Research Administration Workflow (online approvals) Training Session

Research Services Office, June 2019



Outline

- Purpose
- Background and Project Timeline
- Basic Principles
- Approval Path
- Approval Groups and Maintenance
- Demo New Proposal Request
- Approval Options and Ways to Approve
- Q and A



Purpose

- The purpose of the project is to implement automated workflow (online approvals) to replace physical signatures for the following research administration processes or signature forms:
 - New Research Application/Proposal/Project Request
 - Project Amendment Request
 - Request for Authorization of Temporary OE
 - Agreement Acknowledgement Report
 - Subgrant Request



Purpose

- The overall objective of the project is to simplify and streamline the gathering of signatures for these processes.
 - Save time
 - Ensure consistency compliance is system managed
 - Make approvals required under University of Alberta policies and procedures (UAPPOL) easier to track



Background

- We currently gather > 31,000 approvals/year
 - A manual process that involves a lot of paper, time, and energy (i.e. running around time)
- When PeopleSoft Grants 3.0 (i.e. introduction of the Researcher Home Page) was implemented, a future roll-out of electronic approvals was considered in the design of the research administration pages (forms) used to generate the current signature forms we use.
- Electronic approvals was also one of four main recommendations that came out of the RSO Consultation review conducted by the VP Research and completed in June 2016

Project Timeline

- Discovery Phase January to March 2018
 - Involved input from faculties
 - Over 80 requirements were identified
 - Approval to move forward with project obtained in late spring 2018
- Implementation Phase June 2018
 - Design finalized, with additional input from faculties, October 2018
 - Technical (system) development began September 2018
 - Initial system testing done by IST and RSO began September 2018
 - User Acceptance Testing with RSO, IST, and faculty staff May 2019
 - Procedure and training material under development
 - Communication plan underway
 - Training sessions will be offered to faculties beginning in June 2019
- Go-Live scheduled for mid-June 2019



Basic Principles

- Don't Print. Press Submit.
 - Printing U of A signatures pages and obtaining physical signatures no longer required. U of A required approvals are obtained online, including CoPI acknowledgements.
 - Pushing the submit button on the request page triggers workflow (i.e. the online approval path).
 - Supporting documents (e.g. applications) are attached online. Paper copies should no longer be required, unless the sponsor requires a signature on their application.





Effective mid-June 2019, printing forms and obtaining physical signatures is no longer required.

This is now done online, through Researcher Homepage.

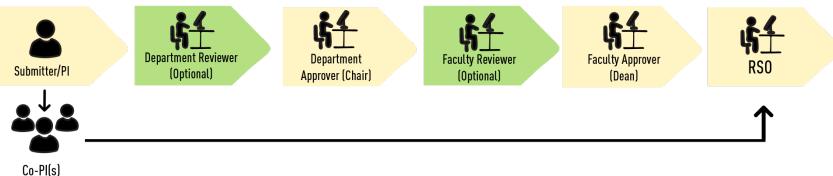
Flip this card for more details or visit uab.ca/RSO



Approval Path



Approval Path



Acknowledgement

The first person submits the transaction and then it goes to:

- 1. Principal Investigator (PI) it will come to the PI first if they weren't the first person to submit the transaction, otherwise it will automatically go to the next person in the chain if submitted by the PI
- 2. Department Reviewers (optional)
- 3. Department Approvers (Chair)
- 4. Faculty Reviewers (optional)
- 5. Faculty Approver (Dean)
- 6. RSO



