



Research Administrator Portal
A Technology Solution to Support Research Administration Activities at the Unit Level
April 21, 2016

 **Duke University**
School of Medicine



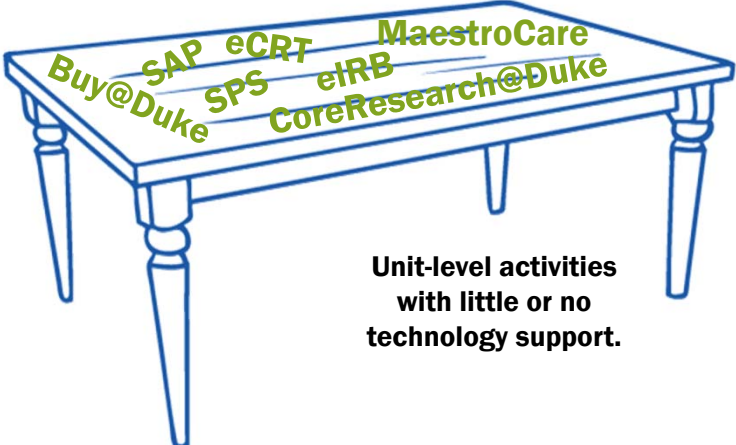
Overview

**What is the
Research Administrator Portal?**

a technology solution
designed to bring people and information together
in one place for a common purpose –
a more efficient and effective way
to manage research at the unit level.

Overview

Institutional processes with a current “system” to process activity.



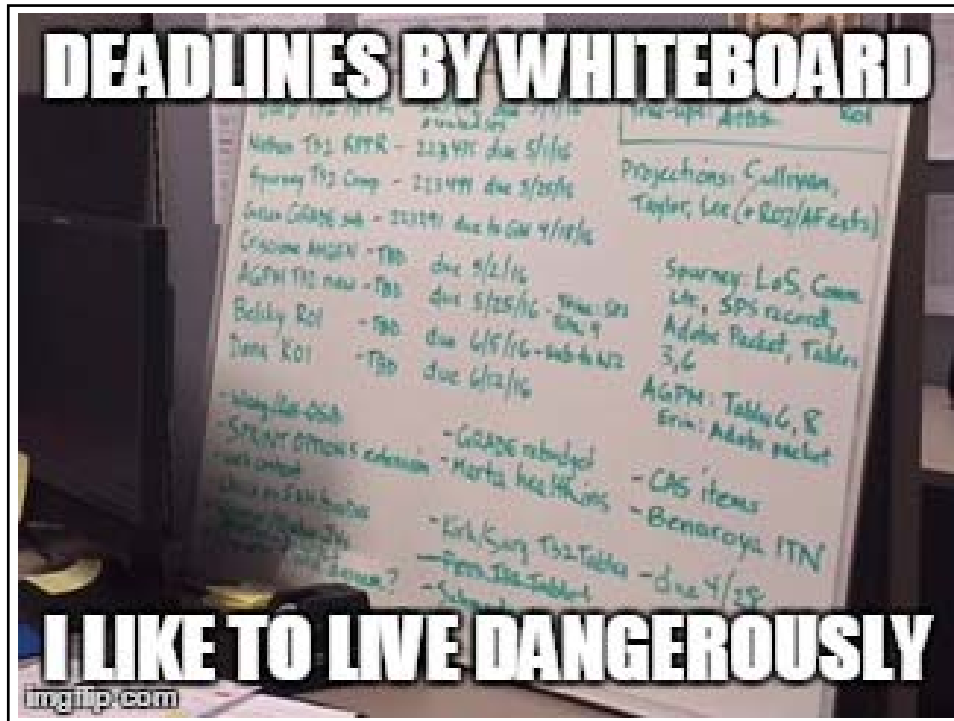
Unit-level activities with little or no technology support.

Overview

But why, if my Department is managing research just fine without this?

I mean, we are passing our metrics, nothing is broken, so what are we trying to fix?

Well, consider this....



Overview

This is Jane.
Jane is a Research Administrator.

Jane needs to provide an analytical report to her supervisor, so she manually compiles data from various systems.

Jane needs to make a request of another department, so she copies and pastes system to system to make her request.

Jane must track documents for all of the projects she manages, so she creates a paper filing system that is cumbersome to maintain and time-consuming to search.

Overview


This is Jack.

Jack is a Research Administrator.

Jack wants a more efficient way of doing his work, so he creates work-arounds and shadow systems to get stuff done faster.

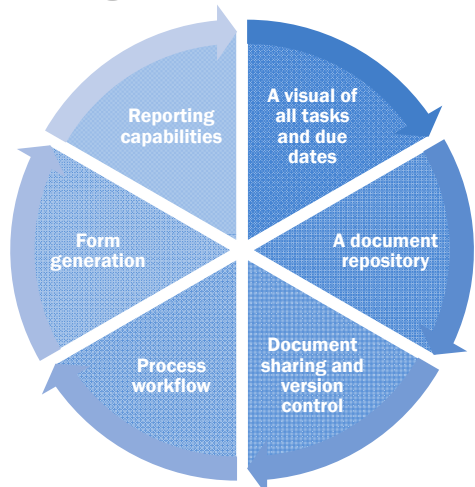
Jack wants accountability and transparency in the process, so he uses email to document every transaction.

