RMS NEWSLETTER

Your place for system updates, changes and next steps for the Research Management System (RMS) project.

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HIGHLIGHTS

1. RMS Pre-Award training is ongoing

2. Update to Workflow Engine

3. Filter training sessions

4. Multi-Project

5. Power BI Reports

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ANNOUNCEMENTS

The total number of records processed to date: (excluding records <u>In preparation</u> or <u>Withdrawn</u>)

- Pre-Award/LOI: 77
- Pre-Award/Applications: 634
- Post-Award/Projects: 180

TRAINING FOR RMS

The uptake of training by users across campus has been very positive overall. However, it has come to our attention that training attendance is particularly well attended by those users who are relatively new to the university, while on the other hand, experienced potential users represent the minority of attendance at training sessions. We draw your attention to this for several reasons:

- **Those users who attended training <u>after</u> submitting applications through RMS have routinely stated they wished they had attended training prior to using the software.**
- **Trainees often state it is very user friendly with just a few potential confusing areas that could be problematic if attempting to submit applications very near to the RSO Internal Deadline and had not previously taken training.**
- **Many attendees state they can see the benefits of using the software over the previous paper submission process and understand the training sessions would be helpful in mitigating any potential frustrations incurred during tight timelines**
- **Even if you have an assistant to enter the application for you, there may be circumstances where the Principal Investigator will need to login and execute tasks within RMS which the assistant may not have authority to complete.**

These are just some of the reasons for which we strongly advise you to sign up for training <u>well in advance</u> of the competition deadline, so you have time to take the training, to allow time for you to complete the application <u>and</u> time for the necessary reviews and approvals to be completed. Training sessions have been offered continually since May of 2019 and continue to be offered. See below for sessions that are currently being offered.

- Please encourage **ALL** members of your faculty to engage with RMS as it is an important piece of our [Eyes High strategy](). Please communicate with your respective faculties regarding the value in attending RMS training sessions. The training team may not be able to accommodate all last-minute requests for training before a competition deadline for research teams who leave it to the last minute.
- We strongly encourage people who might use RMS in the next 6 months to sign up for a training session now and not wait until the last minute to sign up.
- RMS users may also visit our website at any time to gain access to learning materials such as Quick Reference Guides (QRGs). The RMS webpage can be found [here.]()
- Refresher training sessions for Approvers (typically DH and ADR) are being offered. These are specifically aimed at people who need to provide approvals for pre-award applications.

- There has been a recent request to provide a session on **Filter training**. This is a tool in RMS that provides detailed search capability to find records using a variety of user defined search parameters. This session will cover how to structure filter searches to find records of interest. See below for dates.
- Anyone else who wants a refresher on RMS (non-approver role) or do not see a date that works for them should contact rms@ucalgary.ca.
- In 2020, we held 92 training sessions for over 630 RMS users.

Upcoming RMS Training Sessions

RMS Pre-Award/Application Training
For researchers and team members

Morning Session (10:00 a.m. – 11:30 a.m.)	Afternoon Session (2:00 p.m. – 3:30 p.m.)
Jan 12	Jan 7
Jan 26	Jan 20
Feb 10	Feb 4
Feb 17	

RMS Approver Training
For Dept Heads, ADRs, etc.

Jan 13	10:00-11:30

RMS Training: Using Filters
For various user groups

Jan 13	2:00-3:00 p.m.	Admin Assistants, support staff
Jan 19	10:00-11:00 a.m.	DH, ADR, Research Facilitators
Jan 20	10:00-11:00 a.m.	Ethics officers
Jan 21	2:00-3:00 p.m.	RSO (Grants officers, grants assistants, etc.)

For any of these sessions, if these times don't work for you, or if you have an urgent need, or if you require training unrelated to topics in these sessions, please email rms@ucalgary.ca and we will work with you to find a solution.

Training Videos

The RMS team has created a number of videos that walk users through processes which are known to be confusing or to cause users to call the help line. These videos can be found on the RMS website. The videos are:

- How to create a Pre-Award/Application
- How to create a Pre-Award/Letter of Intent
- How to approve a record (or not approve/return record to PI)

Please share and encourage your colleagues to use these videos, especially if they haven't attended a training session. If you have any other ideas or suggestions for helpful videos like this, let us know at RMS@ucalgary.ca.
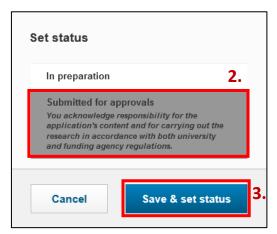
Train the Trainer

The RMS team is planning to offer Train the Trainer sessions for Staff who may be providing training sessions in the future. Among other things, these sessions will show you how to setup and conduct an RMS training session, provide you with some commonly asked questions and a list of important information that you'll need to know to increase your RMS expertise. If you're interested in this, please email RMS@ucalgary.ca.

CHANGES AND UPDATES

- Based on user feedback, instructions on how to submit an application or LOI have been added to the bottom of the page for each respective application. Users will see these instructions when they reach the bottom of the Application or LOI.

- **Letter of Intent Notifications** – These will be enabled once work on the revised Workflow Engine is completed. Until this is done, it is not possible for Approvers to be notified by RMS that an LOI is awaiting approval. Please continue to work with research teams in your faculty to identify RMS records that require approval/approver attention. A system 'banner' message has been added in RMS for this purpose. Please mention this banner to your colleagues.

- **Multi-Project functionality** –User acceptance testing to be completed in January 2021. Only the Salary component functionality is being released at this time.

