



Resource Optimization

Highlights

Between 10/1/11-12/31/11:

HSD

- Lowered the median turn-around time for new, minimal risk applications by 3 days, despite increase in volume over previous two reporting periods.

OSP

- Held campus trainings for 573 people

ORIS/SAGE

- Delivered annual report earlier and with more accurate data than ever before
- Deployed Windows 7 to all PCs in OR

OEI

- Upgraded and redesigned their website

Projects Completed

Unit	Projects Completed in Last 3 Months	Measurement of Efficiency/ Savings Achieved/ Adding Value
OSP	Centralization of mail out function to dedicated, responsible party.	This reassignment of responsibilities frees PCs to take on award intake responsibilities as well as award processing for certain types of awards.
OSP	Compliance review at time of award and supporting system enhancement (system enhancement phase I).	System enhancements now supports business practice of holding all awards which need a compliance review prior to processing. This enhancement reduces compliance risk.
OSP	Budget Review Criteria	Identify OSP 's role and what should be reviewed by UW for sponsored program budgets; define and document scope of OSP budget review, depth of review, criteria for acceptance, and process to complete review which will aid in clarity of communication to campus and improve the on boarding of new OSP staff.
OSP	OSP SharePoint Site	Establish Meta data (DONE), Initial document review (DONE). This is the first step towards a consolidated, organized knowledge bank to support business policies and processes both internally and externally.
OSP	Check Process with CGA	Streamlining the process of matching checks with research budgets will significantly reduce the lag time in processing these awards.
OSP	Revision of Affiliation Agreements with SIBCR and The Hutch	Standardization of agreements with these two sponsors will reduce contract negotiation time which will benefit researchers by faster turnaround times.
OEI	Administrative PEI collaboration (Oct 2011)	Provided unit-specific and UW common metrics to establish a baseline against which units will be able to measure progress going forward
OEI	For UW Publications: Insert material for "Columns" magazine (Oct 2011)	Publication of results from units that are using OEI services to improve processes
OEI	For Office of State Relations: Provided a report showing examples of administrative process improvements for use in a report to state government (Dec 2011)	Used in a presentation to state government to illustrate what UW is doing to cut costs & become more efficient
OEI	For UW Libraries: Acquisitions & Licensing project Phase 1 – data collection, analysis & recommendations (Dec 2011)	Process improvements, cost savings, greater capacity
OEI	For various UW units: Standard customer & employee surveys designed, vetted and work complete so that surveys are ready to administer; coordination with Office of Educational Assessment completed (Dec 2011)	Baseline metrics for each unit that obtains the surveys; data unit can utilize to implement improvements
OEI	Balanced Scorecard creation for OEI unit – basic design completed; data for metrics being collected	Show value added by OEI activities
OEI	Website redesigned – upgraded website added new tools for clients to use for education & improvement initiatives (Dec 2011)	Build capacity; increase infrastructure; invest in people
ORIS	Annual Report	Delivered annual report earlier and with more accurate data than ever before
ORIS	Data Source Analysis – SAGE	Product source profile for SAGE and add to source to target mapping for entry into the EDW/goal is a single data source to retrieve information
ORIS	Deployed MS SCCM for automated software deployment	Existing software deployment methods, including manual installation, proved inefficient. The need for a fully automated solution that could support the installation of both Microsoft and non-Microsoft software was needed. The design and deployment of MS SCCM (MS System Center Configuration Manager) has provided a tool for automating software deployment across all OR computers. This will result in major

		efficiency gains when deploying software, also allowing for faster deployment of new software and upgrades, effectively increasing the productivity of staff in the OR by providing value from new software sooner.
ORIS	Deployed Windows 7 to all PCs in OR	The stability and security across all OR PCs has been greatly improved by deploying Windows 7. This also improves integrations with existing Microsoft software utilized in the OR. Performance has been improved, allowing staff to be more efficient with their software tools, and the overall total cost of ownership has been improved, decreasing the effort required to maintain and support PCs. All savings directly result in better support of business operations in the OR.
HSD	The separation of application submission intake tasks and front desk reception tasks occurred well before this past quarter. However, analysis of turn-around time for the submission intake process was recently completed and included data for Oct-Dec 2011.	Median turn-around time has remained very low and the range has decreased significantly.