Workflow Approver	Definition
Submitter (aka Requester)	The individual who pushes the submit button on the request page.
Principal Investigator	Individual identified as the Principal Investigator (PI) on the Researcher Home Page in PeopleSoft.
Co PI(s), if applicable	Applies to New Proposal/Project Request and UofAB co-applicants only. In addition to acknowledging their participation in the project, Co Pis will need to answer 3 yes/no questions as part of their approval step.
Project Holder	Individual identified as the Project Manager/Project Holder on the Researcher Home Page in PeopleSoft. This approval step only applies to the subgrant and OE authorization requests.
Department Reviewer	An optional approver step. A group of 1 or more Reviewers can be defined for each department (DeptID). Only one reviewer in the group needs to approve. If a reviewer is assigned in the approval group, the approval step is a required step in the approval chain.
Department Approver	Individual approving on behalf of the Department. A group of one or more Approvers need to be defined for each department DeptID. Only one approver in the group needs to approve.
Faculty Reviewer	An optional approver step. A group of 1 or more Reviewers can be defined for each Faculty DeptID. Only one approver in the group needs to approve. If a reviewer is assigned in the approval group, the approval step is a required step in the approval chain.
Faculty Approver	Individual approving on behalf of the Faculty. A group of one or more Approvers need to be defined for each Faculty DeptID. Only one approver in the group needs to approve.
RSO	Users who have the RSO approval role on their user profiles. These individuals will receive notifications and have access to the worklist showing <u>all</u> pending approval transactions. These individuals will be responsible for further assigning the work within RSO.



Approval Path – General

- Approvals, in main path, are sequential whereby one approval happens prior to the next approver being able to approve.
- U of A CoPi acknowledgements are collected in a parallel path.
- Approvers are able to approve, send back, or deny at each approval step
- If no reviewers are defined in the approval group this approval step is skipped
- The required approval steps vary by transaction type
- Approval steps will auto approve if individual in an approver group has approved at a previous step unless they are the PI*.
 *An individual will be skipped as an approver if they are the PI except when PI is the only approver in approval group.
- With the exception of the RSO approval step, steps will auto/self approve where approver is equal to submitter



Approval Chain by Request Type

Request Type	Submitter*	PI	U of A CoPI	Project Holder	Department Reviewer (an optional step)	Department Approver	Faculty Reviewer (an optional step)	Faculty Approver	RSO
New Proposal Request	Yes; may or may not be PI	Yes	Yes, if applicable	n/a	Yes, if set up in approval group	Yes	Yes, if set up in approval group	Yes	Yes
Agreement Acknowledgement	RSO Staff	Yes	n/a	n/a	Yes, if set up in approval group	Yes	Yes, if set up in approval group	Yes	n/a – RSO is submitter
Amendment Request	Yes; may or may not be PI/Holder	Yes	n/a	n/a, except for change of holder amendments	Yes, if set up in approval group	Yes	Yes, if set up in approval group	Yes	Yes
Subgrant	Yes; may or may not be PI/Holder	Yes	n/a	Yes	n/a	n/a	n/a	n/a	Yes
Over Expenditure (OE) Authorization	Yes; may or may not be PI/Holder	No	n/a	Yes	Yes, if set up in approval group	Yes	n/a	n/a	Yes - for processing purposes
OE authorization where PI/Holder = Chair (department budget owner)	Yes; may or may not be PI/Holder	No	n/a	Yes	Yes, if set up in approval group	No** - transaction will route to the Dean	Yes, if set up in approval group	No** transaction will route to the Dean	Yes - for processing purposes
OE authorization where PI/Holder = Dean (Faculty budget owner)	Yes; may or may not be PI/Holder	No	n/a	Yes	Yes, if set up in approval group	No** - transaction will route to the Provost	Yes, if set up in approval group	No** transaction will route to the Provost	Yes - for processing purposes
OE authorization where PI/Holder = VP (department or "Faculty" budget owner)	Yes; may or may not be PI/Holder	No	n/a	Yes	Yes, if set up in approval group	No** - transaction will route to President	Yes, if set up in approval group	No** transaction will route to President	Yes - for processing purposes

Approval Groups



Approver Groups

- Department and Faculty approval steps are managed through a group of reviewers (optional) and/or approvers whereby only one individual in the group needs to approve at each step.
- The ability to manage approval groups (i.e. add and remove individuals) is tied to a deptid-level security role that is assigned to an individual. The role is requested by the faculties through IST.
- Adding individuals to an approval group is essentially a delegation of signing authority
 - Departments and faculties need to be comfortable with approvers they've set up for the different situations they might encounter.
- Approval group applies to <u>all</u> request types.

