



Service Level Agreement

Faculty of Science Mass Spectrometry Centre

Date: 05 February 2019

Revision: 2

Owner: MOC

Contents

1. Introduction and Objectives
2. Services Provided
3. User Training & Induction
4. User Responsibilities
 - 4.1 Health & Safety and Code of Conduct
 - 4.2 Sample Preparation and Use of Equipment
5. Facility Availability and Accessibility
6. Analysis Service
7. Data Storage
8. Provision of Cost Estimates for Grant Applications
9. Invoicing
10. Confidentiality
11. Publications
12. Contact

1. Introduction and Objectives

The following Service Level Agreement (SLA) has been produced to advise researchers about the facilities and services that the Faculty of Science Mass Spectrometry Centre (FoS MS Centre) is currently able to offer, the standard of service users can reasonably expect, and the responsibilities of the user.

While this SLA also refers to how external business is being dealt with, it has not been written for passing onto customers external to the University. Commercial Terms & Conditions have to be developed should the FoS MS Centre attract new external business. Furthermore, some of the detail in this SLA, such as data transfer to a file server and provision of consumables, applies to UoS-based researchers only. External users should discuss with the Facility Manager mutually agreeable arrangements.

The FoS MS Centre is a resource of the Faculty of Science but it is also available to researchers from other departments and faculties of The University of Sheffield. It also provides a contract service to companies external to the University of Sheffield. The aim of the facility is to provide a range of MS analysis and characterisation facilities for users in chemical, biological and medical sciences.

and the Centre Directors and Facility Managers ensure the professional running of the facilities as well as providing scientific advice. User feedback is welcome, be it on the standard of service provided or of scientific nature, to allow the facility to constantly improve and develop.

2. Services Provided

The FoS MS Centre provides access to, and guidance in the use of, a wide range of mass spectrometry instruments, allowing routine analyses through a high-throughput open-access mode of operation to specialised experiments requiring user training and/or assistance from

4. User Responsibilities

4.1 Health & Safety and Code of Conduct

The Health & Safety (H&S) rules governing the Facility are clearly outlined to users during the induction to the Facility. Facility users must read the Users Code of Conduct document for specific policies.

4.2 Sample Preparation and Use of Equipment

Sample preparation is normally the responsibility of the user after training by facility staff; however, the user is strongly recommended to discuss this with facility staff in case of any doubts.

Do not bring samples or chemicals into the laboratory without first discussing their properties and origins with a member of staff.

The user shall inform facility staff of any potential ethical and H&S considerations directly or indirectly associated with the samples, for example, any samples that comprise or relate to human tissues or fluids.

Label all glassware, plastic ware, sample tubes and box with your full name, sample type and date. Anything without this information will be disposed of.

Always wear the appropriate Personal Protective Equipment (PPE) and adhere to good laboratory practice (GLP).

Where users carry out their own measurements and analysis, it is the responsibility of

competently. As detailed in Section 3 of this SLA, training will be provided but it is the responsibility of the user to request further instructions and training should he/she not feel confident in the use of any equipment following the initial training or should any refresher training be required.

All equipment must be handled with a high standard of care as would be expected for any scientific equipment. While the Facility aims to maintain all equipment, should the user find equipment malfunction or should any damage have occurred during usage, it
i
Facility Manager.

Users are requested to collect their samples (if appropriate) for their own storage or disposal.

adhere to all
notifications and reminders sent out by the Facility staff via email.

5. Facility Availability and Accessibility

The Facility staff may, from time to time, need to take an instrument out of action for essential maintenance or repairs. When such down-time is planned, ample notification will be given via email to the existing user base and will always be planned during the quieter times of the academic year (i.e. out of term time).

When such down-time is unplanned (e.g. break-down of equipment or lack/failure of key infrastructure), Facility Management will make every endeavor to notify the user base of the problem via email with an estimate of likely down-time.

When not undergoing maintenance or repairs, the open-access instrumentation is available 24/7 (with the exception of Departmental shut-down at Christmas) with the permission of facility staff and completion of the required out of hours training.

6. Turnaround time

Any samples submitted to the facilities for analysis will be turned around as quickly as possible,

It is unrealistic to give a guaranteed turn-around time, as experiment conditions vary widely (some measurements taking just minutes, some taking many hours or even days).

Internal customers are notified that their data is available by email. The data will have been suitably processed and comments are given if extra care needs to be taken in the interpretation or other noteworthy factors.

Full support and training can be provided for familiarising users with the relevant software packages.

7. Data Storage

We recommend that users take a copy of their data files, specific arrangements are in place for doing so in each facility. All data will be stored for a maximum of 10 years on a UoS mirrored file store in compliance with UK grant funder requirements. In some cases, MS data will need to be deposited in a public repository in accordance with publisher requirements, facility staff can help with this process if necessary.

8. Provision of Cost Estimates for Grant Applications

The Full Economic Cost (FEC) rates for MS facility costs in grant applications have been calculated by the Faculty of Science finance team and are applied to Research Council grant applications. Different rates are applied for grant applications to charity funders based on their allowable costs. Note that per sample/per hour rates vary depending on the type of analysis so the unit price listed in the grant costing tool is not necessarily accurate. An official quote must be obtained from a member of the FoS Mass Spectrometry Centre (<https://www.sheffield.ac.uk/mass-spectrometry>) before the submission of projects for approval.

Contacts

Proteomics (biOMICS):

Dr Mark Collins mark.collins@sheffield.ac.uk

Dr Adelina Acosta-Martin a.acosta-martin@sheffield.ac.uk

Metabolomics (biOMICS):

Dr Heather Walker h.j.walker@sheffield.ac.uk

Chemistry mass spectrometry facility (ChemMS):

Ms Sharon Spey S.E.Spey@sheffield.ac.uk

Miss Heather Grievson H.Grievson@sheffield.ac.uk

9. Invoicing

Internal users are required to complete a sample description form and include a grant code/cost centre to which the MS