Lessons Learned from the HykuDirect Hosted Service Pilot

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Pilot Goals

- Test interest in and value of hosted Hyku service with diverse organizations and use cases

- Test hosting infrastructure

- Determine feature priorities for hosted service users

- Determine potential production service costs, constraints, pricing, and training needs

How We Scoped the Pilot

- Limited to 6 diverse organizations, 6 months

- Outlined features available during pilot and which were out of scope

- Deposit copies; the pilot can't be relied on for preservation

- Pilot fee to help cover costs ($1,000)

- Add up to 100 works and create roles, admin sets, and collections as in a production service

- MOU between pilot institution and DuraSpace outlining all of the above

Participating Institutions

- Arizona State Library & Archives

- Cleveland Public Library

- New Hampshire Digital Project

- Pennsylvania Academic Library Consortium (PALCI)

- St. Lawrence University

- University of Miami

Tips for Future Pilot Projects

- Share relevant known issues with pilot teams

- Short, frequent check-in calls keep the development team informed and the pilot teams on track

- Provide multiple channels for sharing feedback and identifying issues (email, phone calls, GitHub)

- Minimize chance for outages; communicate when they happen and when they are resolved

- Use the MOU to outline scope of features

- Piloters become advocates

The Pilot Process

- Potential participants from call for pilot interest

- Tenant for each pilot institution

- Documentation and multiple ways to share bugs, issues, feedback

- Two cohorts with two start times

- Shared issues and outages via email lists

- Group orientation, short monthly check-in calls, final one-on-one feedback call

Results

- Identified must-have and nice-to-have features for different use cases; created gap assessment

- Identified and addressed issues and bugs

- Better understanding of hosting infrastructure needs and costs

- Pilot institutions are advocates and are sharing their experience with their peers

- Determined the production service will require additional feature and back-end development before launch