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Czech National Library of Technology

Service Level Agreement

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2015

Content

1 About the company

This chapter briefly presents the organization for which there will be built a Service Level Agreement for improving the one selected process below.

Main information

The Czech National Library of Technology (NTK) is the largest library of technical literature in the Czech Republic. It's capacity is 1,5 million books and was opened on the 9th September 2009 and is located in Prague 6 – Dejvice.

This library offers reference, research, consultant and interlibrary services, research centers, an archive of historical fund, expert journals, norms and a conference hall for 230 people.

It operates in the quaternary economic sector, which includes all branches of human activities consisting of development, science and research.

Status of NTK

The NTK is founded by The Czech Ministry of Education, Youth and Sports. This founder can decide about financial issues and also about general leadership of the NTK, in some cases also about other critical areas. The main goal of the NTK is to serve public interest and to maintain role as key institution for national information collector for science-technological education and knowledge. The NTK also ensure and finance the Czech National ISSN Center, which is responsible for assigning ISSN identifier for every published literature.

According to the law, the NTK is semi-budgetary organization which mean, that their activity is non-profit. The NTK is standalone business subject, which is can make it's free decision and can be punished by the law, if this decisions are in collision with described rules from founder.

Organizational structure
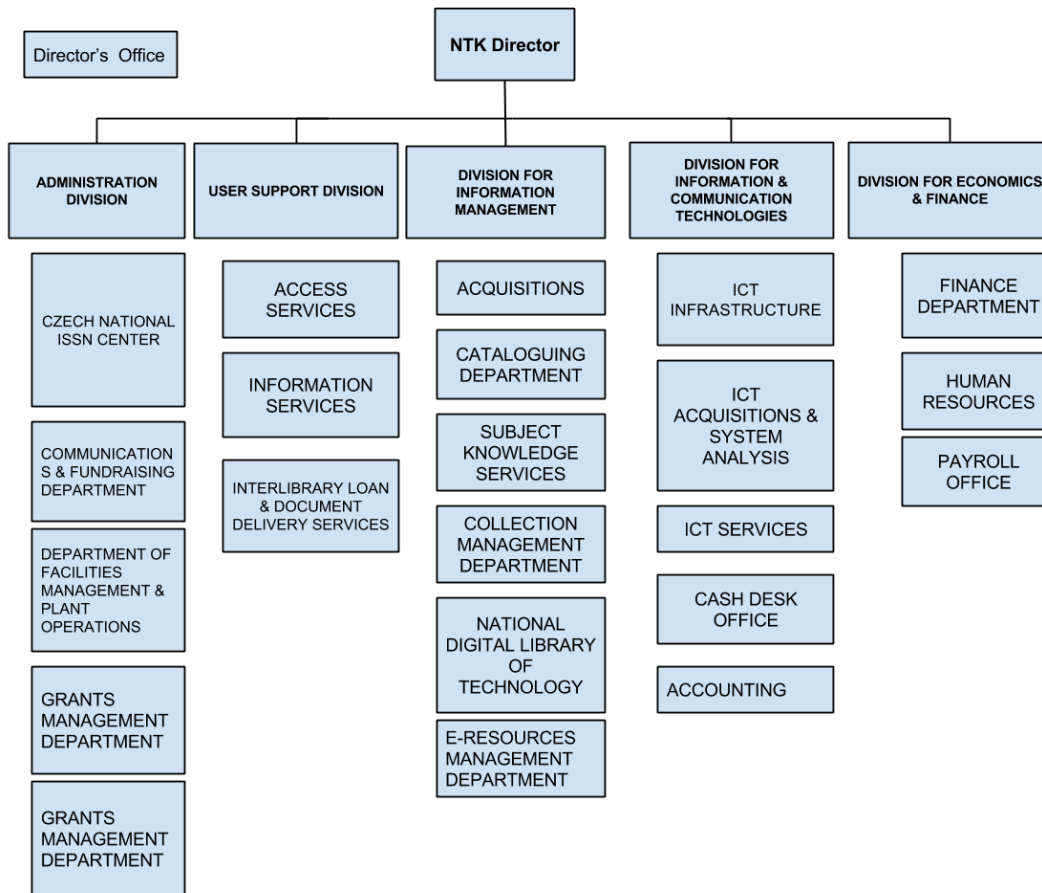
Source: https://www.techlib.cz/en/2914-organizational-structure

