Work Request

0108 Partner College E-resource Access

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# Document Purpose

The purpose of this document is to formally request project work involving Digital IT. You should complete as much as you can on this form, including as much detail as you can. This will allow the DIT Programme Management Office to carry out an Impact Assessment on your request. If further information is required, someone from DIT will be in touch.

# Your Details

|  |  |
| --- | --- |
| Your Name | Andy Bourne / Jenny McNally |
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| Role | Digital Librarian |
| Department | Library |
| Sponsor Name | David Clay & Jo Purves PVC International & Regional Partnerships RKC |
| LANDesk Reference | Originally REQ/76000 – replaced by NSSR REQ/76003 |
| Request Name | Partner College E-resource Access |

## Background (As-Is)

The Library is asked to provide access to University library services and resources for students on partner programmes and for partner staff. Where a specific set of resource requirements have been identified as part of a partnership arrangement and are to be provided by University of Salford, we are currently technically unable to deliver access to just those selected resources.

The University strategy is to growing and diversifying its international activity by developing international strategic partnerships and programmes that will enable the growth of student numbers. We are seeing an increasing number of partnership programmes, and the University is committed to supporting students on these programmes to succeed in their studies.

Without this development, we are unable to provide access to information resources for programmes delivered with partner organisations. These students are based off campus, and will be accessing the resources for their studies electronically. These resources are licensed from publishers, for use by staff and students of the University of Salford from within the UK. Staff and students on affiliated or franchised programmes, delivered with partner institutions, by the University of Salford from satellite campuses in the UK and internationally are excluded.

Where we are able to negotiate and pay for secure access to a subset of electronic resources in support of a partnership arrangement, a technical solution is required in order to control access to them, and ensure that we remain within the terms of the licence agreements.

Access to the library’s electronic resources is controlled through Open Athens, the University’s single sign on solution. Open Athens has not been configured to provide granularity of access to resources, and we are therefore in a position that these students will be either provided with access to all the Library’s electronic resources or none of them, rather than a subset which we could have agreements in place for. There is functionality within the Open Athens systems which would allow control of access to resources for different User groups, but in order for this to be implemented, development work would be required by Digital IT.

Schools involved in the partnerships are very keen that we are able to offer library resources offered to partners and are driving this change, however, there will be no access to library resources to students or staff on the vast majority of partner programmes unless this work is delivered.

**Impact/constraints**

Without a solution in place, the library is unable to support the University’s strategy to grow and diversify its global offering. This impacts the University’s ability to retain global partnerships and increase international student numbers.

We need to reduce the risk of breaching our licence agreements with e-resource providers. If we do not provide granular access, we are in a position of offering an all or nothing service. If we do provide access to all e-resources to partner students then we will be in breach of our licence agreements and there is a risk that a publisher will switch off access to e-resources. This would impact all students, not just students at partner colleges, and would have an effect on the student experience.

**Opportunities lost / consequential losses**

We will be unable to provide access to resources and services for students and staff on programmes delivered with partner organisations, there will be no enrichment of the experience of students studying off campus by providing them with access to learning materials. The university’s capability to deliver distance and blended learning will be severely impaired as will our ability to attract partners

If we were found to be in breach of our licence agreements, we may incur a penalty. This could consist of a financial penalty, or may result in the services provided by e-resource suppliers being restricted or removed*, for all students*. This would bring reputational damage to the University as well as impacting our whole student population.

## To-Be

To implement changes to the SSO (Single sign On) solution which will allow the library to provide e-resource access to partner institutions. This will enable US to be responsive to the University’s International Strategy to grow and diversify its international recruitment, and provide an excellent customer experience.

**The proposed change**

The change to support this would involve configuring OpenAthens to Use information from Accman or LDAP to determine whether a Username belongs to a partner college, then

1. Deny access to e-resources via Ezproxy
2. Deny direct access to all e-resources by default
3. Pass an “affiliation” attribute if the login request is for a specific e-resource provider. The e-resource provider will use the affiliation attribute to allow or deny access to specific sub-sets of its services.

This means that OpenAthens needs to be able to access information from LDAP or Accman in order to recognise that a student is from a partner college and recognise the student’s programme.

To make this information available to OpenAthens, Accman would need to be able to use Banner data to identify members of partner colleges; specifically, we understand that there is a “Campus” field that is set to a specific code for each partner college (and is blank if the student is not from a partner college), we would also need the programme code from Banner.

There would need to be an additional piece of work to identify the staff from the partner institutions.

**On-going maintenance and service delivery**

Besides the technical changes to Accman and OpenAthens, we would like to have a standard service request defined which would allow the Library to place a request via the ITS Service Desk whenever a new College/Programme/E-Resource combination needs to be added or deleted.

