W

Office of Research
iSTAR Metrics: FY14 Q3
July 28, 2014

Resource Optimization

Highlights and Trends
Between 1/1/14-3/31/14:

OSP	▪ OSP updated its Prepare Proposal webpages with content on budget development. This content provides comprehensive information on select items of cost and points to University resources, such as policies on what is defined as equipment, and what are considered clerical and administrative costs.
HSD	▪ While we don't have specific metrics yet, the reformatting of the Modification Form, and related policy changes has been warmly received by the UW research community. HSD staff report receiving positive feedback including notes on submitted mods, emails, and phone calls thanking HSD for the changes. ▪ Three more HSD IRB administrators passed the Certified IRB Professional (CIP) exam, bringing the total number of CIPs at HSD to 7. This is a direct result of the new policy for HSD to reimburse exam fees for staff who pass the exam.
ORIS	▪ Complex Proposal webpage has been updated to make available to researchers all tools and templates developed over the previous 2 years making information immediately available and lessening the number of inquiries to ORC. ▪ Infrastructure Team Run Book - Developed a "Run Book" which organizes and documents information about systems, applications, processes, procedures, policies, etc. which are supported by the Infrastructure, Engineering, and Support Team. This is expected to decrease by 20% the time needed to resolve highly complex technical issues that can involve multiple server systems.
ORC	▪ OR Funding Opportunities page: provides a central source for all funding announcements
RAPID	▪ OEI began its transition to an increased focus on reducing research administrative burden; renamed the group RAPID (Research Administration Performance Improvement and Development)

Project Category Codes:		
1	Proposal Preparation	Collapses feasibility, research plan and sponsor submission chevrons
2	Pre-Award Administration	Equals sponsor response
3	Post-Award Administration	Collapses project launch, manage award and compliance chevrons
4	Report Preparation	Replacing Enterprise Reporting & Analysis chevron
5	Closeout	Not on FDP's high level list
6	Other	Other

Projects Completed - Last 3 Months										
Unit	Project Name	Unit Impact	Campus Impact	Date Launched	Date Completed	Project Description	Complia nce	Service	Annualized Actual Time Saved	Annualized Actual Funds Saved	Category
RAPID	OR Employee Survey	To be used in helping leadership understand how to embed employee development/morale as part of a people strategy/employee development	None/indirect	10/30/2013	2/15/2014	Employee satisfaction survey, analysis and reporting - done every 3 years ongoing		Increased employee satisfaction			6
RAPID	OEI First 3 Year Customer Survey	baseline to gauge progress		7/9/2013	2/15/2014	Survey, analysis and reporting of customer satisfaction in first 3 years of OEI existence		Increased customer satisfaction			6
RAPID	International Clinical Research Center				2/28/2014	Project terminated; working on their own with OEI tools					6
RAPID	School of Law Library	Improved efficiencies within the department	Better service to clients	9/4/2013	3/31/2014	Assess current staffing roles and workflow, recommend improvements to workflow & staffing					6
ORIS	HSD Micro-Mini Data Cube	HSD will be able to create the "Monthly Incoming Workload" report much more efficiently and frequently, which allows them to balance submission workloads across teams. Current time for generation of Workload report and satisfying ad-hoc summary reports is 113~ hours annually. The project target for this improvement is 14 hours annually, a savings of 99 hours.	Campus may benefit from better utilization of IRB team resources, resulting in possible faster submission review times	7/1/2013	2/14/2014	Migrate a small subset of DORA SQL data to SQL Analysis Services cube for reporting.		Direct access to data resulting in better self-service reporting	Significantly reduce HSD/Candy's time and effort spent in preparing these monthly reports: Current time for generation of Workload report and satisfying ad-hoc summary reports is 113~ hours annually. The project target for this improvement is 14 hours annually, a savings of 99 hours.	99 hours * FTE Per Hour. See Time field.	

