

Standard Operating Procedure:
Onboarding a Regional Hub Administrator

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1. PURPOSE

- 1.1. To outline the procedure used for onboarding a new Regional Hub Administrator (RHA).

2. SCOPE

- 2.1. This procedure applies to the BC AHSN Data Management (DM) team, and the Regional Hub Administrators from the BC SUPPORT Unit.
- 2.2. A long-term goal of BC AHSN REDCap is to make the management of the software sustainable, by having RHAs manage the REDCap users within their region.
- 2.3. This procedure explains what is needed to onboard and successfully train a new RHA. It also explains what level of access the new RHA receives.

3. RESPONSIBILITIES

- 3.1. The BC AHSN DM team is responsible for overseeing the onboarding of a new RHA.
- 3.2. The RHA is responsible for reviewing all BC AHSN DM team documentation found in the BC AHSN Life Cycle project file repository and Documentation Plugin, including SOPs, How-To's, and Policies.
- 3.3. The responsibilities of the RHA will be similar to the responsibilities of the BC AHSN DM team, as described in the related SOP's. RHAs will be responsible for training and supporting projects that belong to their Region.
- 3.4. The RHA and DM team are both responsible for communicating with each other throughout the onboarding process and regarding their support activities.
- 3.5. The BC AHSN DM team is responsible for communicating with the BC SUPPORT Unit about the new RHA.
- 3.6. The RHA attends regular BC AHSN DM team meetings and can request as needed, from the BC AHSN DM team, support related to their activities.

4. RELATED SOPS/DOCUMENTS

- 4.1. SOP 100 – BC AHSN REDCap New Project Request

5. DEFINITIONS

- 5.1. **BC AHSN Data Management (DM) team:** team that is responsible for managing projects in BC AHSN REDCap and assisting research teams in conducting research studies.

- 5.2. **Regional Hub Administrator (RHA):** person that is responsible for managing regional projects and their users in BC AHSN REDCap, and assisting these teams in conducting research studies.
- 5.3. **BC AHSN Life Cycle project:** REDCap project used to track the lifecycle of requested REDCap projects and to assist in REDCap data management.
- 5.4. **Documentation Plugin:** where all the BC AHSN REDCap documentation is stored, under Applications in REDCap.

6. PROCEDURE

- 6.1. The BC AHSN DM team identifies a potential RHA, who must be an experienced REDCap user and familiar with the system.
- 6.2. Upon identification of the new RHA, the BC AHSN DM team meets with them to explain the responsibilities and processes involved in being a RHA. These responsibilities are described below:
 - Reviewing project requests. When a request is received for their region, the RHA connects with BC SUPPORT Unit for final approval (for POR projects).
 - Sending the Service Agreement, managing the progress of the Service Agreement and documenting the outcomes in the Approval and Payment form in the Project Life Cycle.
 - Upon acceptance of the Service Agreement, the RHA creates the new project according to the data in the “Request a New Project” form.
 - The RHA completes the data entry form “Approval and Payment” with details of the new project.
 - The RHA adds the PA/PI’s PopData username to the new project in the appropriate user roles (See *SOP 101*) and emails the PA/PI from redcap@bcahsn.ca with instructions on how to access their project.
 - Providing ongoing training and support to end-users from their region.
- 6.3. The RHA reviews the BC AHSN Life Cycle project and documentation.
- 6.4. Upon acceptance of the role of RHA, the BC AHSN DM team will update the RHA’s user profile, allowing the RHA to create new projects. The BC AHSN DM team will also grant the RHA access to view and edit the BC AHSN Life Cycle project.
- 6.5. When a project request is made for a region, the RHA will follow the BC AHSN SOP’s to get approval from the SUPPORT Unit and create the project in BC AHSN REDCap.