2 Global process
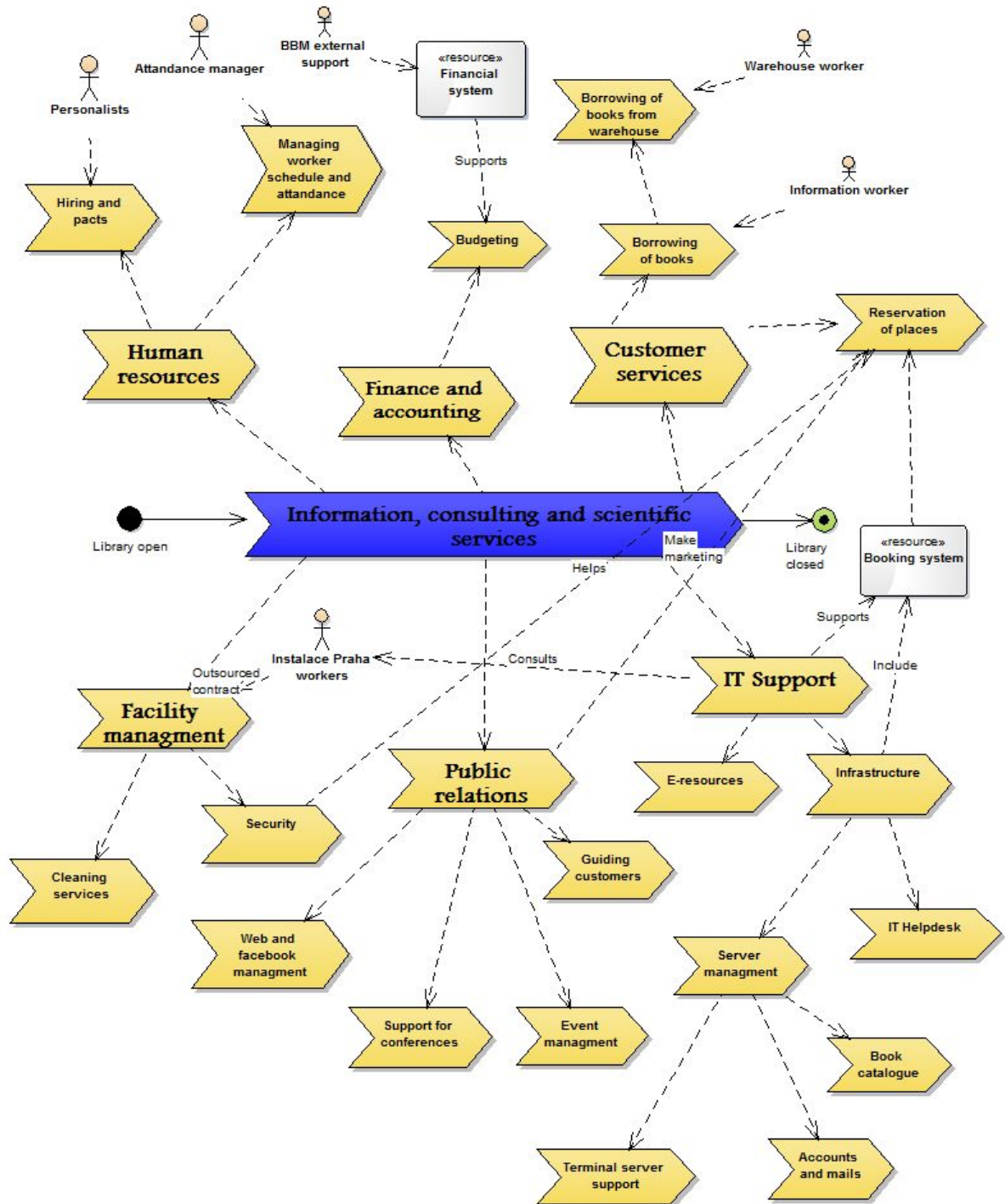
From the picture above we can see, that main activity of NTK is delivering information to theirs clients. This activity is afterward extended to consulting and helping their clients to find more resources outside of the NTK scope and to reach another libraries around. This main activity is given to NTK by law.