Projects in Progress

Unit	Current Project	Milestones Achieved as of 12/31/2011	Expected Measurement of Efficiency/ Savings Achieved/ Adding Value
OSP	Revise Grants Information Memoranda (GIMs)	*GIM 31 re-drafting content based on OSP comments – The draft GIM is now with The Small Business group for their review/action *GIM (New) reinitiated discussion of policy on International Research	Updating of GIMS will provide more clear, consistent and current guidance to campus. New format will call out process separately from policy and give better direction to campus for both
OSP	SFI Process Improvement	OSP representatives joining the larger FCOI discussion concerning this process	Streamlining of business practice to gain additional efficiencies, clarify processes and improve compliance management
OSP	Create new internal OSP information management plan	Documents reviewed and determination about updating vs. archiving. Nonfederal forms reviewed in depth to determine correct location and what requires updating. On hold pending resource availability	Up-to-date information and resources to assist OSP staff in their daily work
OSP	Review of options for faculty submission of eSNAP proposals	Discussion re-initiated	Streamlines process and effort for faculty in submitting progress reports to NIH
OSP	HSP/OSP Compliance review & award process	Final policy changes drafted. Documents in final draft. Training is scheduled for 2/21/12	Effect changes in policy and process to align w/ federal policy regarding Limited Activities Determination, IRB approvals and distribution of funds involving the use of humans in research
OSP	Compliance review at time of award and supporting system enhancement (system enhancement phases II & III)	System upgrades are pending implementation by ORIS	Enforcement of the Parent/child relationships in SPAERC will benefit more reliable reporting

OSP	Faculty Grants Management	OSP has begun a content review of materials for both the online and in person	More accurate and up to date information presented to the faculty regarding research administration.
OSP	Optional budgeting models for Industry contracts	Work group initiated	A look at costing models which are better suited to Industry sponsors may reduce the number of denials for F&A waivers
OSP	Revision of Affiliation Agreements with Children's & Group Health	Agreement with Children's in final stages. Work group for Group Health initiated	Standardization of agreements with these two sponsors will reduce contract negotiation time which will benefit researchers by faster turnaround times
OSP	Standards for International MOUs	Work group has re-engaged after being on hold	Standardization of agreements will reduce negotiation time thereby lightening then burden on faculty
OEI	For Health Sciences Administration: Shared Service Center	Recommendations moved forward to create shared service payroll processes	Decreased costs, invest in people, invest in infrastructure, increased compliance
OEI	For Global Health: Education Curriculum Office process improvement	Scope of work completed; assessment begun	Increased capacity for workloads; baseline data for current work
OEI	For the Applied Physics Laboratory: Strategy plan implementation	Strategic plan finalized; first leadership team meeting to be held Jan. 17, 2012	Full execution on strategic plan, including decreased costs, increased capacity, invest in people, invest in infrastructure
OEI	For the Office of Animal Welfare: Strategic planning & implementation	Scope of work completed	Full execution on strategic plan, including decreased costs, increased capacity, invest in people, invest in infrastructure
OEI	For Environmental Health and Safety: Strategic and project planning & implementation	First planning meeting completed	Full execution on strategic plan including decreased costs, increased capacity, invest in people, invest in infrastructure
OEI	For Environmental Health and Safety: Building a culture of safety	Employee and customer satisfaction surveys in progress	Invest in people, increased capacity
OEI	For UW Libraries: Acquisitions & licensing project Phase 2 – implementation	Data collected, analyzed, recommendations developed	Process improvements, cost savings, greater capacity
OEI	For Global Health: UW – Kenya facilitation	Leadership meeting agenda completed	Invest in people, invest in infrastructure
OEI	For the School of Social Work: School of Social Work improvements	Scope of work completed	Invest in people, invest in infrastructure, increase capacity, build culture of continuous improvement
OEI	Balanced Scorecard metrics	Created metrics & a BSC to measure & report on OEI results	Show value added by OEI services
OEI	Access database to track requests for service, project prioritization & status	First meeting with contractor in December	Metrics on requests for services and project status
OEI	Project evaluations for each project completed	First cut at evaluation form completed	Track & report on cost savings & satisfaction with OEI services
OEI	Unit-specific training & additional tools &	Tools being developed and added to website after initial	Additional & more targeted resources for units requesting assistance