Approval Group Set Up

• An approval group needs to be set up for each DeptID used in PeopleSoft Grants.

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Faculty:	100000	ALES Fac of Ag Life&EnvironSci
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Approver Groups – Some Added Considerations

- Strongly recommend more than one approver be included in each approval group.
- In cases where PI is the only approver in the group (at either the Department or Faculty level) the system will self/auto approve at that step. Approval will route to other approvers in cases where multiple approvers are in existence.
- Having a back up for cases where primary approver is not available.
- There is nothing in the system that prevents U of A CoPIs from approving at the department or faculty level.
- Approver groups will be set up (i.e. populated) for go-live based on the list of names provided to RSO.
- Post go-live departments and faculties will manage and maintain their approver groups, including the set up of any new deptids.

What does my approval mean?

- As per UAPPOL "Research Administration Roles and Responsibilities Procedure".
 - Outlines responsibilities of PIs, Department, Faculty and RSO and states what "signatures" mean.
 - Faculties should keep this in mind when setting up approval groups.
- Reviewer step
 - Is an "approval" step, but not defined by U of A policy. To be defined by departments and faculties as they deem appropriate.
- Need to think about what's attached in the system when you click "approve".



Approver Group Maintenance

- Managed through a security role
- The approver group maintenance role will also be assigned prior to go-live based on names provided to RSO.
- Any changes post go-live will be done through a security request form submitted to IST.
 - Request for Administrative Applications Access "PeopleSoft Financials/SupplyNet Access"
- Changes (i.e. additions and deletions) are instantaneous, but newly added approvers/reviewers will only be part of "future" approval chains.
 - Requests submitted prior to changes being made will not be redirected and will still need to be approved by someone who was in the approval group at the time the request was submitted.



Approver Group Maintenance

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Demo New Proposal Request Approval



New Proposal Request

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Note: It is the responsibility of the Project Holder to approve all expenditures charged to these Projects or to delegate signing authority in accordance with University policy.

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New Field – Sponsor Deadline

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Description(Project Title):	new proposal request for training demo Contact for Pickup:
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*Principal Investigator (PI):	1060486 C Elgale, Igipi
Is PI the Project Holder	Yes No
Project Holder ID:	1060486 Elgale, Igipi
*Department:	240010 C LAW Admin Faculty: 240000 LAW
Sponsor Deadline:	06/21/2019 Unless otherwise specified, RSO has an internal
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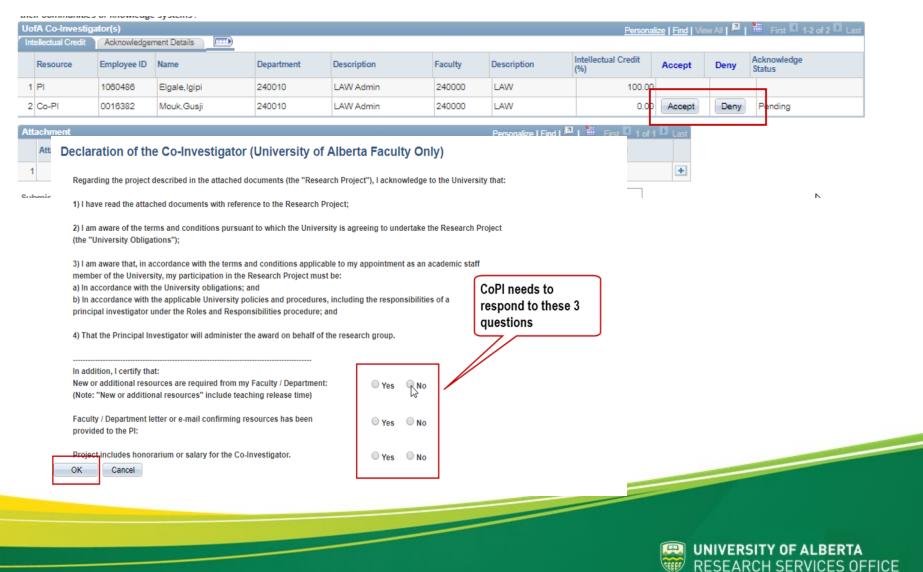
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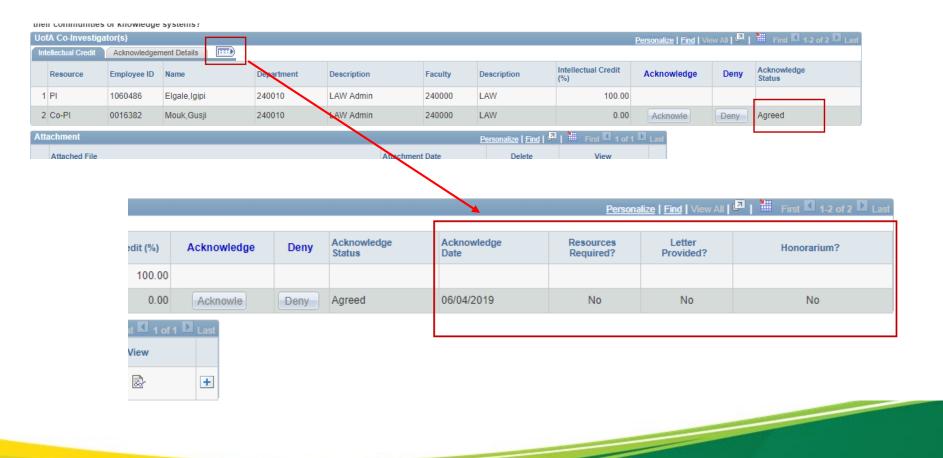
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CoPI Acknowledgement