ORIS	ORIS Portfolio Management Framework	Single Points of contact will be required from Business Units and regular priotozation meetings will be managed between business untis and ORIS SPoC.	Indirectly this prioritization strcuture will ensure we are working on the highest value enhancements from campus.	5/30/2012	2/20/2014	Build out project intake, planning, execution and reporting processes based on ORIS strategic plan and alignment with OR Mission, Vision and Goals.		ORIS Work Engagement Manual shared with partners to provide clear service expectations for collaborating with ORIS on delivering solutions.	2885 hours were saved by deciding whether or not to pursue delivery of a project earlier in process instead of churning on projects that did not have proper buy-in.		6
ORIS	DORA Enhancements: Compliance Data		Researcher Time Saved in determining which form to use: Before Measure Content review, document review and phone call time based on 452 submissions annually: 109 hours After Measure Content review, document review and phone call time based on 452 submissions annually: 26 hours Target savings: 83 hours	9/2/2013	2/28/2014	Add functionality to DORA for tracking compliance related activities for the HSD Compliance Team.	Provides the ability to report on types of issues that arise and be able to proactively develop and deliver training to increase compliance and reduce the number of future incidences.	Creation of a new general Problem Report that aligns with the DORA Application changes reduces the burden placed on the researcher to self-determine if it is an "AE" Adverse Event form or a "ROOP" Report of Other Problems form.	Creation of a new general Problem Report and guidance that more clearly assists the researcher in determining if they actually need to file a report will drop the number of submissions that need to be reported. This will eliminate the time it takes the researcher to fill out unnecessary reports as well as the compliance administers time to process the reports. This update will enable the ability to measure turn-around time for Problem Reports (AE and ROOPS) and allow future process improvements to be measured.	The time save equates to funds saved but there is not a way of determining the number of unnecessary reports that are filed currently.	6

ORIS	Annual Report (FY2013 data)	this effort improves the data within the annual report, reduces the time that it takes to produce it. eventually the report should be made accessible on demand. effort include incorporation of institutional master data, institutional business rules and definitions.	this effort will improve the reliability of the data published to campus	4/1/2013	3/1/2014	Annual fiscal year improvement effort on process, business rules, and data integrity/quality to: (a) support the annual report creation and (b) further the approach for a data driven reporting and repeatable process.	this effort will have little effect on compliance	this effort will increase the reliability and availablity of data	It is estimate that the FTE effort to generate this report will be cut in half compared to last year	this effort will reduce cost associated with the production of the annual report	4
ORIS	RADC CUBE: Awards & Exps by Date, Sponsor, and Org to support FY13 ARpt	this effort will make analytical sage data, specifically awards, available to all central offices	this effort will make analytical sage data, specifically awards, available to campus	1/1/2011	3/1/2014	Tool for providing analytical data to the UW as a result of RADC Phase 1. This effort includes training and day to day support in the run up to a "loud" roll-out which should be complete by end of FY13	this is just a first step in what should, down the road, support and integrated view into awards, expenditures and compliance. Compliance should become less costly to report on and should help ensuring complaince \ongoing.	data access and analysis will help inform process improvement opportunities. as a new service it is already an improvement over our data access abilities today.	data availablity should greatly reduce time spent by data users sourcing data and building reports. it will also improve the quaility of the data being reported on thereby reducing errors and time spent correcting errors	access to data should improve decision makeing leading to improved use of dollars	4
ORIS	Org Code Data for Awards (EDW Master Data)			4/1/2012	3/1/2014	Create process and control to manage sponsor data in SAGE					6

ORIS	Omni Circular (phase 1 and 2)			Campus researchers/users can find the federal regulation updates on Uniform Grant Guidance through the new Omni announcement page and be able to prepare for meeting the regulation requirement changes prior to its effective date in Dec 2014, or prior to UW's effective date of July 2015.	2/19/2014	3/11/2014	Create a new webpage for Omni Circular communication to campus	Improved compliance is expected; increased awareness and understanding of the new Omni regulation - combing 8 separate circulars into 1. The new website helps prepare for meeting the new/revised requirements in grant applications.	Improved service; the new webpage provides an effective way to help researchers understand how the new Omni Guidance will impact applying for and working with grants	The new Omni website is an improved process in ways to communicate the new regulation to the campus; it reduced time spent in administration and communication otherwise done by FAQ, emails, etc. The website had 491 visitors in the month of April with a 4-minute average viewing period.	6
ORIS	Infrastructure Team Run Book				8/14/2013	3/14/2014	Assess options for developing a "Run Book" containing organized documentation for the Infrastructure Team. This will include information about systems, application, processes, procedures, policies, etc. supported by the Infrastructure Team.			Up to 20% decrease in time to resolve highly complex technical issues involving multiple server systems.	6