Jack needs to keep track of his workload and deadlines, so he uses spreadsheets and calendars to keep track of tasks.

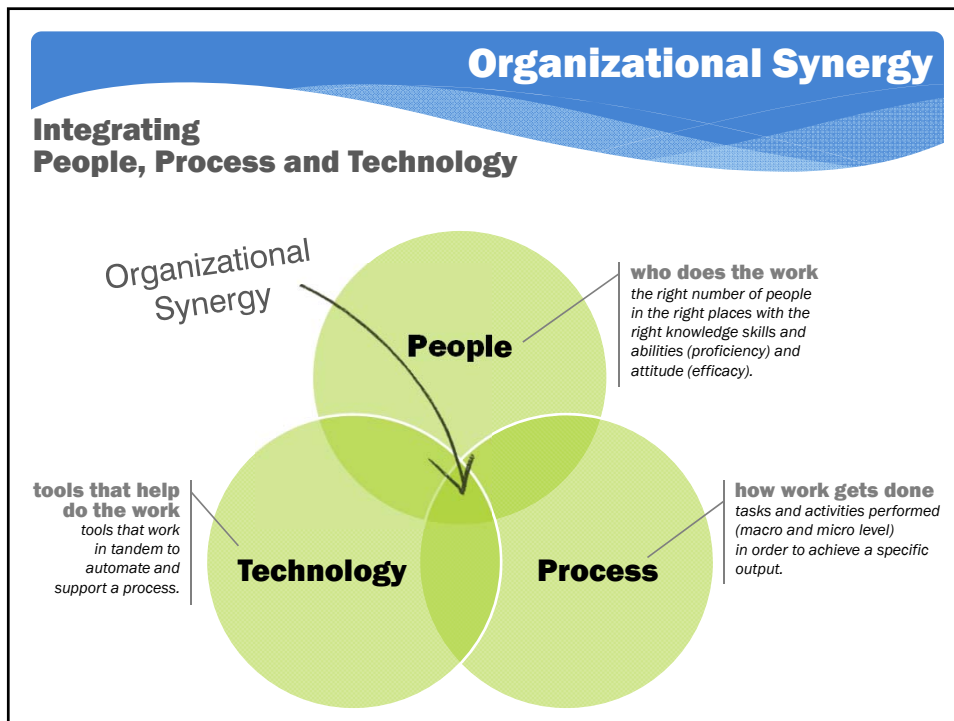
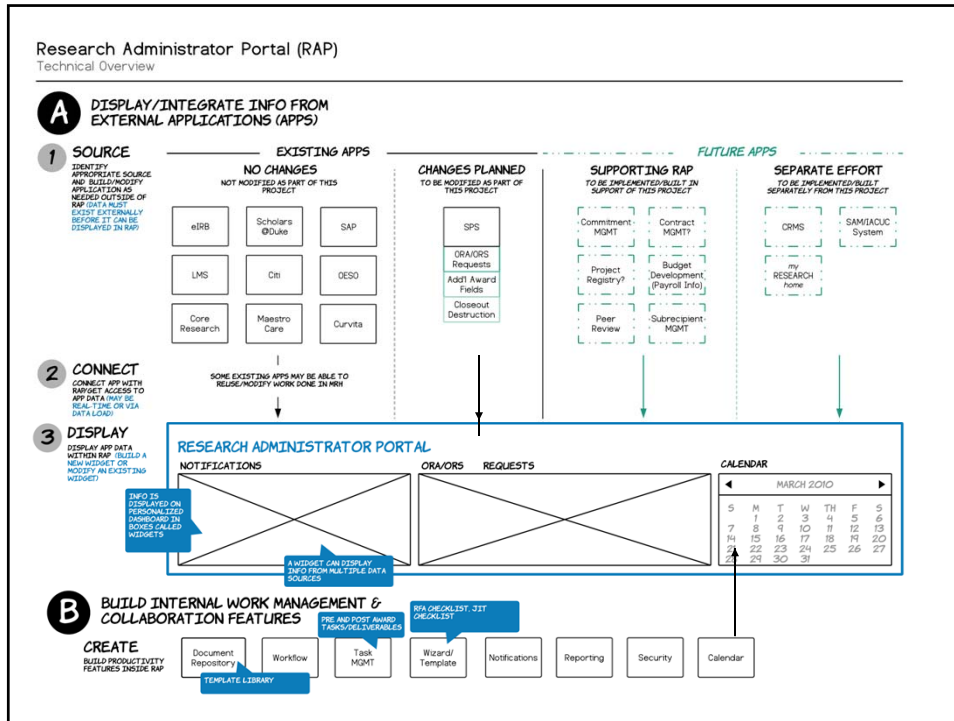