The request would just need to include the name of the partner college, the corresponding Banner ‘Campus Code’ value, ‘Programme Code’ and the EntityID of the e-resource supplier’s SAML SP system. The configuration change would consist of adding a set of extra OpenAthens attribute release rules following the set pattern described above.

The development should be scalable to include other affiliated groups in the future i.e. Alumni, Sconul Users, Community Access

## Benefits

**Non-financial benefits**

* We will be able to support the International Delivery Plan
* Avoids SU being in breach of e-resource licence agreements
* We will be able to support the ICZ ready curriculum
* We will be able to attract and grow our offer to partner institutions
* The university’s capability to deliver distance and blended learning
* We will enrich the student experience for our off campus and distance learners by providing them with access to learning materials
* A scalable solution which will enable US to engage with partners such as Alumni and the local community
* We will increase the growth of student numbers through international strategic partnerships and programmes

**Financial benefits**

* Avoids the significant cost of providing access to *all* e-resources for students at a partner institution (possibly 500k)
* Removes a potential liability to financial penalties or increased licensing costs.

8/5/18 – PM, Update from Angela Walker

I have been passed the following figures on the 3 partnership programmes which are due to start in September. The figures shown represent the income that the University is set to gain from the partnerships. Without the technical solution in place, this income is at risk, as well as the reputational damage that would be caused:

* RKC, YMCA (Singapore) and ICE (MSC Dental Implantology) are the 3 new partnership arrangements that would make use of the IT solution immediately.
* RKC approx. 2,000 students@ £3.5k per student £7,000,000
* ICE (Dental Implantology). Programme will have 50 students and £185k income (by Yr 4)
* YMCA (Singapore) will have up to 50 students @ £3.5k per student £175k

Aside from these programmes, there are around 500 students on current University partnership arrangements that would move over to the new IT solution as soon as the existing partnership comes up for renewal. There are also a number of new partnerships in development, with programmes for approval during 2018/19

## Constraints

**Mandatory**

Partner colleges are often not covered by our existing licences, but we have a need to allow them selective access. We need the proposed solution in order to do this while still meeting all legal and licensing requirements as specified by the contracts that we have with our e-resource providers.

**Timeframe**

We need to have the solution in place before September 2018 in time for the new academic year.

**Budget**

We are not aware of any cost implications. We believe that the changes that need to be carried out by OCLC and e-resource suppliers would be covered by our existing support contracts with those companies and would not incur any extra charge. The OALA (OpenAthens) changes are just configuration changes and do not require any new hardware or software. The ITS changes are software changes in Accman, so would not incur any direct costs for hardware or software but would require development time.

**Technological**

The various technical steps involved would be:

1. Access an additional Banner data field [“Campus”] and save it in the Accman database [ITS]
2. [Possibly] Copy the Campus field to LDAP [ITS]
3. Change OALA configuration to get the extra data field from Accman or LDAP [ITS]
4. Change OALA configuration to deny access to Ezproxy for Users with a given Campus value [ITS]
5. Change the Ezproxy “access denied” html page to offer the User a direct link to the target e-resource (or automatically redirect) [Library/OCLC]
6. Change OALA configuration so that it passes a modified SAML attribute to the e-resource provider, depending on value of Campus and Programme code [ITS]
7. Changing the configuration of the e-resource provider to allow or deny access to sub-sites based on the value of a SAML attribute [Library / E-resource supplier]

An additional piece of work to identify staff from these programmes would need to be carried out.

**Resource Availability**

Would require development resource from ITS.

Would require configuration/testing resource within the Library.

Would require support from OCLC (for Ezproxy) and the e-resource supplier.

**Extent of the development**

Stand-alone.

***Risks –***

Changes to OALA configuration for specific service providers could have unintended consequences for other e-resources. Thorough regression testing after the change would be required in order to spot any problems as quickly as possible.

## Additional Information from the Business (D.Clay, 03/11/17)

The University is entering into partnerships with external educational providers to deliver a wide range of programmes. The partner institutions want access to University of Salford library resources to be included in the partnership agreements. The library resources, for the most, part are not licensed for the Use of students on programmes delivered with or by partners. We can add partner access to the resources for a fee but, until this work is carried out, we have a binary choice between providing access to everything or nothing. The cost of licensing everything is unnecessary and prohibitively expensive.

The vast majority of our partnerships deliver programmes in specific subjects’ areas. For example, we have partnership with an institution in China to deliver Fashion programmes. It would be more cost effective to simply license and provide access to fashion and related resources. To give you some idea of the difference in costs licensing the fashion and related resources would cost between £50k and £100k, licensing everything would cost between £400k and £600k (the exact figures depend on a range of factors).

Access to library resources is frequently requested by partner organisations. Developing high quality local and international partnerships is central to the International Delivery Plan and to growth and diversity. The Schools are pressing US to get to the point where access to library resources can be offered to partners. There will be no access to library resources to students on the vast majority of partner programmes unless this work is delivered.

