



## Resource Optimization

### Highlights

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#### HSD

Between 1/09-3/10:

- Median turn-around time for new applications for exempt status decreased by one day

In the last 3 months:

- HSD has trained 244 people in Navigating the IRB process classes

#### OSP

Between 7/09-3/10:

- OSP processed 3581 awards, 27% of which were ARRA

In the last 3 months:

- OSP has trained 140 people in Preparing for Feb 5 NIH Deadlines classes
- OSP has trained 119 people in Outgoing Subcontract Administration for Sponsored Programs classes
- OSP held ad hoc trainings for 158 people

#### ORIS/SAGE

Between 4/09-3/10:

- Average turn-around time for internal tech support requests decreased by 16%
- Average turn-around time for internal access and equipment requests decreased by 65%

In the last 3 months:

- ORIS/SAGE have trained 24 people in SAGE classes

**iSTAR Survey** Between 2007 – 2010:

- Average customer satisfaction across all units increased from 48% to 75%
- Average employee satisfaction score across all units increased by 33%

**Initiatives Completed in Last 3 Months**

<b>Unit</b>	<b>Initiatives Completed in Last 3 Months</b>	<b>Measurement of Efficiency/ Savings Achieved/ Adding Value</b>
HSD	Completed arrangements between SBRI (Seattle Biomedical Research Institute) and IDRI (Infectious Diseases Research Institute) that will allow UW students to participate in this research without going through dual IRB review.	UW students only have to go through one IRB review process.
OSP	Central Export Control/ITAR updated process and website	Inform and facilitate appropriate approvals and licensing of covered activities
OSP	NSF Audit Preparation	Provided follow-up, guidance, and process to departments on appropriate charging to federal grants, post-award, in collaboration with GCA
OSP	OSP/GCA Funding Action Processing: Shared FA definitions and Reporting of Returns. 5 field definitions completed and approved in first quarter, and put on Vault.	Provides continued report on Returned FAs to OSP and reasons why so that joint office team can work on field definitions to reduce processing time for awards.
ORIS	"New Look" of SAGE	Deployed March 17; provides PIs and research staff with forms that are cleaner making the forms easier to understand and complete, therefore increasing the accuracy of information leading to less errors.
ORIS	Task tracking system (FogBugz product) for all ORIS projects	Improved response times and percent correctness in initial responses to help desk requests, web site requests, tech support requests, and ad hoc report requests.
ORIS	Registration system for training classes	Provides method for enrolling, tracking, and requesting training classes delivered by the Learning Team
ORIS	Complete an organizational restructure	Align process and staff skill sets to functional activities within the Funding Lifecycle supported by ORIS systems and services.
ORIS	The "Vault"	Created shared site for commonly referred-to materials used by both OSP and GCA so staff has equal and timely access to the latest most accurate information. This result from an improvement effort concluded in FY10 – [the Data Integrity Project].
ORIS	Standardize and Automate reports	Fewer, more consistent reports with greater accuracy and integrity. Monthly process reduced from 2-3 weeks to 3-4 days.

## Current Initiative Projects

Unit	Current Initiative Projects	Milestones Achieved to Date	Expected Measurement of Efficiency/ Savings Achieved/ Adding Value
HSD	Revision of IRB application	We are half-way through the process of beta-testing the revised application. We have received 19 beta-test applications that are currently under review, and are expecting 6 more. We are receiving significant and structured feedback from beta-testers that will be used to make further revisions to the form before its implementation in Fall 2010.	Increase approvals at first IRB review by 30 to 40%.
HSD	Revision to Policy regarding Signatures on IRB Forms	Implementation date of June 18, 2010	This change will reduce burden where there is no clear benefit to compliance or subject protection while reaffirming the fundamental responsibilities of those involved in human subjects research.
OSP	Define process for foundation gift vs. grant processing	Training planned for May.	Provides a shared process among OSP, GCA, the Gifts office and University Advancement to handle checks which are not clearly a gift or a grant. Goal is to cut processing time from months to 2 weeks.
OSP	Vault website for OR, OSP, ORIS and GCA to share documents	Launch scheduled for 5/10/10	Facilitate collaboration among OR, OSP, GCA and ORIS through a shared site to post documents relevant to more than one office.
OSP	Definitions for 5 data fields on the FA	Definitions completed; joint training with GCA scheduled for 5/10/10	Reduce back and forth between OSP and GCA on FAs.
OSP	Rewrite affiliation agreement with SIBCR and develop a new process for subcontracts and joint personnel agreements	Meetings in progress. Expected to be complete next quarter.	Rewriting the affiliation agreement will streamline the JPA to a single page, dramatically reducing negotiations necessary.
OSP	Rewrite affiliation agreement with Seattle Children's and develop a new process for subcontracts and joint personnel agreements	Initiated conversations with Seattle Children's.	Rewriting the affiliation agreement will streamline the process, reducing negotiations necessary.
OSP	Revise and streamline electronic award intake process	RAPPT Sponsor approval 4/29 Launch of working groups scheduled for 5/20	Remove this function from the front desk/reception role and transfer to the Program Coordinator role, which has expertise to handle intake more efficiently and accurately.

