Resource Optimization

Highlights

Between 1/1/12-3/31/12:

HSD

- Turn-Around Time for Minimal Risk studies continued to decline, from 21 days in the last reporting period to 17 days this reporting period, despite a continued rise in volume
- For the first time, HSD has reliable turn-around time data for modification requests
- For the first time, HSD has a breakdown of the most frequently requested types of modifications

OSP

- New training courses created and delivered; SPAERC for OSP, SAGE Budget, and Grant Runner 102
- SAGE parent child rules for EGC1s and Fas
- EH&S and AUMS application/Phase I

ORIS/SAGE

- Held 11 trainings for 94 people

OEI

- Held 25 sessions for over 200 people

Projects Completed - FY12 Q2

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

Unit		
		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 turn-around times.
OSP/ Advancement	Revise Grants Information Memoranda (GIMs)	GIM 34 complete
ORIS	150th Research Retrospective Website	Interactive look back UWs research history
ORIS	SAGE parent child rules for EGC1s and FAs	Improved data quality to improve SAGE reporting capability
ORIS	EH&S and AUMS application/Phase I	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	Research Roadmap Website	Internal website which allows storage and accessibility to documentation of Research Roadmap mission and status of projects
OEI	Environmental Health & Safety: Employee and customer satisfaction surveys, analysis and report-out	Invest in people, increased capacity
OEI	Global Health UW – Kenya: Facilitation: leadership retreat completed March 21, 2012	Invest in people, invest in infrastructure

Projects in Progress

Unit	Current Projects	Milestones Achieved as of 5/15/2012	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. *GIM 9 and new OSP Advance Budget review process is pending system and office implementation	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.	Up-to-date information and resources to assist OSP staff in their daily work.

		Nonfederal forms reviewed in depth to determine correct location and what requires updating. On hold pending resource availability.	
OSP	Review of options for faculty submission of eSNAP proposals	On HOLD pending NIH pilot and RAPPT discussion	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. On HOLD for resources	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 turn around 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
OSP	RPPR Reporting	NIH Pilot program to revamp DHHS progress reporting is initiated. RAPPT has initiated discussion of possible OSP process revisions.	Streamlined progress reports and submission process for all DHS agencies.
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; unifies SAGE & FIN data
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	Limited Submission Tool	In development	Develop web-based tool for improved management of proposals; automates tracking of proposals and ensures

			compliance
ORIS	OrgCode	In progress	Cleanup of org codes no longer in use to create accurate reporting, funding relations, and eGC1 completion
ORIS	Collaboration Web Content	In progress	Create public facing research collaboration website to enhance collaboration among researchers
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	Web Production Support and analytics monitoring	Ongoing operation work	Manage but requests, content updates, and enhancements to unit sites; analysis of OR website traffic to support decisions about websites
ORIS	RPPR (Research Performance and Progress Report) Pilot Project	In progress	To align with new NIH reporting standards for non-competing awards
ORIS	Conflict of Interest	In progress	Develop a tool to support compliance by collecting conflict of interest data for research personnel
ORIS	FCOI web products	In progress	FCOI Training Solution (Training Content, Websites, and Web Services for training completion data) and FCOI PHS Website
ORIS	SAGE Help Desk Improvement	In progress	Improve customer service by documenting and streamlining standard tier 1 helpdesk processes
ORIS	Data Management Guide	In progress	UW libraries leading effort to develop a data management guide for researchers; ORIS assisting when required
ORIS	OAW needs evaluation	In progress; completion estimated for April 2012	Needs evaluation, identify process improvement opportunities, gather requirements for protocol management solution, propose solution strategy
ORIS	Platform - Needs Evaluation	In progress, due July 2012	Assess current landscape, determine possible solutions, determine possible scope, solution strategy/technical roadmap
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 information/OAW and EH&S	Project start in May and deliver in July 2012	Request for information process for OAW and EH&S
ORIS	HSD DOES Project	In progress	Operational process for executing

