Service Name

Institutional Data Feed Service (IDFS)

Service Description

The IDFS provides bulk institutional data feeds to application developers, with comprehensive documentation regarding the feed itself. The IDFS also supplies advice and guidance on core institutional data and assists developers in clarifying their requests.

By engaging with the IDFS to ensure their requirements are met, application developers can submit requests for all their institutional bulk data needs to a single location and receive more reliable data provision.

By holding definitive records of previously implemented institutional data flows, the IDFS allows the coordination of data from disparate systems into a cohesive whole, promotes rapid development of new feeds and enables better prioritisation of development needs. These records will also enable developers, and the University as a whole, to retain a clear overview of data flows, ensuring compliance with Data Protection and Freedom of Information regulations.

This service does **not** include the provision of financial data. Requests for financial data should be directed to the SAP data service, via helpline@ncl.ac.uk.

Features

- Secure, consistent, accurate and timely bulk institutional data feeds
- Single, reliable source of data
- Data dictionary presenting what data is available
- Fully documented, extensible, standards-based architecture
- Data feeds tailored to the developer's requirements
- Documented records of data feeds to help with Data Protection and Freedom of Information compliance

Users

In order to ensure compliance with Data Protection laws and the University's Information Security Policy, people are only permitted to request a data feed if they meet **all** of the following criteria:

1. The requester is a current member of University staff.
2. The requester is involved in the development or maintenance of an authorised University application.
3. The requester is able to justify the requirement for the specific data fields requested.

If there is any doubt, the case will be referred to the University's Data Protection Officer or Network and Information Security Manager.

Service Hours

Consultation, advice and guidance: 09:00-17:00, Monday to Friday, excluding University closure periods.

Data feeds: 24 hours a day, seven days a week.

The ISS "at risk" period is 07:00-09:00 every Tuesday. Planned maintenance times will be publicised in advance if there will be a disruption to the service.

Level of Service

Target for successful data transfers: 99.99%. Resilience is built into the data feed process so any unsuccessful transfers will not result in a catastrophic failure of any dependant systems.

All requests relating to this service will be handled according to the ISS Request Fulfilment process.

All incidents relating to this service will be handled according to the ISS Incident Management process.

All data feeds will be reviewed at least annually.

All data feeds will be documented.

Support and Documentation

Documentation is available at www.ncl.ac.uk/iss/services/data-service. To discuss requirements or make initial enquiries contact data-service@ncl.ac.uk.

Additional support for all ISS services is available via the ISS Helpdesk on 5999 or helpline@ncl.ac.uk.

Request Process

1. Make initial contact to discuss requirements, via data-service@ncl.ac.uk.
2. Discussions could involve a meeting with a representative from the IDFS.
3. After an initial consultation, and in conjunction with a representative from the IDFS, complete the 'Data Integration Template' form, located at www.ncl.ac.uk/iss/services/data-service, and send it to data-service@ncl.ac.uk. Guidance on completing the form is available at www.ncl.ac.uk/iss/services/data-service.
4. Once the template has been completed, an estimation of when the data feed will be available will be provided.
5. Maintain open lines of communication with the IDFS providers throughout the process.

Service Manager

Cal Racey, Middleware

Supporting Services

Campus network, Server hosting, SAP, CAMA

Costs

N/A