ORIS	Complex Proposal	The Complex Proposal Team has been disbanded, but all of the tools it developed over the 2 year pilot are now available online. It allows ORC to best service campus with complex grant preparation, and lessens # of inquires or direct contacts to ORC.	Project Management toolkit eases the burden of preparing complex grant proposals.	2/3/2014	3/28/2014	Update the CPMG page to include all tools and templates for creating a complex proposal	Increased awareness and understanding in meeting compliance requirements in preparing complex proposals	improved service to researchers by making the tools (developed by the complex proposal team) online and available to a wider user base	reduced time spent in handling questions one at a time; web analytics showed that the new website had 563 viewers in the month of April since the launch, with 337+ unique users, and 3.5 mins average time.		1
ORIS	OR Funding Opportunities	ORC is now the central source for all funding opportunity announcements; previously it came from various sources including ORC and OSP.	campus researchers can now view consolidated funding opportunity announcements from various departmental websites in one place	2/3/2014	3/31/2014	Create a new Funding Opportunities webpage that shows all of the funding opportunities from an ORC level		improved service; the funding opportunities search process has been streamlined by consolidating all announcements on a centralized webpage	reduction in time spent searching for funding opportunities - previously from various websites, now in one location		6
OSP	RPPR Phase II pilot	OSP awareness of any issues with implementing RPPR for non-SNAP awards	Opportunity to try out RPPR for non-SNAP awards before it is released to all awardees and provide feedback to NIH.	Nov. 2013	Feb. 2014	Implementation of RPPR for non-SNAP awards will be mandatory by August 1st of 2014. This is a pilot that allows a handful institutions to try out the RPPR early and provide feedback to NIH.	Soon to be required way of submitting progress reports for non-SNAP awards.	N/A	N/A	N/A	3

OSP	Prepare Proposal Webpages (Phase I)	Documentation of guidance for use by campus and our staff	Provides expectations and guidance on budget development and points to common resources needed to accurately build budget	1/1/2014	Mar 2014 (Phase I content)	Provide campus with information on Proposal Preparation in holistic one stop shop. Phase new content based on on highest priority and most asked for information. Phase I contains information on proposal budget development	Increases accuracy of budgets, as site now explains basis for developing request for certain line items of cost, such as equipment.	Pulls together resources in one place for budget development	N/A	N/A	1
OSP	Subaward - Non FDP Template	Standardized the process for subawards under federal contracts and all non federal prime awards	Process standardization and streamlining. Use of standard template and term and conditions.	10/1/2013	Feb. 2014	Fully implemented use of the Non FDP Template for us on all subawards under federal contracts and all non federal awards.	Ensures compliance with applicable laws and regulations and ensures standard lanaguge and terms and conditions are utilized at all times.	Decreases time needed to determine type of template to use or specific language needed.	N/A	N/A	6

OSP	Subrecipient Annual Audit Certification Form	Created standard process to update subrecipient monitoring on an annual basis. New process.	Ensures appropriate review of subrecipients to meet federal requirements.	1/1/2014	3/1/2014	Created and implemented a standard annual audit certification form to be sent to all subrecipients to collect up dated entity and audit information for subrecipient monitoring purposes	Ensures compliance with A-133 requirements for subrecipient monitoring / A133 audit finding	NA	N/A	N/A	6
OSP	FFATA Procedure Updates - Secondary review	Enhances review and integrity of FFATA reporting process	Ensures appropriate reporting and federal regulation compliance	2/1/2014	3/1/2014	Added a secondary review of all FFATA reports to increase accuracy and ensure appropriate reporting and compliance	Ensures compliance with FFATA regulations and audit finding.	NA	N/A	N/A	6
OSP	A-133 audit fieldwork completed	Ensures compliance with federal regulations	Ensures compliance with federal regulations	12/1/2013	3/1/2014	Performed fieldwork necessary to satisfy state audit office requests and requirements related to annual A-133 audit	Ensures compliance with OMB sponsored projects regulations and requirments	NA	N/A	N/A	6
OSP	Subcontract Modification Form Required	Streamlined the receipt and request of subcontract modifications to one standard mechanism and format	Streamlines and standardizes the way modifications on subcontracts are requested. Helps ensure more timely action by providign standard and required information.	2/1/2013	3/1/2014	This online webform has been in use for approximately a year, but this change moves to require this form at all times to standardize the way information is provided and received by OSP.	Ensures appropriate information is provided on modifications requests	Streamlines time needed to review modification request by providing standard information in standard format.	N/A	N/A	6
OSP	Subaward tracking and communication Enhancements	Increases the ability to track the status of subcontract requests and actions	Provides mechanism and method to provide up to date status information on subcontracts	12/1/2013	3/1/2014	Implemented a standard tracking log of all subcontract requests and key processing actions	N/A	Increases ability to report on status.	N/A	N/A	6

