EDS Transitional Support Team

Background

The *EDS Transitional Support Team* will oversee product support of the EBSCO Discovery Service (EDS) implementation at the MIT Libraries following the launch of the service on June 17, 2013. To date, decisions about EDS have been managed out of the *Simplifying the Discovery Environment* team, which has primary responsibility for scoping and implementing the new service. The *EDS Transitional Support Team* will take over primary ownership and support of EDS when the *Simplifying the Discovery Environment* wraps up its work in June 2013.

The "transitional" qualifier in the team name should be explained. The intention is for this team to exist on a time-limited basis. The assumption here is that there will be an elevated amount of post-deployment product support needs in the first 6-9 months following the June 2013 launch, hence the need for a team approach. The team charge should re-assessed in 6 months time (January 2014) to determine whether the team should continue on, or handoff ongoing support responsibilities to another entity.

Charge

The scope of the EDS Transitional Support Team will include:

- EDS product administration and configuration
- Own resolution of EDS-related issues reported through *Ask Us!* and other feedback channels
- Primary point-of-contact for EDS-related user and staff reported enhancement requests
- Vendor engagement on product enhancement (e.g., tuning relevancy ranking, testing new features)
- Explore options for further analytics tracking in EDS and monitor usage reports
- Explore options for integrating EDS in the broader Libraries website presence
- Explore desirability and feasibility of integrating additional "local" content in EDS
- Lead efforts to fully retire the Vera MultiSearch service (e.g., update web links, redirect URLs)

At the end of the 6-month period, the team will produce a report that includes the following:

- Summary of accomplishments of the *EDS Transitional Support Team*
• Description of work required to support EDS on an ongoing basis

Reports to

• Nina Davis-Millis, Head, Digital Operations and Systems

Team

• Melissa Feiden, Information Delivery and Library Access & User Experience (Convener)
• Matthew Bernhardt, Software Development & Analysis
• Christine Moulen, Digital Operations and Systems
• Rich Wenger, Digital Operations and Systems