SCHEDULE 12
Discovery to Delivery
"D2D"

Section 1 Description

D2D is a software as a service solution providing consortial borrowing services within a group or consortium of libraries. D2D includes end user discovery, requestability logic, request management and the interoperability with local circulation systems for management of loans for authenticated users and library staff.

Section 2 Definitions

All capitalized terms not defined herein shall have the same meaning ascribed to them in the Framework Agreement.

Section 3 Institution Obligations

3.1 Institution shall be responsible for the following:

a) Appoint a project manager as the main point of contact for all systems and operations issues;

b) Maintain necessary equipment connectivity with the internet,

c) Open ports in firewalls;

d) Install and configure any D2D related software on local workstation(s), as well as update configuration changes on local workstation(s); and

e) Report all incidents, questions, and suggestions.

3.2 **Disclaimer.** OCLC will not be responsible for upgrading or supporting Institution's workstations, processing Institution's consortial borrowing requests, and supporting end users.

Section 4 Alternate Discovery Interfaces and Web Services

If using a discovery interface other than that provided through OCLC, two options: Discovery redirect and Discovery web services, among others, are available for integration with D2D. The benefits of this integration with D2D include requestability logic, Load Balancing and Requesting options. To take advantage of Discovery redirect option, it is necessary for your discovery interface to generate an OpenURL which includes a query with appropriate search terms.

Section 5 Service Level Agreement

5.1 This Service Level Agreement sets forth the service level and performance objectives of OCLC in providing the Hosted Services (as listed in Section 2 of this SLA) to Institution (the "Systems"). OCLC will use commercially reasonable efforts to meet the following service level and performance objectives to support the operation of the Systems.

5.2 Uptime Commitment

a) Availability. OCLC will use commercially reasonable efforts to ensure that the Systems are available 98% of the time (the "Uptime Commitment"). Availability will be measured as follows:

(1) Availability = (T-D)/(T) * 100%; where

(2) T = the total number of minutes in the respective month, and

(3) D = the total number of minutes of downtime in the month excluding planned outages for scheduled maintenance, telecommunications or power disruptions caused by third parties, any other causes beyond OCLC's reasonable control, and excluding other times described herein.

b) **Notice Required.** OCLC will notify Institution promptly of any factor, occurrence, or event coming to its attention likely to affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Covered Services.

c) **Scheduled Maintenance.** Scheduled maintenance may occur any Sunday during a 4-hour window and may occasionally be extended. Notice of scheduled maintenance shall occur 3 days prior to scheduled downtime. In the event planned emergency maintenance is required, OCLC will make commercially reasonable efforts to notify Institution in advance.

5.3 Systems Management

a) **Monitoring.** OCLC will monitor and maintain the Systems in working order each day (24 x 7).

b) **Maintenance.** OCLC will operate and administer all servers, applications, and networks supporting the Systems. In order to provide such coverage, OCLC may utilize a mixture of on-site and on-call support staff, automated server monitoring, and automated paging technology.

c) **Change Control.** OCLC will install new equipment, software, releases, upgrades, fixes, patches, and other items necessary to maintain the Systems to industry standards. OCLC will proactively gather information from appropriate server, peripheral, operating system, or database vendors regarding upgrades, defect patches, or fixes.