HSD	Name	Goal	Benefit	Start	End	Description			Metric	Metric	#
HSD	Modification Form Adaptation	More complete and correct modifications submitted, easing review	A more readable and understandable form will simplify and facilitate the preparation, submission, review and approval of modifications. In addition, related policy changes will reduce the number of modifications necessary to complete, reducing the amount of wait time for researchers, and increasing the amount of time available for research	1/4/2013	1/31/2014	Re-formatting the mod form to be more user-friendly, converting to a smart form PDF, making it easier to fill out, and eliminating irrelevant and unnecessary questions and information. Changing a couple of policies which make it so researchers will have to fill out fewer of these over all.		A newly formatted mod form should lessen the number of incorrect and incomplete modifications submitted, making it easier for the review process to be completed, resulting in a reduced turnaround	TBD - Coming in FYQ4	TBD - Coming in FYQ4	3
HSD	IRB Departmental Assignments	Improved internal process for assigning applications to IRBs for review	Departments will know which IRB their studies are going to be sent to, allowing for a single point of contact in HSD. Also, studies will be better matched to IRBs with members having the appropriate expertise to review them.	1/18/2013	1/31/2014	Using data from the DORA database, we will assign UW departments to IRBs based on committee expertise and committee workload. A non-public testing phase began in the summer of 2013, and is being refined over the fall, for an official implementation by the end of the calendar year. Attached to this are the Minimal Risk and Full Board contact widgets for the HSD website	Assigning applications based on committee expertise ensures that we are in compliance with regulations that require studies to be reviewed by qualified individuals and committees	Researchers will know who to call with questions related to preparing their studies, what review might look like, etc.	N/A	N/A	6

HSD	Updates to Regulatory Affairs (HSD Compliance) SOPs and forms	Reduced reporting requirements free up time for other review work; centralized single point of contact on "significant" compliance issues simplifies process for review staff.	Greater clarity around what needs to be reported and whom to contact, reduced reporting requirements, single point of contact on "significant" compliance issues clarifies process for researchers and ensures necessary compliance offices are informed and engaged more quickly.	10/1/13	2/28/14	Numerous updates to Regulatory Affairs (HSD Compliance) policies and forms. Includes: combining two forms into one, updating the Status Report to be in line with new policies, streamlining the reporting process so researchers will have a single point of contact, updating policies to eliminate the need to report most "minor non-compliance" issues, as well as some Adverse Events, consolidating information found in numerous previous SOPs into a single document, making it easier for researchers to understand what they need to report, among others.	Centralizes all reporting needs into one location (SOP Reporting by Researchers), clarifying what researchers need to do in order to remain in compliance; streamlined processes ensure HSD is able to support other UW compliance offices in meeting their regulatory requirements	Simplifies and clarifies regulatory processes for researchers, UW compliance offices and research subjects	TBD - Coming in FYQ4	TBD - Coming in FYQ4	3

	Genetic Supplement	Simplifies the review process for genetics research by reducing the need for back and forth between the reviewer and researcher	Simplifies the review process for genetics research by reducing the need for back and forth between the reviewer and researcher; clarifies what information needs to be provided for genetics research	12/1/13	2/28/14	Updating questions related to genetics research to be in line with current HSD policies and federal regulations, moving questions from a landing page on the HSD website into an application supplement for researchers to include with applications, making it easier to ensure that relevant information gets to HSD review staff more efficiently and complete.	Updated questions are correct and aligned with policies and regulations, reducing possibility of non-compliance	The questions that need to be answered related to genetic research no longer need to be tracked down on our website or forwarded to researchers by HSD staff *after* an application has been submitted. The amount of back and forth with review staff is reduced by providing these questions upfront in this application supplement	TBD - Coming in FYQ4	TBD - Coming in FYQ4	3
HSD										

| | Single Patient Emergency Use | For HSD staff there is a significant reduction in the amount of time spent coaching physicians through this process, freeing them up for other tasks; for IRB chairs this change eliminates their need to be involved, reducing their burden | Centralizes and simplifies this process making it easier for physicians to use an investigational drug, device or biologic for treatment while being in compliance with FDA requirements and UW policies | 1/1/2013 | 2/28/2014 | Created new policies that eliminated the need for IRB concurrence for single patient emergency use, generated detailed instructions for each type of use, created a new, required, template consent form, centralized all related documents on our website and put a big red button on our home page that will take a physician right to the landing page where all of the necessary documents are located | Ensures that physicians who wish to use an investigational drug, device, or biologic for clinical treatment of a single patient are in compliance with specific Food and Drug Administration (FDA) requirements and UW medicine policies. | Clarifies and simplifies the process, significantly reducing the difficulty, as well as the obstacles, in being in compliance | TBD - Coming in FYQ4 | TBD - Coming in FYQ4 | 3 |
| HSD | | | | | | | | | | | |

HSD	HSD Quality Assurance Program	Gives our office an understanding of how well we are complying with federal and state regulations, as well as UW and HSD policies, as well as to identify root causes of any problems found, ensuring we are able to implement solutions	Our identifying problems in our policies and procedures will increase consistency in IRB reviews, making it more predictable for the research community	1/1/2014	3/31/2014	Develop a Quality Assurance (QA) program that includes ongoing and individual QA projects that look at how HSD is complying with federal and state regulations as well as UW and HSD policies and procedures.	Regular review of approved studies to ensure our office is operating in compliance, and that our policies and procedures are working as intended will help us reduce non-compliance		N/A	N/A	3