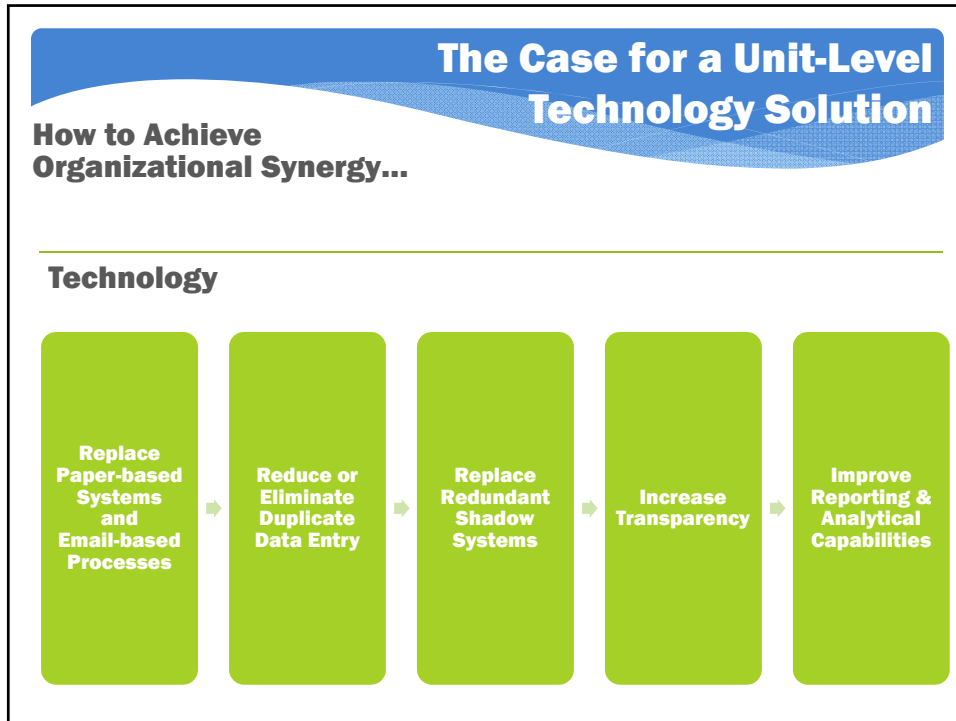
Overview

The initial design includes...







- Reporting capabilities
- A visual of all tasks and due dates
- A document repository
- Document sharing and version control
- Process workflow







The Case for a Unit-Level Technology Solution

How to Achieve Organizational Synergy...

		Current State	Goal
People	Service to Faculty	Highly Variable 	Consistent support level to all investigators
	Roles & responsibilities	Unclear 	Defined and well-documented Accountability through data and metrics
	Staff proficiency	Inconsistent 	Knowledgeable and competent staff Business process training & support provided
	Back up support	Nonexistent 	Ability to balance workload and provide back-up for staff

The Case for a Unit-Level Technology Solution

How to Achieve Organizational Synergy...

		Current State	Goal
Process	Fragmentation	Operate in Silos 	Collaborative team approach to processes
	Inconsistency	Gaps and Overlaps 	Consistent, standardized and streamlined processes

Goals of the Project

What will we achieve?

- Strategic**
 - Reduce operational costs
 - Provide better service to all stakeholders; specifically our investigators
 - Improve overall management of our research portfolio
 - Increase employee job satisfaction
- Organizational**
 - Enhance staff expertise and increase proficiency levels
 - Reduce redundancy and overlap in service delivery
 - Clarify roles & responsibilities
 - Provide management tools that help balance workload and provide increased coverage for staff
- Business Process**
 - Reduce the time it takes to perform routine unit-level research administration tasks
 - Create standardized business process
 - Improve communication between/among unit-level and central research administration communities
- Technology**
 - Replace paper-based systems and email-based processes
 - Replace redundant shadow systems
 - Reduce or eliminate duplicate data entry
 - Increase workflow transparency and real-time status updates
 - Improve reporting and analytical capabilities

Project Details

How will the project be managed and who is responsible for the finished product?

The Research Administrator Portal project will be governed using a structure adapted from the Closeout Project

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    graph LR
      WG[Working Groups] --> AG[Advisory Group]
      AG --> SC[Steering Committee]
      SC --> LC[Leadership Committee]
      LC --> CPT[Core Project Team]
      CPT --> RAP[Research Administrator Portal]
  
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Working Groups	Advisory Group	Steering Committee	Leadership Committee	Core Project Team	Research Administrator Portal
Generates ideas and makes recommendations	Vets WG output, prioritizes, operationalizes and champions the product	Provides executive oversight, approves scope/schedule/priority, resolves issues	Provides senior business unit-level perspective on planned activities, supports and drives implementation	Leads the way to the ultimate technology solution	

Project Details

When will the project be complete?

Timeline for completion is **18-24 months from project initiation.**

Some components will be released **iteratively.**

Full implementation is expected by **Spring 2018.**

