

# Service Level Agreement (SLA)

Version 1.2, June 2025

## Introduction

This Service Level Agreement (SLA) details the responsibilities and expectations of the OxRSE group and the collaborating department(s) or research group(s) from within the University of Oxford. This document aims to ensure a clear understanding of service standards, responsibilities and support procedures.

## Scope of service

The OxRSE Group offers the following services

1. **Software development** Custom software solutions for research projects, including design, development, testing, and deployment
2. **Consultation and support** Guidance on best practices in software development
3. **Development infrastructure setup** Tailored infrastructure solutions for adhering to best practices in research software engineering, such as version control, documentation, continuous integration, continuous deployment, etc.

The OxRSE Group also offers research software engineering training which is outside the scope of the current document.

## Responsibilities

### OxRSE Group responsibilities

1. Assign the Project Manager and Allocated OxRSE Staff
2. Deliver agreed-upon services for each project
3. Maintain regular and clear communication with collaborators and stakeholders
4. Ensure confidentiality and security of research data and intellectual property, including compliance with the University's policies on data protection (<https://compliance.admin.ox.ac.uk/data-protection-policy>) and information security (<https://www.infosec.ox.ac.uk/guidance-policy>).
5. Document development processes and deliverables

## Project Manager responsibilities

The Project Manager is responsible for the overall oversight of the project.

Responsibilities include

1. Acting as the Initial point of contact
2. Coordinating communications with stakeholders
3. Overseeing quality control and risk management
4. Providing regular progress updates and reports

## Allocated OxRSE Staff responsibilities

The technical tasks for the project are executed by the allocated OxRSE staff, under the supervision of the Project Manager.

Responsibilities include

1. Estimate the OxRSE time and cost required to deliver the project
2. Delivering software design, development, and testing as per project requirements
3. Maintaining records of the work performed
4. Participating in regular project meetings
5. Providing support and training when necessary
6. Adhering to best practices in software engineering while flagging any project-specific constraints that might limit adherence

## Collaborator(s) responsibilities

1. Provide clear and comprehensive project requirements; if required work with OxRSE to define and refine these requirements before the work on the project starts
  - a. Short projects - under 6 months: ensure requirements are clear before project start
  - b. Long projects - over 6 months: attend regular realignment meetings to review and update project requirements
2. If applicable, supply any specific license requirements for third party software and services used in the project and discuss the impact of these restrictions with OxRSE before starting the project
3. Actively engage in project discussions and reviews
4. Ensure the timely provision of necessary resources and information
5. Provide timely feedback on OxRSE Group's work to ensure smooth progress and improvement
6. Acknowledge the OxRSE Group in all publications and online material related to the project, both throughout the project development and after its completion

7. Include relevant OxRSE staff as co-authors in relevant publications commensurate with their contributions, and acknowledge them in other related publications

## Intellectual Property

Intellectual property created by OxRSE in the process of collaboration with other parties within the University of Oxford is governed by University Statute XVI (<https://governance.web.ox.ac.uk/legislation/statute-xvi-property-contracts-and-trusts>). Any questions regarding the applicability or interpretation of this statute should be referred to Legal Services.

If the collaboration generates intellectual property which is capable of commercial exploitation, Research Services or Legal Services will be involved in accordance with Council Regulations (<https://governance.web.ox.ac.uk/legislation/council-regulations-7-of-2002>).

## Reviews and reporting

Regular meetings between OxRSE staff and the stakeholders will be held to review progress and address any issues. The meetings frequency will be determined collaboratively to best suit the project needs and timelines.

## Escalation procedures

In disputes or issues arise, the following escalation path will be followed

1. The initial point of contact: the assigned OxRSE Project Manager
2. If unresolved, the matter will escalate to a member of the OxRSE Group management team, who can be contacted via the following email addresses: [martin.robinson@dtc.ox.ac.uk](mailto:martin.robinson@dtc.ox.ac.uk), [mihaela.duta@dtc.ox.ac.uk](mailto:mihaela.duta@dtc.ox.ac.uk).

## Amendments

This SLA may be amended by mutual agreement between both parties. Any amendments will be noted in the space provided below or in an attached document.

## Signatures

This SLA is agreed upon and signed by representatives of the OxRSE Group and the collaborator department or research group, indicating mutual understanding and acceptance of the outlined terms.

OxRSE Group representative

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Collaborator representative

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_