Completed Projects in Process of Data Collection											
Unit	Project Name	Unit Impact	Campus Impact	Date Completed	Date Metrics Available	Project Description	Complia nce	Service	Annualized Actual Time Saved	Annualized Actual Funds Saved	Category
OSP	FA field definitions and ownership, OSP vs. GCA	Fewer FAs being sent back-and-forth between OSP and GCA	Faster processing of FAs and therefore availability of funds to departments	Dec. 2013	Apr. 2014	Develop new FA processing rules for when GCA should send an FA back to OSP if incorrect information is identified and when to correct it by GCA staff.	N/A	Faster availability of funds to researchers	ca 2004 days in waiting for funding release	N/A	3
HSD	SOP Renovation Cycle 3	Increased completeness in SOPs will help with consistency of review, and ensure that HSD staff and IRB members understand all UW policies and procedures in conducting an IRB review.	HSD SOPs offer campus transparency in the review process, as well as guidance for various aspects of the application process.	10/25/2013	FYQ4	Writing and revising the HSD SOPs to ensure that they are complete and correct. This addresses findings from the 2012 audits (OHRP, FDA and internal), as well as our office's need to standardize procedures. **This particular cycle includes the development and implementation of new supplements for research involving drugs and devices (both FDA regulated and non-FDA regulated).**	Address es the audit findings from 2012	The new supplements will reduce the amount of back and forth that is necessary between researchers and review staff.	TBD	TBD	3
HSD	SOP Renovation Cycle 4	Increased completeness in SOPs will help with consistency of review, and ensure that HSD staff and IRB members understand all UW policies and procedures in conducting an IRB review.	HSD SOPs offer campus transparency in the review process, as well as guidance for various aspects of the application process.	12/31/2013	FYQ4	Writing and revising the HSD SOPs to ensure that they are complete and correct. This addresses findings from the 2012 audits (OHRP, FDA and internal), as well as our office's need to standardize procedures. **This particular cycle includes a revision to the SOP Closure, clarifying when a study can be closed (i.e. it no longer involves human subjects), increasing the likelihood that studies will be closed sooner, rather than later, thus eliminating possibly unnecessary status reports**	Address es the audit findings from 2012	A clearer SOP on closures should lead to more studies being closed sooner, and resulting in fewer necessary status reports.	TBD	TBD	3

Unit	Project Name	Unit Impact	Campus Impact	Date Launched	Projected Date Completed	Project Description	Compliance	Service	Annualized Projected Time Saved	Annualized Projected Funds Saved	Category
HSD	Expedited Review Eligibility Worksheet - SOP Renovation (Cycle 2)	This worksheet makes it easier for staff to identify submissions that have been made incorrectly, reducing the amount of work involved in reviewing a study incorrectly submitted	Gives PIs the ability to self determine if their studies meet the criteria for expedited review, enabling them to submit the appropriate application and significantly reducing mis-directed applications (which have much longer review times)	8/19/2013	FYQ4	Implemented as a part of the SOP Renovation project, Cycle 2. For the first time, HSD has a tool that helps researchers self-determine if they should submit a minimal risk (expedited) application, or a full board application.		Reduces the need for researchers to rely on HSD staff to determine if their study meets the criteria for expedited review	TBD	TBD	3

Projects in Progress - Last 3 Months

Unit	Project Name	Unit Impact	Campus Impact	Date Launched	Projected Date Completed	Project Description	Compliance	Service	Annualized Projected Time Saved	Annualized Projected Funds Saved	Category
RAPID	OR Customer Survey	Identification of areas to improve customer satisfaction	Greater customer satisfaction	3/1/2014	7/1/2014	survey of customer satisfaction of the 4 OR units+analysis and reporting for senior leaders		Increased customer satisfaction			6
RAPID	ORIS Internal Survey	Identification of areas to improve customer satisfaction	None	3/31/2014	7/1/2014	survey of OR customer satisfaction with ORIS services+analysis & reporting for senior leaders		Increased customer satisfaction			6
RAPID	College of Education Academic Planning Process	Reliable curriculum plan, increased ability to effectively budget and plan, streamlined, efficient new process with reduced staff time, handoffs, errors, and total process time	course predictability, streamlined process, increasing student satisfaction with process	10/23/2014	1/30/2015	Assess, design and implement curriculum planning process		Increased student satisfaction			6
RAPID	APL - Strategic Planning (Comm)	Clear strategy map & plan to follow, to meet goals	Improved service to clients & compliance	5/30/2012	Ongoing	Build an infrastructure that allows the Lab to be successful in implementing the strategic plan.	Measures of success to be determined	Measures of success to be determined	Measures of success to be determined	Measures of success to be determined	6