OSP	Integrate & streamline office operations for co-located OSP & HSD units	Revised and streamlined time & leave reporting processes. Implemented a consolidated process for both OSP & HSD – July 2009  Consolidated printing/copying by integrating access for all staff in both OSP & HSD to all machines.-Jan 2010  Consolidate front desk operations and office support functions with HSD - eff. July 2010	Time-saving and more consistent process (same procedures for both units) – More compliant record keeping.  Fully eliminated one leased machine; Reduced costs on other machines via upgraded technology and revised terms. Improved functionality for all users resulting in time efficiencies. Full effects and cost savings TBD.
OSP	Technology Control Plan Reviews	5 completed as of 5/14.	Heightened security awareness at researcher level ahead of DSS Audit
OSP	UW Technology Control Plan Revision and Policy Statement	General sections complete and in draft; project profile in draft, incomplete	Standardized security policy and guidance for CUI; flexible and dynamic security measures per project. Will enhance security compliance UW-wide and offer researchers more direction on adequate security for restricted projects.
OR Central	Organization-wide iSTAR metrics initiative, including web page	Gathered metrics from all units, designed and launched page.	Provide clear measurements of units effectiveness, capacity and value to campus.
OR Central	iSTAR surveys	Conducted employee and customer satisfaction surveys. Analyzed data and created plans in response to data, including unit goals, process improvement initiatives, communication and training.	Comparative measuring of data between 2007 and 2010 for measuring success and areas for improvement.
OR Central	Startup Fund Request form update	Gathered campus feedback on form use and efficiency.	Offer a more efficient method of form completion, submission and routing, saving campus time by cutting down the process by 60%
OR Central	Matching Fund Request form update	Gathered campus feedback on form use and efficiency.	Offer a more efficient method of form completion, submission and routing, saving campus time by cutting down the process by 60%
OR Central	OR Central Website overhaul	Assessed and reviewed 70 web pages for updating of content, archiving and deletion.	Offer a streamlined OR Central web page for campus with current content.
OR Central	Create internal OR blog	In collaboration with all units, assessed various blog tools, formats and templates. Created template for development by ORIS.	Create a central news and announcements site that is dynamic, current and promotes cross-unit communication and collaboration per survey indicators of communication needs.
OR Central	Improving internal communication by using Convio to produce quarterly internal newsletter	In collaboration with all units, used iSTAR employee survey data to assess internal communication needs. Assessed various communication tools, are in process of assigning unit administration roles for using Convio to create and distribute an internal cross-unit email update.	Create a streamlined, timely email update.

OR Central / ORIS	Royalty Research Fund (RRF) database overhaul	Assessed needs of RRF team, designed more user-friendly, dynamic database.	Overhaul the RRF database to further streamline the RRF process, saving time for campus.
OR Central / ORIS	Research Compliance and Integrity (RCI) page	Developed project charter including: goals, milestones, constraints, assumptions, oversight, roles and responsibilities.	Development of a centralized on-line resource that provides clarity to the UW research community around compliance and integrity related matters.
OR Central / ORIS	UW research centers web page overhaul	Creation of project scope, data gathering.	Create a streamlined, user-friendly page for UW research center listings.
ORIS	Ongoing assessment programs	Each functional area is tracking key performance indicators that were determined during the past year of analysis.	Provide feedback on all training courses and user interactions.
ORIS	The Budget Module	Released first Phases and begun adoption by campus budget prepares	Data input is able to be pulled out thus allowing metric measures and data to be utilized by other applications
ORIS	Web Analytics program	Created a drupal hosting strategy for OR partners	Will determine web resource effectiveness, including sharing web site management practices to other research administrative offices, and actively assist them in implementation.
ORIS	Content Management	Identified strengths and risks for available cms products and recommended a multi-tool approach, selecting a "best-in-class" option based on the specific criteria for each project.	Implementation of a fully capable content management approach to handling online information that reaches the end user through applications, informational sites, and downloadable materials
ORIS	Revision of the HSD website	In Design and development stage	Support new initiatives within the Human Subjects Division
ORIS	Subcontracts	Sponsor update and sign off scheduled for the end of July.	Automate and streamline the process needed to establish subcontracts, and track invoicing, to ensure timely closeouts. These are improvements that benefit campus, and is a cross-unit partnership and collaboration with GCA that is developing completely new business process and system functionality.
ORIS	Clinical Trials Handbook materials	Deployed	Hosting the Clinical Trials Handbook materials produced by the School of Medicine Dean's office

ORIS	Document Imaging and Management System [DIMS]	Gathered requirements; researched and narrowed possible vendors; Decision forthcoming	Begin phased use of a new Document Imaging and Management System [DIMS] being purchased through a cross-unit project led by FM/SFS/OR/ and the Admissions offices of all three campuses.
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