- **Power BI Reporting** – This new reporting software is being rolled out to Research Services Office users in January 2021 as the first wave. Currently, several reports have been created and will be tested by RSO users. Once released for RSO users and functionality is refined, release to other groups will then be undertaken. UAT is being held January 7th and 8th with training to be rolled out to select user groups in the following weeks.

- **Amendments** - We're finalizing requirements from the business and have begun development of the functionality in the system.

- **Status Changes** - These will be deployed in conjunction with the Workflow Engine update, described below. For additional context, the RMS system has limits on the number of statuses possible across the entire system: Pre-Award, Post-Award, Contracts, etc. In order to manage this constraint, the project team, along with end user consultations, needed to streamline statuses for easier understanding and to conserve statuses for new undeveloped functionality.

- **Workflow Engine (WFE)** - Due for release before end of January. It is currently undergoing internal testing. Once user acceptance testing is completed, the new WFE will support the addition of new statuses, new roles and improved academic approval workflows.

- **Main Campus and CSM Legal** – Requirements are being finalized for Main Campus Legal. Once these are complete and signed off, we will begin development.

- **Funding Deadline Calendar -** The Funding Deadline Calendar is hosted by Drupal-7, which is nearing end of life. To mitigate this risk, modifications are being made to the Research Management System (RMS) therefore, the Funding Deadline Calendar will be hosted in RMS. This information will also be exported from RMS to a new location on UCalgary's Research webpage. Exact location will be communicated at a later date. Search capability will be maintained on this new website as well as in RMS. All the information that is currently hosted in Drupal-7 will be available in RMS along with two additional strategic research themes; Child Health & Wellness and One Health.

CLARIFICATIONS

There has been some confusion about approval workflows in some faculties as well as some potential new notifications for some users. Hopefully the following will clarify these concerns:

- The **Workflow Engine** (also described above) is a piece of software within RMS that 'routes' approval and review requests according to several characteristics with the applicant's profile and requirements as mandated by university audit rules. In some faculties, the organization design is such that certain temporary modifications need to be built to enable the expected routing to occur. The new WFE will be better placed to support these current challenges as well as other atypical workflows, statuses and roles that have been recently requested for groups in Project Maintenance and Contracts, and to provide for future flexibility in yet to be determined university requirements.
- **Reminder**: when the revised WFE is deployed we are hopeful it will more effectively manage academic approval situations when Associate Department Heads apply for grants. Currently the record advances directly to the ADR for approval, bypassing the Department Head, requiring RSO to seek a manual signature from the Department Head. This routing occurs because the associate Department Head has been provided the RMS Dept Head role. It is anticipated the revised WFE will be able to distinguish between the associate Dept Head and the Dept Head, properly routing the application for Department Head approval.
- Regarding Notifications in RMS: These are launched by RMS according to status changes and depend on the role of the individual who selected the status. In order to provide the option for adding more Notifications, work must first be completed on the new WFE and status changes.
- **Managing / Approving records** – Records that require action on your part such as completing an information request, or an approval will show up in your **Things to do** list on your RMS dashboard. Once the requested task is completed the record will no longer show on your **Things to do** list. It will be removed from that list and added to your **Recently Edited** items list. The record will also be available to view if you search for it.

REMINDERS

- **If you work in a Departmentalized faculty, please forward your most recent list of Department Heads (including Associate/Deputy heads)** to rms@ucalgary.ca. If you have already done so, thank you!
- RMS sends notifications that a pre-award/application record needs approval to all faculty approvers and their equivalents. If you do not provide approvals and do not want to receive these notifications, you can turn off all notifications from RMS. See QRG Notifications. Further, if you continue to receive these notifications and are no longer an associate/deputy Department Head, you MUST submit a PSAR request to have your name removed from this role otherwise you <u>will</u> continue to receive these approval requests.
- For Associate/Deputy/Delegate Department Heads: should you be applying for a grant competition through your own Department, please remember you MUST choose that department work affiliation which has "Researcher" appended to the end of the description. Should you not, the system will prompt that you have chosen an invalid investigator.
- **RMS Access** - Access to RMS is not granted by the RMS team. It is entirely determined and then assigned by the person's role in PeopleSoft. This means that if a person does not have access, or if they do have access but their role is incorrect, or if they require a new type of access, a PeopleSoft Access Request (PSAR) must be completed. Once the PSAR is approved (can take 72+ hours), RMS access with be automatically granted.
- **RMS Support** – UofC support teams have streamline their processes and now have one central contact point by phone: UService 403.210.9300.

  They have also reduced the number of email addresses to choose from:
  - For RMS support: rmshelp@ucalgary.ca
  - For IT support: it@ucalgary.ca
  - For (RTAHelp/SCMHelp/ARHelp/Cardhelp): finance@ucalgary.ca
  - For HR support: hr@ucalgary.ca
  - For IRISS support: iriss.support@ucalgary.ca
  - For Onboarding support: onboarding@ucalgary.ca

RECENTLY UPDATED DOCUMENTS

- Updated QRG for Creating a Pre-Award Application
- Updated QRG for how to Approve a Pre-Award/ Application
- RMS Frequently Asked Questions document – this is a frequently updated document with a list of questions and answers
- Link to all RMS Training Materials

NEXT RELEASE

- Multi-Projects
- Funding Calendar
- New Work Flow Engine (and notifications)
- Modified Statuses

ON THE HORIZON

- Internal Awards
- Integrate Legal department business processes in RMS

NEED HELP?

You can always access help by checking the QRGs and user guides on the RMS webpage. Or you can contact the RMS Project Team, via email: rms@ucalgary.ca