

Service Availability and Support

Service Availability

Although ARDC and DataCite aim to ensure maximum availability of the DOI service, planned and unexpected outages will occur. Notice of all planned outages will be distributed via email prior to the event. For this reason it is important to keep your account contact information as up to date as possible.

As ARDC is dependent on a number of external services the risk of unexpected outages are increased. It is strongly recommended that application developers ensure service outages can be catered for in their applications. To assist with this process the Get Service Status endpoint has been created.

As the consortium lead, ARDC will be sending our consortium organisation contacts any outage notifications, planned Fabrica changes or release notes, and issues/incidents as we become aware of them and/or as we confirm there is impact to our consortium members.

Any DOI contact within the organisation can, however, subscribe (via email, webhook, twitter or RSS) to the DataCite status page for any updates on the status of datacite.org and all its related services. Outage notifications will be posted on this status page. If you have further questions or clarifications, you can email services@ardc.edu.au.

- DataCite Status Page: <http://status.datacite.org/>
- ARDC Technical Change News: <https://documentation.ardc.edu.au/display/DOC/Technical+Updates>

Service Support

If you are experiencing any issues with the service or have questions/comments, please email the ARDC IT Service Desk at services@ardc.edu.au.

A JIRA ticket will automatically be raised for your request and you will receive an email from the JIRA system with a link to the ticket. Opening the link to the ticket allows you to track and update the issue. You will also receive emails from the system whenever the ticket is updated.

ARDC IT Service Desk operates Monday to Friday from 9:00am to 5:00pm AEST/AEDT.