To maintain and store many publications and books, the NTK has developed several processes which helps to standardize this activity. This processes are mainly in IT Infrastructure, Server Management, Warehouse storage, Borrowing books, E-resources, Book catalogue and others. The process of facility management is also important, for ensure clients to have a quiet place for information searching, reading or studying and also for booking rooms for their own needs.

Rest of processes on the model are are support processes, which help the NTK to maintain their main processes.

3 Detailed processes

In this chapter will be detaily described selected processes from organization, which we find insufficiently optimalized. Every process has it own process model. In next chapter will be described our changes for this processes.

3.1.1 Process model 1: Borrowing of books from the warehouse

Customers come to NTK to borrow books. They start with using the one of internal systems (Vufind or Summon) to check whether the book is available or in the warehouse. If the latter is true, the system Aleph prints the customer's request, which is then passed to the warehouse employee via library services. Warehouse employee periodically processes requests and find the required books. After that, the books are delivered back to customer and their state in the Aleph system is updated accordingly.
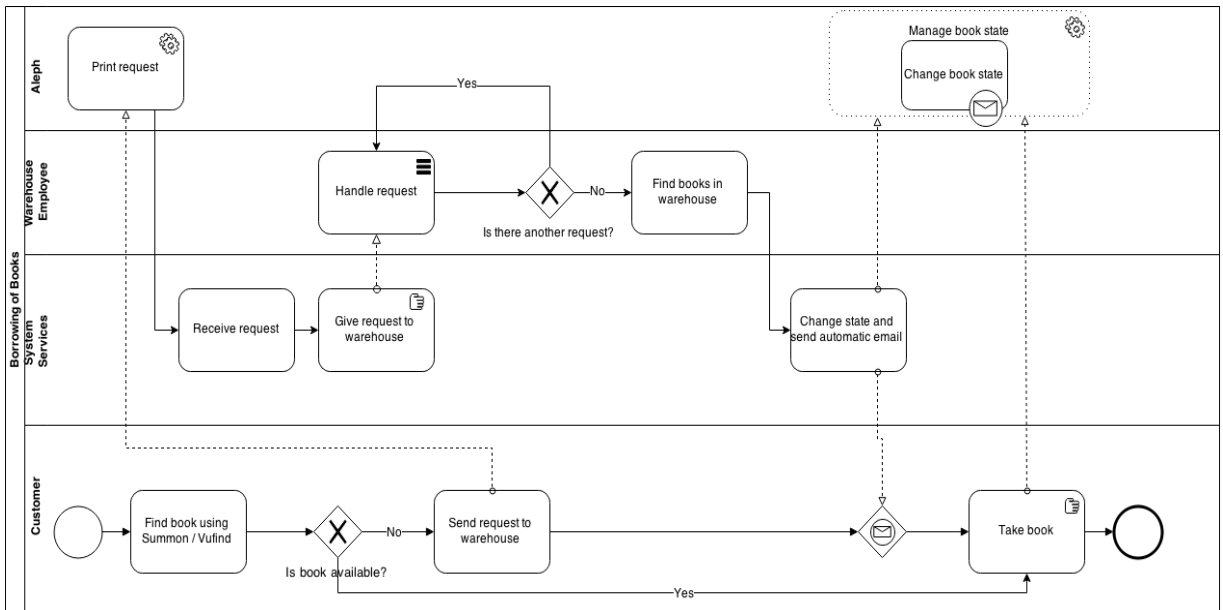
3.1.2 Process model 2: Managing worker schedule and attendance

Managers ask the workers for their planned availability at the beginning of semester. Every worker has to deliver their planned schedule. At the start of each week, managers prepare current schedule and send it to workers for acceptance. If all workers submit, the schedule is set, else the managers can make adjustments and resend the schedule for acceptance again. After all workers have submitted the schedule, the process waits until the next week.

Process of making week schedule

Worker

Make personal schedule

No - Remake

Submit schedule → Submitted? → All workers?