RAPID	APL - HR Operations	Improved efficiencies within the department	None	3/13/2013	4/30/2014	Redesign APL onboarding form, improve hiring process.	Possible improvement in HR compliance	Increased capacity, increased customer service level	Currently being assessed and calculated		6
RAPID	APL - Time & Leave	Improved efficiencies within the department	None	7/15/2013	4/30/2014	Time & Leave reporting improvements	Measures of success to be determined	Measures of success to be determined	Measures of success to be determined	Measures of success to be determined	6
RAPID	ITHS - Leadership Development	Increase leadership team effectiveness	Increased alignment and effectiveness in leadership team	1/10/2014	9/30/2014	Conduct leadership team assessment, determine recommendations, work with leadership on development needs	Measures of success to be determined	Faculty and staff satisfaction	Measures of success to be determined	Measures of success to be determined	6
RAPID	Wash. Sea Grant - Reorganization	Staff has clearer roles & responsibilities; director time freed up for fundraising	Better service to clients	9/17/2012	4/30/2014	Examine the program's core functions, organizational structure and key processes; identify areas for immediate and long-term improvement; redesign processes as necessary and create new models for successful completion of on-going reporting needs.	Measures of success to be determined	Increased customer satisfaction	Free Director time to raise funds	To be determined	6
RAPID	Wash. Sea Grant - Cont. Process Improvement/ Project Mgmt	Continuous process improvement & project management	Better service to clients	In Queue	TBD	Form OEI and Sea Grant staffed project team to create action plan, identify key drivers for work plans (data needed for reporting, Sea Grant priorities), design work plan to meet strategic needs, integrate use of project management materials for project planning, align work plan timeline with annual reporting timelines	Measures of success to be determined	Increased customer service satisfaction	Measures of success to be determined	Measures of success to be determined	6
RAPID	Wash Sea Grant - Communications	Improved communication within Washington Sea Grant unit	Improved communication processes with stakeholders throughout the State of WA	2/12/2014	6/30/2014	Assess current communication dept. processes, capacity, priorities, requirements; design and implement new processes	Measures of success to be determined	Increased customer service satisfaction	Measures of success to be determined	Measures of success to be determined	6

RAPID	C 4 C - Customer survey	Enable C4C to obtain feedback on service to clients/customers	Improved service to clients & compliance	8/12/2013	4/30/2014	Conduct first-ever survey of C4C clients to gauge satisfaction and areas for improvement, analysis and reporting to senior leaders	Measures of success to be determined	Increased customer service satisfaction	Measures of success to be determined	Measures of success to be determined	6
RAPID	ITECH-SA - Employee/Leader Development	Improved efficiencies within the department, increase customer and employee satisfaction	Improved efficiencies within the department, increase customer and employee satisfaction	3/1/2014	6/30/2014	Plan and execute a full-day leadership development session; follow up on survey results and what has been done to date; assist in continued development of infratructure to make organizational improvements. Work with leadership, groups and units to identify any further interventions that may be necessary/helpful; work with individual leaders on their organizational and personal leadership challenges; work with team leadership and team as needed.	Measures of success to be determined	Faculty and staff satisfaction	Measures of success to be determined	Measures of success to be determined	6
RAPID	UW Police Department	Improved efficiencies within the department	None	6/12/2013	4/30/2014	Eliminate paper time & leave sheets, streamline DAR/NAR reports, phase in Telestaff as the only system of record, eliminate shadow systems	Possible improvements in HR and Payroll compliance	Increased capacity both for administrators and Supervisor/ Sergeants	Projected .5 to 1.0 FTE increased Adminstrator efficiency. 1-2 additional hours/day total for 4 Sergeants	Estimated savings of $40,800 - $81,600 per year	6
ORIS	Rebuild Backup Infrastructure: Phase 2	Impacts HSD, OSP, ORC, and ORIS directly by providing improved disaster recovery and preparedness.	Campus will be impacted if a major disaster or outage occurs, because the incident will have a decreased affect on all OR units because this solution allows faster and more complete recovery of OR server systems.	12/2/2013		Now that the new backup infrastructure is in place and operational, we will create a dynamic, cost-effective, off-site backup replication solution for disaster recovery. The new solution will be hosted in a geographically redundant data center, which will not be available until sometime around Fall 2013. UPDATE: We will prepare the server and host it in another data center on campus until the geographically redundant data center is available	Does not directly affect researcher compliance.	Provides improved service to OR staff, and to some researcher systems. Decreases risk, improves stability and up-time.	Does not affect researcher time, but decreases time to recover from major disasters and outages.	Decreases cost to recover from major disasters and outages.	6