# Triage Meeting Recommendation

|  |  |  |
| --- | --- | --- |
| **Tabled** | **Comments** | **Recommendation** |
| 06/03/18 | Potential LDAP solution however, a wider discussion needed regarding associate accounts and how these are managed. End to end lifecycle of the student needs identified to determine how these accounts will be managed when a student leaves.  Solution will impact on Banner, AccMan and LDAP. | Project |

# Stakeholder Update Meeting

|  |  |  |
| --- | --- | --- |
| **Date** | **Comments** | **Recommendation** |
| 01/05/18 | Meeting Notes: BA, Patrick Maloney  Stakeholder: Angela Walker  Attendees: Angela Walker, Jeremy Sugden, Patrick Maloney  Updates from AW:   1. Schools are driving this change – Salford University is providing a service 2. Agreement with Publishers that they can provide granular access based on the attributes passed from OpenAthens    * We will not be in breach of our licence agreements 3. Clarification, we can identify Partner affiliation of a student from Banner data coming through Using the Campus field 4. Expected for students to log in with their current Username and Password 5. ICE is a private provider (Dentistry), Vicky Halliwell (v.halliwell@salford.ac.uk) This will be picked up by the Camus code 6. **Licences**: Students can only access resources which have been granted to them, otherwise the University will have financial penalties    * Current system logs are in place with OpenAthens which manage these 7. **AW**: will email cost saving drivers as guide to savings which could be achieved?    * Avoids the significant cost of providing access to *all* e-resources for students at a partner institution (possibly 500k) 8. **End to end lifecycle of the student**: AW: yes through banner current process. Phase 2 - Associate phase will have to be reviewed 9. **Associated (staff)/Alumni**: Access will be managed in Phase 2 10. **Accman or LDAP**: Discussions required with the architect to determine the correct solution 11. **Changes to OALA configuration for specific service providers could have unintended consequences:** Openathens (OALA), there would be a change to Accman to put in the campus code.   Main issue it TEST – Library electronic team haven a test script to run with OALA (would need to liaise with AW for a test plan e.g. early morning  See Appendix A section – Test plan to manage this work will ensure a full test is completed   1. **Breach of Partner licence agreements:** Major issues if publisher/s removes e-access, massive impact, negative and damages the reputation of the University.   This happened previously, where a student was downloading lots resources which resulted in the University access to a publisher been cut off for 24 hours  Next Steps:  We are looking at implementing ‘Student’ access within **Phase 1**, to meet the deadlines for a go live in September 18.  Associates/Alumni access will be with **Phase 2**, further discussions will need to be had with the architect to understand the correct solution required   * Week commencing Next week 7/5 - I will be meeting with the architect and devs to understand the work required for Phase 1 (student access) and Phase 2 (Associates) * Provide you with an estimate of work required for Phase 1/2, can this be achieved in by the first week in September, so that you have this information for the Validation meeting on the 16th May * WRF to be reviewed by the triage board Friday 11th May | Project |

# Appendix

## Test Plan provided by Andy Bourne 3/5/18

Test plan breakdown into smaller pieces of technical work would be roughly as follows:

[This is an updated version of a section on page 6 of the work request – “Technological”]

1. **Access an additional Banner data field [“Campus Code”] and save it in the Accman database [Digital IT]**
2. ***[Possibly] Copy the Campus Code field and Programme Code field to LDAP [Digital IT]***
3. **Change OALA configuration to get the Campus Code and Programme Code from Accman or LDAP [Digital IT]**
4. **Change OALA configuration so that it passes a modified SAML affiliation attribute to Ezproxy for Users with a given Campus Code and/or Programme Code [Digital IT]**
5. Depending on the value of a SAML affiliation attribute, send the User to a modified Ezproxy “access denied” html page to offer the User a direct link to the target e-resource (or automatically redirect to it) [Library/OCLC]
6. **Change OALA configuration so that it passes a modified SAML affiliation attribute to the e-resource provider for Users with a given Campus Code and/or Programme Code [Digital IT]**
7. Change the configuration of the e-resource provider to allow or deny access to sub-sites, depending on the value of a SAML affiliation attribute [Library / E-resource supplier]

Step (1) [involving a change to the Banner-Accman student data import and the Banner-Accman “Assign” process] would be implemented first and could be tested on its own, before any changes are made in OALA.

Step (2) is optional and might be something for the longer term rather than the Phase 1 work.

Steps (3) and (4) would be carried out together, and it will be possible at that point to check that the correct SAML affiliation attribute is being passed to Ezproxy.

Then implement Step (6) and check that the correct SAML affiliation attribute is being passed to the e-resource supplier.

Steps (5) and (7) can then be carried out.