Yes

Attendance Administrator

Ask worker for hours of availability ← No ← All workers? → Yes → Plan week schedule → Insert hours into mailbox

Wait for end of a week

No

End of semester? → Yes

No
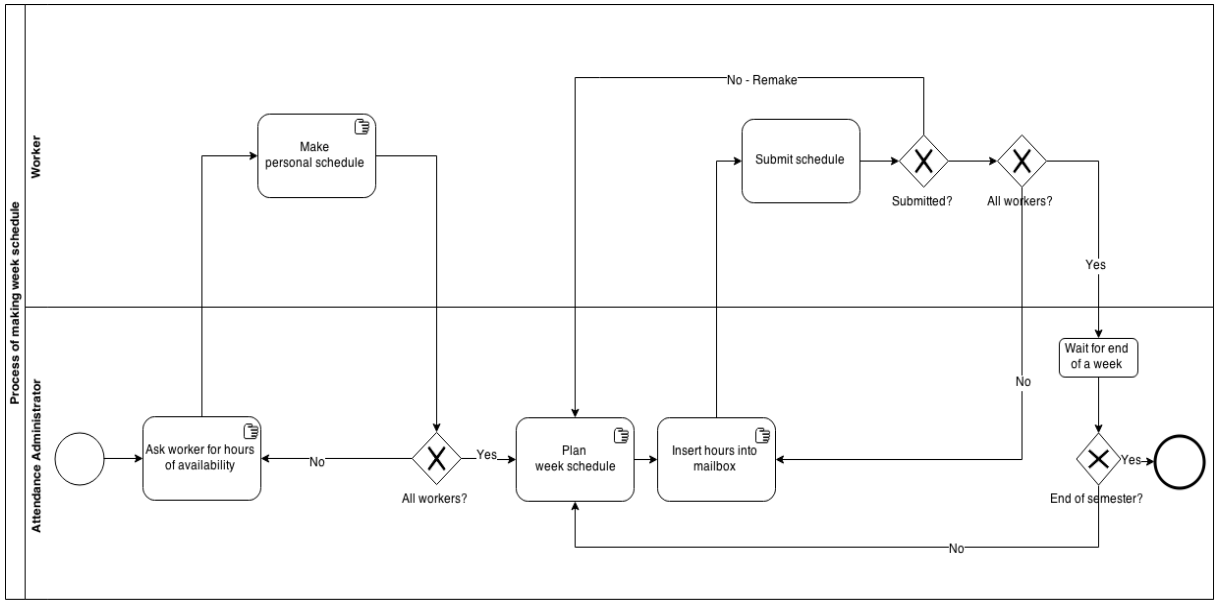
4 Proposed changes

Changes are being made in the following three processes:

- Borrowing of books from the warehouse

- Creation of the employee's attendance

- Creation of place reservations

These processes are considered insufficiently optimized. Within these processes, there occurs either redundant work of employees or insufficient user comfort.

4.1 Borrowing of books from the warehouse

Due to printing order list and manual checking order place for new orders, is process of borrowing of books from the warehouse very slow. We proposed small change, which will help speed this process up and also give more flexibility to employee which will handle this request.

In Chapter 3.1.1 is described actual process which have used printed orders. In picture below you can see changes, that are made in this process, which will skip printing recipients and instead of send email directly to computer, where will be displayed immediately to responsible employee. This reduces cost on print every order and also give flexibility to print optionally, if it is required. Every e-mail can be additionally send to printer, if it's necessary.

Implementation of this improvement will be done by intern IT support, which will use Microsoft PowerShell to send email from printer PC to end user.

4.2 Managing worker schedule and attendance

Employee attendance is not optimized, this will be solved by external online attendance system. This system will help administrator to manage big amount of work, which was until today, managed by emails and direct discussion with workers about changes in schedule.

Attendance system will allow workers to dynamically change their schedule and see schedules of their colleagues, if they both will are agree, system can change schedule and send email to inform administrator about this proposed change. If there is a collision of schedules some workers, the system will send email to administrator whose will solve this problem and send response email to any affected workers, which schedule will be changed. For addition, administrator will have new tool how to visualize and calculate workers attendance, which will help to better schedule workers attendance in feature.

This attendance system will be delivered by external service provider and for this reason, are requirements for this system defined in Service Level Agreement - in document "**SLA 0.1 Attendance.doc**"

New process model:

Process of making week schedule

Attendance system

- Save draft of week schedule
- Send email to workers for submitt
- Save change proposals from workers

Attendance Administrator

- Set week schedule to Attandance system
- Change week schedule in Attandance system
- No - Remake
- Submitted?
- Yes