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AskNSDL

A “Revelatory” Case?



A Revelatory Case

- “a revelatory case is a case for which there is a belief or assumption that the problems discovered in a particular case are common to other cases as well” (Moen, 1995, p.127)

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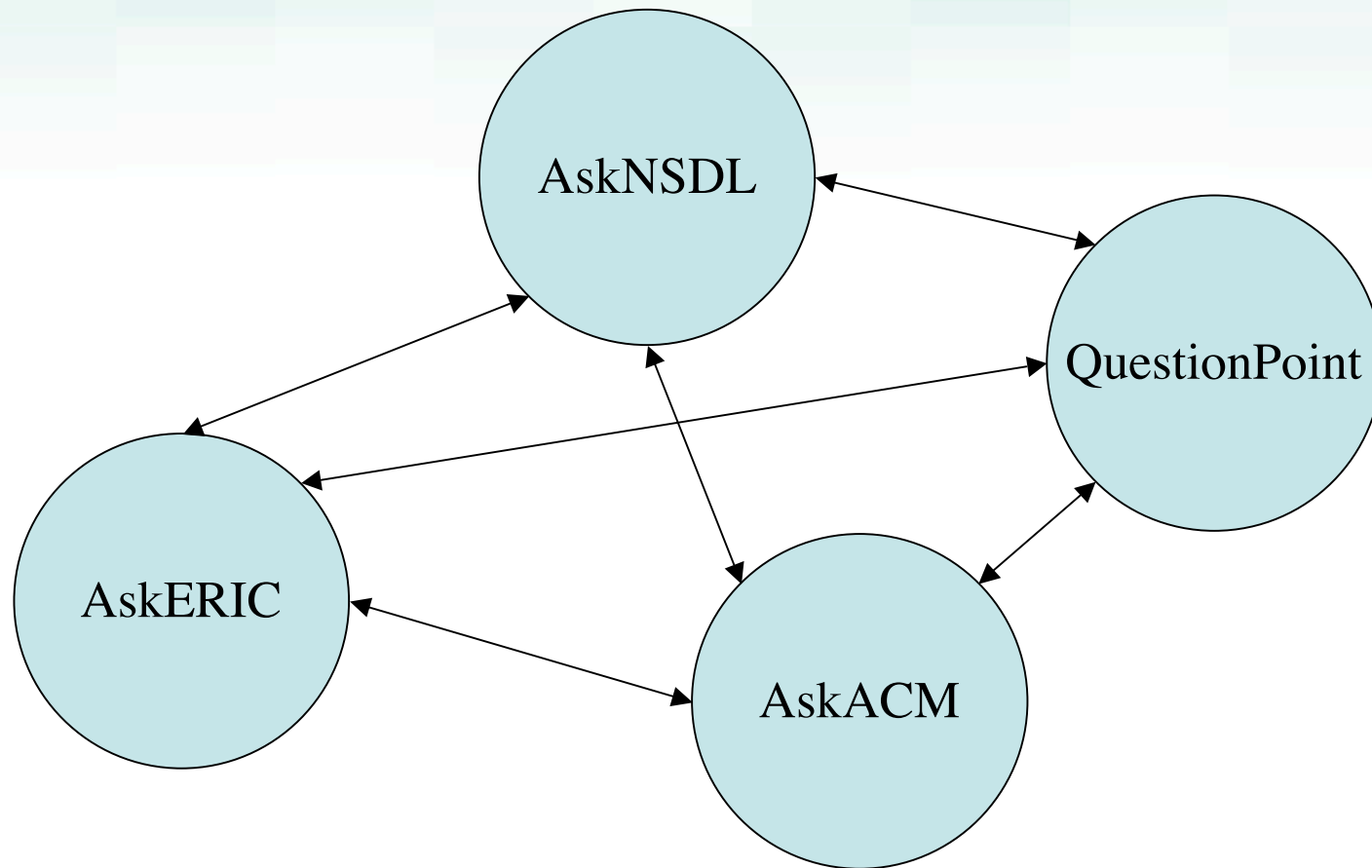
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Internet zone

Part of a Digital Reference Network



The Story

- 2nd Round Funding - 18 Months
- Software Development
 - “Incubator” Software
- Expertise
 - Digital Reference Services - Virtual Reference Desk
 - Question Answering - AskERIC

The Story, Act 2

- AskNSDL Created
- Incorporated into Core integration as Sub-Contract
- Selected for Initial Launch

The Plot Thickens

- Requirement to Tie-In with Shibboleth Authentication System
- Issues Encountered
 - Shibboleth not Implemented on Windows Platform
 - Incubator Development Team no Encryption Knowledge
 - Implemented NSDL-Only Features

