,” as each of these terms are defined under FERPA. Longsight agrees that it shall not use education records for any purpose other than in the performance of this contract. Except as required by law, Longsight shall not disclose or share education records with any
third party unless permitted by the terms of the contract or to subcontractors who have agreed to maintain the confidentiality of the education records to the same extent required of Longsight under this contract.

3.8 In the event any person(s) seek to access protected education records, whether in accordance with FERPA or other Federal or relevant State law or regulations, the Longsight will immediately inform Client of such request in writing if allowed by law or judicial and/or administrative order. Longsight shall not provide direct access to such data or information or respond to individual requests. Longsight shall only retrieve such data or information upon receipt of, and in accordance with, written directions by Client and shall only provide such data and information to Client. It shall be Client’s sole responsibility to respond to requests for data or information received by Longsight regarding Client data or information. Should Longsight receive a court order or lawfully issued subpoena seeking the release of such data or information, Longsight shall provide immediate notification to Client of its receipt of such court order or lawfully issued subpoena and shall immediately provide Client with a copy of such court order or lawfully issued subpoena prior to releasing the requested data or information, if allowed by law or judicial and/or administrative order.

3.9 If Longsight experiences a security breach concerning any education record covered by this contract, then Longsight will immediately notify the Client and take immediate steps to limit and mitigate such security breach to the extent possible. Longsight agrees to indemnify and hold the Client harmless for any loss, cost, damage or expense suffered by Client, including but not limited to the cost of notification of affected persons, as a direct result of the unauthorized disclosure of education records.

4. DATA STORAGE AND RETENTION

4.1 Daily backups of systems, files and data will be done on a cyclical basis, so that any restoration of the system will not result in more than 24 hours of data loss provided Longsight is notified immediately. Longsight shall retain backup sets remotely for 30 days after creation.

4.2 Longsight shall maintain a separate Disaster Recovery Plan and share the appropriate elements of the Plan with the Client.

4.3 Longsight’s data retention policy is part of every contract between the firm and our clients and states:

“Thirty (30) days prior to any termination of this agreement, Longsight will transfer electronically all of Client’s data and developed software to Client. Within thirty (30) days of any termination, all client data will be removed from Longsight servers and mass storage systems. Both parties will cooperate and offer reasonable assistance as required in connection with the transfer or termination of the services.”

5. ACCEPTABLE USE

5.1 Longsight employees and Client will follow Longsight’s established policies and procedures for acceptable computer use published as a separate document (Acceptable Use Policy).

6. INSURANCE

6.1 Longsight will present evidence of $2 million or more in liability insurance including cyber risk insurance.
DENNIS (MASSACHUSETTS) HISTORICAL SOCIETY

Longsight hosts and supports this regional museum’s repository of historical images and documents that capture the rich history of this coastal New England town.

http://archive.dennishistsoc.org/

CONTACT:
Mitzi Kruger, Archivist
Dennis Historical Society
P. O. Box 607
South Dennis, Massachusetts 02660 USA
The Saylor Foundation mission is to make education freely available to all by driving down the cost of education. Longsight hosts and supports their instance of DSpace, which is branded as the Saylor Media Library.

http://library.saylor.org/
The Woods Hole Library called upon Longsight in 2009 to bring their initial foray into DSpace into production. We installed DSpace 1.5.2 for the Woods Hole Open Access Server (WHOAS) and customized the XML interface according to design specifications. Longsight continues to provide management and customization services for WHOAS.

Longsight recently completed development and implementation of a new showcase site for The Marine Biological Library at Woods Hole. Longsight developed the Embryo Project site in Drupal using REST technologies to integrate with DSpace dedicated to the project.

CONTACT:
Ann Devenish, Publication Services
MBLWHOI Library, Woods Hole, Massachusetts
adevenish@whoi.edu
(508) 548-3705
In 2009, we upgraded to 1.5.2 from an existing instance of DSpace operated by the IT Division of the State Library using Oracle as the underlying database with the Manakin (XML) user interface. Longsight migrated data and local customizations from an existing DSpace 1.3.2 instance to this new instance. We developed a web crawler application that harvests data from state government websites for deposition with appropriate metadata into DSpace. In 2012, the Library migrated all DSpace content into DSpace instances hosted by Longsight.

CONTACT:
Alix Quan, Head of Reference
State Library of Massachusetts
alix.quan@state.ma.us
617-727-2403
For five years, Longsight hosted the College in a shared, consortial instance of DSpace used by more than a dozen institutions. In 2012, the College committed to a dedicated instance of DSpace and continues to host with Longsight.

https://cache.kzoo.edu/

CONTACT:
Stacy Nowicki
Kalamazoo College
Stacy.Nowicki@kzoo.edu
269-337-5750
Longsight provides DSpace Management Services for the Library’s Digital Collections, which seek to increase access to the Library’s unique historical resources and new digital projects.

CONTACT:
Amanda Stone, Innovation & Digital Librarian
South Carolina State Library
astone@statelibrary.sc.gov
(813) 734-4816
Longsight provides DSpace Management Services for the University's Scholarly Online Access Repository, including branded collections for related institutions.

CONTACT:
Heather Oswald, Archivist
Kennesaw State University
hoswald@kennesaw.edu
(678)-797-2682
Longsight hosts and supports this international organization’s repository of reports and assessments that deal with sustainable development and environmental protection in the Arctic.

CONTACT:
Linnea Nordström
Website Officer, Arctic Council Secretariat
University of Tromsø, Norway
linnea@arctic-council.org