						(timeline is unknown).					
ORIS	Centralized OR Newsletter Sign-up Including Custom Convio Widget		This new webpage will make it easier to find and subscribe to newsletters and listservs offered by OR.	10/1/2013		Provide the ability to signup for eNewsletter via Convio	N/A	This new webpage will allow users to sign up for OR newsletters and listservs from a single place.			
ORIS	PMF Tool Solution Phase 1: Effort Tracking	Will benefit ORIS by allowing for better ROI calculates. Also measuring our effort will allow us to have good baselines for operational improvement projects.	No direct impact but will put the necessary structure in place to allow for us to better manager our work and serve our customers in the future.	8/15/2013		Implement a structure to log efforts against projects in FogBugz and a cube to combine this data will SharePoint and allocations. Run a beta for project effort logging in FogBugz.		This improvement will help ORIS better serve it's customers. Having data on how much time is spent on projects will allow us to adjust allocations to make sure we are working on the highest impact projects.			6
ORIS	FIDS PHS Investigator Definition	Will minimize risk of an audit finding by having the FIDS system match University policy.	Investigators will have all SFI required to be included on a disclosure included.	5/16/2014		Update FIDS system to match the GIM 10 definition of PHS Investigator.	Reduced risk of an audit finding.	Reviewers will have visibility to an Investigator's PHS Investigator status and status history.			6

ORIS	Implement existing Form C in new Grant Runner infrastructure	ORIS developers will be able to support form changes or additions more easily and quickcly	Future: GrantRunner users will see expansion of forms at an expedited pace	12/15/2013		The new Grant Runner infrastructure will be released in Dec 2013. This work is to migrate the remainder of the Form C forms to the new infrastructure, to reduce maintenance burden in supporting two platforms. Opportunities for building in enhancements for each form will also be outlined.			Targets: - Reduce by 3-5 days the developer time in bringing new Grant Runner forms online - Reduce by 50% the number of production support calls to help desk to clarify Grant Runner processes or errors - Reduce by 10% the admin time to prepare a proposal using Grant Runner		2
ORIS	FIDS Review Required Algorithm	Reviewers will only have disclosures in the Review Required queue that actually require review, which will save the reviewers time in organizing their work.		12/4/2013		Enhancements to FIDS needed in order to improve how the "Review Required" queue is identified.			Reviewers will spend less time figuring out which disclosures need reviewed.		1
ORIS	Prepare Proposal Part 2										2

ORIS	HSD Contact Finder & Team Manager				10/1/2013	5/30/2014	A structured content solution to manage contact information for HSD's Minimal Risk teams to help deliver self-service capabilities for campus researchers to identify the right people to work with by department.	* Higher quality initial minimal risk submissions that will ultimately result in lower turnaround time. Improvements to be measured in the quarter following product release.	* Enables self-service contact information lookup for Campus	* Reduces call volume. Improvements to be measured in the quarter following product release. * Reduces HSD web manager contact management effort. Improvements to be measured in the quarter following product release. * Estimated reduction in ORIS production support effort by 16 hours of yearly developer FTE time.	1
ORIS	Active Directory Upgrade				11/4/2013	6/30/2014	Upgrade Active Directory domain to 2012 (currently on 2003). Requires new Domain Controllers (DC) to be built, migration of roles to the new DCs, and decommissioning of old DCs.				6

| OSP | Proposal Review Criteria | Clarity and guidance to OSP staff around issues of proposal submission and compliance in terms of both sponsor and university requirements | Clear campus guidance as to what OSP reviews and looks for in proposal review | Mar. 2013 | May 2014 | Develop and implement consistent baseline proposal review criteria | Provide instruction and examples to OSP Proposal Reviewers on what to flag and comment on during review, with a distinction made between required changes and recommended changes. This is based on risk assessment as set out in guidance. | Provides a baseline for OSP review on which campus can rely. Heightened transparency about what OSP reviews. | N/A | N/A | 1 |

OSP	Revision of GIM 1	Clarify roles and responsibilities in proposal preparation, review and submission	Visibility and clarity of the process and roles and responsibilities	Dec. 2013	May 2014	Revise GIM 1 to cover OSP role and authority, roles and responsibilities of other participants in proposal preparation and review, and the submission process. Old GIM 1 will be deleted in entirety.	Provide clarity and guidance around issues of proposal submission and compliance in terms of both sponsor and university requirements	Provide clear information about what OSP needs to review a Proposal and the process around proposal review and submission; more efficient review as well.	Proposal volume out of OSP's control. Time to review per proposal varies, depending on sponsor reqts. N/A	N/A	1
OSP	Role Based Training	This project will have a direct impact on OSP in several areas. Most directly it will impact the training of new employees and those seeking promotion. It will also have a positive affect on the interview/hiring process and staff development	Possible imapcts to campus include: a faster ramp-up time for new employees, increased consistancy in OSP's execution of daily tasks and approaches, and increased transparency for the research community in to the operational practices of OSP.	Oct. 2013	ongoing	Define technical and personal skill set per role in order to develop training plans based on office role.	N/A	The project will potentitally provide a greater consistancy of service to campus in terms of daily processes and practices.	N/A	N/A	6