	templates	relaunch of website	
OEI	“Train the trainer” unit-specific workshops to help units grow internal resources & promote a culture of continuous improvement	Initial planning done	Targeted resources for units to reduce costs, build capacity, invest in people, invest in infrastructure
HSD	Revision of forms	Exemption form – revised & implemented; Medical Records Review form – currently under revision; Repository & Main 13-11 forms – pending revision, teams/leads identified.	Fewer and shorter review letters needed, increase of Approval and Conditional Approval decisions at first full IRB review
ORIS	The Budget Module – Bridge	Defining scope and requirements	Will provide automated transfer/set up of award information between SAGE and financial systems
ORIS	Budget ID	In progress/requirement & analysis	Creation of quality and integrity of a consistent Budget ID across data systems
ORIS	Managed Data Phase 2/Merged access	In development	Build out of research administration data that is auditable and reusable; reflects changes while providing latest information; will provide 1 data source; precursor to proposal, award, and Bridge; Phase 2 is initial release of "Proposal" creating a single access list, eGC1 and Budgets inherit defined permissions from proposal.
ORIS	FCOI/Phase I	Regulation interpretation in progress. Scoping and analysis of possible solutions in progress	Provide tool to train PIs on conflict of interest – target date 8/26/2012 - mandated by PHS; Alleviate additional workload due to the decrease in value threshold that will increase the number of SFI received in OR to review and additional workload created by new requirement that all travel reimbursed by 3 rd party must be disclosed to OR compliance & reviewed; Make publicly available names of PIs with SFI
ORIS	EH&S and AUMS application	Phase I In progress	Build new solution for the origination and processing of the animal use medical screening to transition from paper to electronic application; will reduce administrative time and increase turnaround time (about 125 paper apps per month)
ORIS	OAW needs evaluation	In progress; completion estimated for April 2012	Identify process improvement opportunity, requirements for protocol management solution, proposal for solution strategy
ORIS	Platform - Needs Evaluation	In progress, due July 2012	Access current landscape, determine possible solutions, determine possible scope Goal: Solution Strategy/Technical Roadmap
ORIS	Research Roadmap Website	Build in process of being finalized and released to production	Internal website which allows storage and accessibility to documentation of Research Roadmap mission and status of projects
ORIS	Required Training	Technical Assessment underway	Build out existing registration tool to automate more administrator activities, improve user experience with alerts, reminders, etc., and manage tracking of completion (attendance, sign-off, certification) of specific required activities
ORIS	HSD needs evaluation	Drafting project plan	Identify process improvement opportunities, Identify process improvement opportunity, requirements for protocol management solution, proposal for solution strategy
ORIS	Data Transparency	Defining scope	Transparency of data across all domains
ORIS	Request for	Project start in May and	Request for information process for OAW and EH&S

	information/OAW and EH&S	deliver in July 2012	
ORIS	Limited Submission Tool	In development	Develop submission tool for improved management of proposals; automates tracking of proposals and ensures compliance
ORIS	Misc. Enhancements and Bug Fixes	In Flight - release cycle is every 2 months	Miscellaneous bug fixes prioritized by users and statistics. Miscellaneous systems enhancements prioritized by customers
ORIS	Inclusion of Small Business Diversity Plan information in SAGE	On Hold - waiting on completion of GIM and final requirements from SBD Office	SAGE system enhancements to add SBDP information compliance and routing section of eGC1 creating method to track compliance
ORIS	SPAERC User Guide	Completing first draft all chapters	Comprehensive guide for OSP users
ORIS	Peer Mentor Program	Launched initial investigation	Develop, implement, and promote peer mentor program. Possible supporting effort to establish new interactive forum for UW researchers to share information/best practices on proposal development and award management.
ORIS	Ad-hoc Reporting Requests	In progress	Ad-hoc data and report requests working to standardize via grantrpt to create a manageable process to address and service campus data needs with most efficiency
ORIS	Monthly Standard Reporting	In Progress	Proposal, Award, BoR, and custom reports to campus every 1st and 5th business day of the month; increased reliability of data and improved turnaround time
ORIS	Collaboration Initiative (FB)	In Progress	Effort to bring ORIS together around using fogbugz and initiatives to understand our business and collaborate
ORIS	Knowledge Base Development	In Progress/ scoping and gathering requirements	Development of a knowledge base solution/method that will ensure proper collection and maintenance of ORIS documentation for support and organizational growth
ORIS	RADC	In progress	Refine the Annual report process to surface process and data issues while achieving data requirements for the RADC EDW effort. Ensure quality data driven reporting
ORIS	STAR Phase 2	working to understand and develop	Fed BiosDevelop measures of impact of federal funding on science investment, social and workforce outcomes, and economic growth
ORIS	Data Source Analysis – HR, OAW, Student, Advance, other	Initiated HR, OAW, and student; Advance not approached at this time to begin analysis	Product source profile for HR data and add to source to target mapping for entry into the EDW
ORIS	Upgrade all OR PCs to Office 2010	In progress; will complete June 2012	Increases the functionality, stability and security of highly utilized productivity software in the OR. Improves integration with SharePoint and UW Exchange. Improves the efficiency of collaborating with other UW departments who are already upgraded to Office 2010
ORIS	Rebuild old backup infrastructure	In progress to complete March 2012	The existing backup infrastructure is old and experiencing hardware and software stability and performance issues. To maintain and improve the data protection of OR electronic systems, a new backup solution must be designed and deployed, including new software and hardware. This will ensure business resumption in the event of systems failure, while greatly increasing the efficiency of recovery in such an event
ORIS	SharePoint deployments in HSD and OSP	In progress with business owners in HSD and OSP	In order to consolidate and share information efficiently, HSD and OSP are working with ORIS to design and deploy SharePoint sites on the ORIS-hosted SharePoint environment. Will improve the structure and organization of

			documents and the efficiency of change tracking and document retrieval by staff
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