Larger Issues

- Standards
 - Interoperability Framework for Services
 - Otherwise the Definition of Service is Unique Case
 - Standards Do Not Equal Implementation
 - Platform Can Indeed Matter

Larger Issues

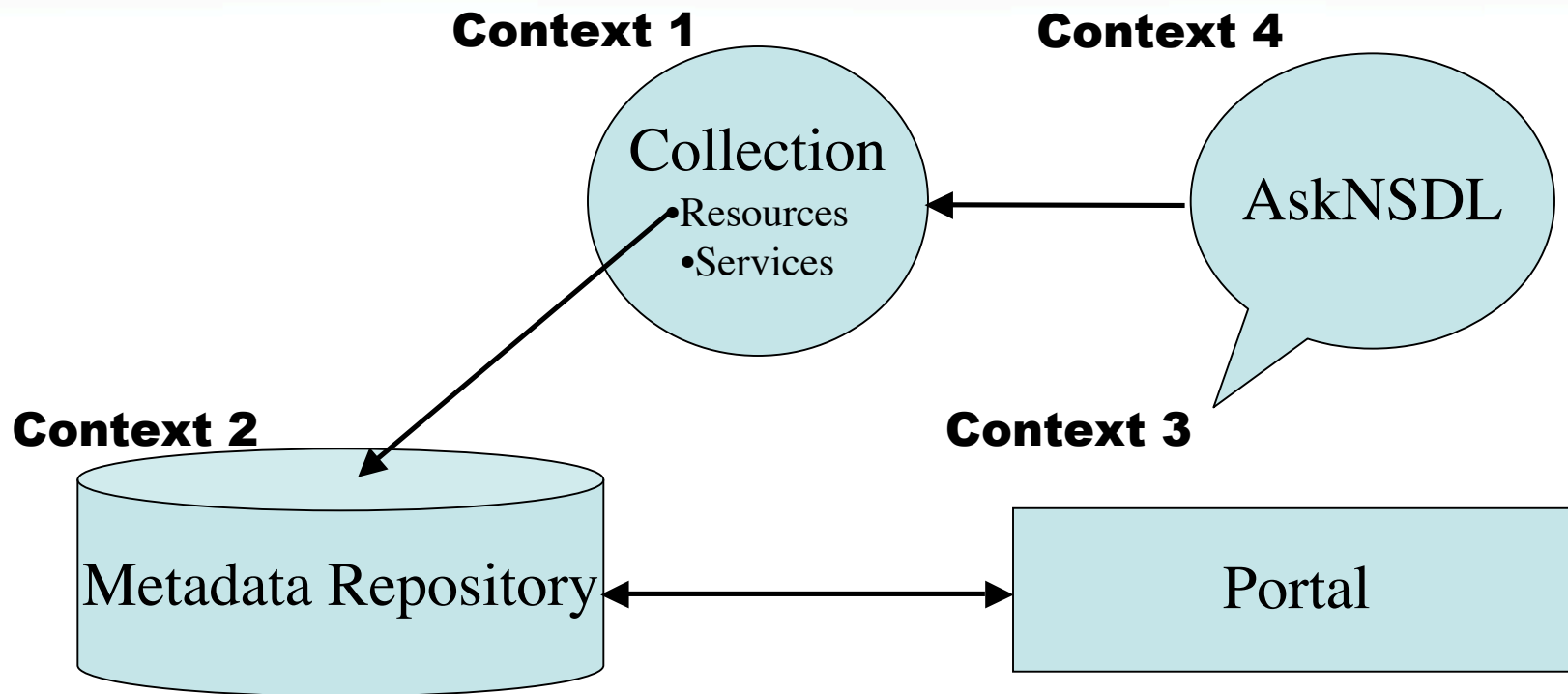
- Plan of Transfer/Sustainability
 - Not Every Service Team can Become Part of the Core
 - Does Every Service need to get into the “Shrink-Wrap Business?”

Larger Issues

- Cross-Grant Issues
 - Is there an Obligation to Use a Service?
 - Can a Project opt-out?
 - What is the Obligation of a Service to Preserve the “Look and Feel” of Another Project?
 - Can a Service Designate Interface Elements and Portal Placement?

Services: An Attempted Model

The Provision of Alternative Contexts to a Collection



Services: Describable

- What is Being Referred To?
- What is Referring?
- What is the Nature of the Reference?
 - Simple Linking? Two-Way Linking?
Transformative?
- What is the Method of Reference?
 - SOAP? NISO AZ? HTTP?

A Plug...

- Service Definition an Agenda Item of the Technology Committee