OSP	Omnicircular (OSP participation in enterprise level effort)	This updating will impact OSP in that we anticipate that GIMS, and some processes and perhaps systems will be revised due to federal changes.	Broad; the degree of impact is currently unknown by the institutional group	Feb. 2014	ongoing	This multi-unit collaborative effort is to analyze the revised uniform adminsitrative requirements for sponsored programs, assess uppdates to policy, procedures and systems, and make institutional changes, as needed. A communication plan is in place, led by OR.	The project is to ensure consistency in UW policies, procedures, and supporting systems with the new uniform adminstrative requirements, effective early 2015.	THe updating will ensure that campus has the most up to date information, tools, and supporting processes/systems to administratively handle federal sponsored 蝗豈	N/A	N/A	6
OSP	Prepare Proposal Webpage	This project will directly serve campus faculty, administrators and staff who develop proposals. As a result it should decrease the amount of time campus spends troubleshooting issues and thereby decrease the inquiries to OSP staff. The quality of proposals may increase as well.	By providing guidance on proposal development and submission processes - including budgets, subcontracts, justifications, subcontracts, internal submission process, proposal review criteria, sponso-specific information and links to policy - campus faculty, administrators and staff have the	Jan. 2014	ongoing	Replace the single proposal preparation webpage on the OSP website with a suite of new pages. The new pages will provide comprehensive descriptions and explanatory information to support compliance and risk reduction, as well as support streamlining the proposal development process. The pages will link to policies, procedures, tools, and learning opportunities.	Will provide clarity and guidance around issues of proposal development, submission and compliance in terms of both sponsor and universit	Provide resources at the fingertips of campus during the proposal development phase.	N/A	N/A	1

								y require ments.			
		resources to prepare stronger applications. As a result it should decrease the amount of time campus spends troubleshooting issues and decrease compliance risk for the institution.									
OSP	ARIBA implementation interim process for OSP subcontracts team	OSP needs to assist UW Procurement in implementing the new ARIBA system which involves a labor intensive interim process	Unknown at this point	Jan. 2014	2014	Temporarily revise OSP processes to accommodate ARIBA implementation interim period	N/A	The new ARIBA system should enhance all procurement activities in the UW including processing of subawards	N/A	N/A	6
OSP	OSP subcontracts intake form andprocess, ARIBA	New intake form and process will free up some of OSP staff time to engage in qualitative review.	Faster service for departments.	Jan. 2014	2014	Create a new electronic intake form for OSP subcontracts. Revise existing process.	N/A	The new intake form should make the intake process for a subaward more efficient.	?	?	6

OSP	GIM 19	Reduce number of deadline waivers and provide procedural clarification	Provide procedure clarification and details on GIM 19 requirements	Spring 2013	July 2014	To possibly amend the GIM 19 deadline process information, add exclusions and overall clarify details of process and requiements	Enhance overall adherence to deadlines and provide appropriate proposal information at time of submission, allowing sufficient time for review of compliance and other areas	NA	NA	NA	1
OSP	OSP reports	Provide OSP managers summaries of basic operational data	N/A	Fall 2013	ongoing	To develop and maintain a set of operational reports for OSP management that cover all OSP activity areas	N/A	Regular review of operational data should reveale possible process improvement opportunities	N/A	N/A	4
OSP	Definitions of Types of Sponsored Program Activities	Clear definitions will allow more accurate assignment of types to awards and applications	Clear definitions will allow more accurate assignment of types to awards and applications	Fall 2013	ongoing	Clarify definitions of Sponsored Activities	N/A	Improved reporting to sponsors	N/A	N/A	6
OSP	Master Agreement tracking in SPAERC	Make it easier to find Master Agreements in SPAERC	N/A	Fall 2013	2014	Define master agreements. Ensure all master agreements on the M: drive are uploaded to SPAERC. Develop an OSP internal process for handling master agreements	N/A	N/A	N/A	N/A	2

HSD	Documentation of IRB outcomes	The documentation of all regulatory and policy requirements will be standardized across HSD, ensuring compliance in documentation requirements, and making it easier for anyone looking at a file to understand its contents and provide review	Researchers will receive consistent, clear, communications about IRB reviews, outcomes, and determinations, reducing the need for back and forth with review staff.	9/19/2013	5/31/2014	We are designing, testing and implementing a new system to streamline and standardize the documentation of review outcomes and regulatory requirements in the IRB files and in communications to researchers.	A standardized documentation system will ensure that the UW IRBs are in complete compliance with all regulations and policies (Federal, State and UW).		N/A	N/A	6