			process improvement projects
ORIS	SPAERC User Guide	Completing first draft all chapters	Comprehensive guide for OSP users
ORIS	SPAERC Support Site	In Progress	Site will provide SPAERC users with guidance on SPAERC system
ORIS	Newsletter Development	Ongoing	Communicate SAGE releases, web development, ORIS initiative progress
ORIS	OSP Contacts List Redesign	In Progress	Facilitate better search capability for correct contact for grant
ORIS	Online Approvals Course	In Progress	Create online course for users to self-teach eGC1 approvals
ORIS	OR Home page updates	Ongoing	Refresh feature stories on home page
ORIS	Managed Date Release Support	In Progress	Update training curriculum, Provide communication
ORIS	RADC Cube	In Progress	Will enable access to SAGE data and a means of working with the data in lieu of a data warehousing solution
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	Ongoing	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; continued improvement of FogBugz usage	Effort to bring ORIS together around using FogBugz and initiatives to understand our business and collaborate
ORIS	Knowledge Base Development	In Progress/ determining content and where to store	Development of a knowledge base solution/method that will ensure proper collection and maintenance of ORIS documentation for support and organizational growth.
ORIS	Access & Roles	In progress	Committee works to create institutional definitions for the data that are a part of their business; will increase quality of data
ORIS	BoR Prototype	In progress	Better and more data which includes 5 years of award data and trends
ORIS	Data Source Analysis – SAGE	Analysis complete; data being studied for data improvement opportunities	Product source profile for HR data and add to source to target mapping for entry into the EDW
ORIS	Data Source Analysis – HR	In progress	Enable people data to be integrated with award data in the EDW
ORIS	Data Source Analysis – FIN	In progress	Enable integrated FIN data into RADC requirements and UW IT by extention
ORIS	Web triage & Documentation	Ongoing	Support documentation for web
ORIS	ARRA reporting	Ongoing through ARRA lifecycle	Deliver weekly ARRA reports
ORIS	ODS RAD Support	Ongoing	Maintain views, process, and scripts required to load the ODS daily
ORIS	RRF Reporting Support	Ongoing	Support RRF runs for ORC
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	Backup Infrastructure Rebuild	In progress to complete June 2012	Backup more information more frequently, and decrease the time and cost to restore data. Ensure business resumption in the event of systems failure, while greatly increasing the efficiency of recovery in such an event.
ORIS	SharePoint deployments OSP	In progress with OSP business owners	Assist OSP in designing, building and deploying a SharePoint site for internal document and information collaboration to allow increased access to information for OSP staff. Consolidation of information.
ORIS	SharePoint deployments in HSD	In progress with HSD business owners	Migrate HSD's existing document library to SharePoint 2007. Begin planning for expanded use of SharePoint within HSD, if appropriate. Data consolidation and improved access to information for HSD Staff.
ORIS	Computer System Encryption in all OR	In progress; completion expected July 2012	Encrypt hard drives of all OR computers to eliminate risk as much as possible of losing restricted or sensitive data in the event of security breaches and/or lost equipment. Will greatly reduce institutional risk if physical compromise occurs.
ORIS	Migrate email archives to the Cloud	In progress; completion expected July 2012	Most cost effective solution for storing email archives as the current ORIS exchange archive server comes to the end of its life. Migration to the cloud will significantly decrease support costs and increase system performance and stability.
HSD	Launch of DOES change management system	Sharepoint site built, system presented to all-staff, project requests being entered and queued for review, Delta teams being formed for projects that will move forward.	Change requests and efforts will no longer disappear or languish, but will be systematically documented, analyzed, prioritized and worked on through a central change management system.
OEI	Health Sciences Administration : Payroll Shared Services Center	HSA Working Teams formed to begin operationalizing Payroll Shared Services. Go-live for Pilot group: 6/12	Decreased costs, invest in people, invest in infrastructure, increased compliance
OEI	Global Health – Education Curriculum Office : Process Improvement	Roles & responsibilities audit and findings report completed 2-7-12	Increased capacity for workloads; baseline data for current work
OEI	Global Health – ECO: Admissions	Scope of work completed 2-7-12	
OEI	Applied Physics Lab: Strategy plan implementation	First leadership team meeting on 1-17-12; strategy planning leadership session held on 3-5-12	Full execution on strategic plan, including decreased costs, increased capacity, invest in people, invest in

			infrastructure
OEI	Office of Animal Welfare: Strategic planning and implementation	Revised scope of work completed for strategic planning, employee & customer surveys	Full execution on strategic plan, including decreased costs, increased capacity, invest in people, invest in infrastructure
OEI	Environmental Health & Safety: Strategic & project planning & implementation	Leadership planning session completed 2-14-12; strategy planning timeline developed	Full execution on strategic plan, including decreased costs, increased capacity, invest in people, invest in infrastructure
OEI	Environmental Health & Safety: Strategy Planning	7 meetings facilitated including all-staff retreat	Full execution on strategic plan
OEI	School of Social work improvements	Scope of work completed, project initiated	Invest in people & infrastructure, increased capacity, build culture of continuous improvement
OEI	School of Nursing: Shared governance & decision-making workgroup	Facilitated workgroup meetings, along with workgroup leader; initial planning session on 2/15/12 scope of work completed	Full execution on strategic plan, including decreased costs, increased capacity, invest in people, invest in infrastructure
OEI	School of Dentistry: Purchasing management improvement	In Phase 1: analysis to create a case for change in current purchasing processes	Process improvements, decreased costs
OEI	ITHS/OEI online training modules on process improvements	Scope of work completed; design of training modules begun	Process improvements, decreased costs, increased compliance, increased capacity, invest in people, invest in infrastructure
OEI	Balanced Scorecard metrics	Ongoing refinement of metrics to measure OEI accomplishments	Show value-added by OEI services
OEI	Access db to track requests for service, project prioritization & status	Database being developed, several meetings with external developer	Track & report on cost savings & satisfaction with OEI services
OEI	Unit-specific training & tools & templates	Ongoing – additional tools developed & added to website	Additional/more targeted resources for units requesting assistance