

**HOSTED SERVICE**

# Keep up with ILLiad upgrades by letting OCLC handle them for you.

ILLiad already saves your resource sharing staff time through customized and automated processes. Lighten the workload further with ILLiad hosted service, which lets you reduce your dependence on IT staff and focus on your most important priority: **helping users make breakthroughs possible.**

## Stay current and protected with less effort.

With limited IT resources available, your resource sharing staff may struggle to compete with other departments for regular server upgrades and software updates. And when you fall behind with upgrades, you delay the chance to use new functionality and risk missing vital security improvements.

Staying current with ILLiad server upgrades helps you maintain the trusted and proven interlibrary loan services your library staff and users are accustomed to. With ILLiad hosted services, you can minimize your reliance on IT for ILLiad upgrades and reduce the amount of time your staff spends coordinating upgrades or working with outdated software. ILLiad hosted lets OCLC's experienced team manage your server-side components, software enhancements, and troubleshooting as needed, so all you have to do is update your clients.

## We take security and support seriously.

With ILLiad hosted service, you get 24/7 tech support from veteran OCLC staff, many with more than 10 years of experience supporting ILLiad. We currently maintain and monitor hosted services for more than 500 ILLiad libraries, supporting server hardware and software updates, regular system back-ups, troubleshooting, and continuous security checks.

OCLC provides all ILLiad server components, including an IIS and MS SQL server and a dedicated firewall. Our restricted-access computer facility holds ISO 27001 certification to keep your data safe. We perform hourly incremental and nightly full back-ups of server contents and database data, which we duplicate nightly in off-site storage. And we can provide our Higher Education Cloud Vendor Assessment Tool (HECVAT) questionnaire to ensure ILLiad hosted meets your IT requirements.

**ILLiad** helps you manage a high volume of interlibrary loan requests and automate tasks while allowing library users to place and monitor requests without assistance. Through hosting with OCLC, minimize reliance on IT staff and have confidence that you're keeping up with new functionality and security features.

# Offer the best services with the most up-to-date and secure system possible.

## ILLiad hosted makes managing very complex client/server software as easy as running any Windows PC application.

With help from an OCLC Product Operations Manager, you'll be fully migrated to ILLiad hosted within four to six weeks of making your request. And since your resource sharing staff is already familiar with ILLiad, this migration will have no impact on their regular processes.

- 1** **Your library** completes and submits the ILLiad hosted questionnaire.
  - **OCLC** reviews your questionnaire and builds your server.
- 2** **Your library** performs the pre-migration connectivity test and schedules a migration date with us.
  - **OCLC** verifies the connectivity test success and schedules a migration date with you.
- 3** **Your library** follows the migration day instructions to complete configuration and data migration.
  - **OCLC** verifies operation to complete configuration and data migration.

### SAFEGUARD YOUR DATA SERVICES

ILLiad hosted provides you with the secure hardware you need so you can have confidence we'll handle your data appropriately.

- The dedicated OCLC ILLiad firewall limits ILLiad client access to specified IP addresses.
- Your users can authenticate through any Security Assertion Markup Language 2.0 (SAML 2.0) based authentication system, basic ILLiad authentication, ILLiad Exclusive, LDAP, ILL PatronAPI, Symphony API, or RemoteAuth via EZproxy.
- Open ports depend on your unique situation. For a list of possible network ports, see [oclc.org/illiad-ports](https://oclc.org/illiad-ports). Minimum requirements: 1433 (or 1344) for SQL traffic, 222 for SFTP, 443 for web services.

For more information about OCLC's security and compliance programs, visit [oclc.org/trust](https://oclc.org/trust).

## To get started, visit [oclc.org/illiad-migration](https://oclc.org/illiad-migration).

Fill out the request form to begin your migration away from IT and server headaches. For more information, contact an OCLC consultant at [libservices@oclc.org](mailto:libservices@oclc.org).

Because what is known must be shared.®