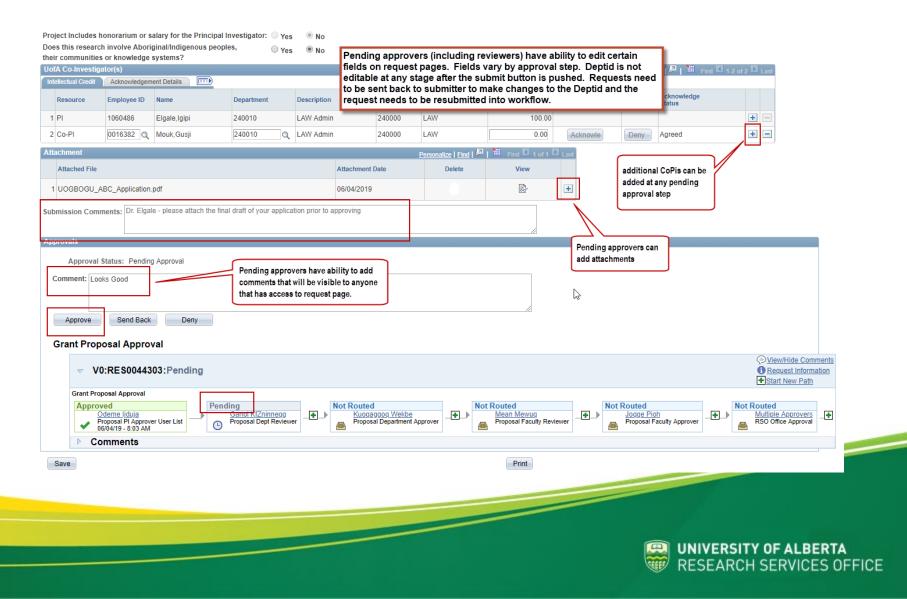


CoPI Acknowledgement con't.





Department/Faculty Approval Step



View Comments

Approvals	
Approval Status: Pending Approval	
Comment:	Click here to display comments
Approve Send Back Deny Grant Proposal Approval	
✓ V0:RE\$0044303:Pending	 ♥View/Hide Comments ♥ Request Information ♥ Start New Path
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View Comments

Approvals	
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Odeme Ijduja at 06/04/19 - 8:03 AM This is the application I talked to you about last week.	
Save	



Approval Step Actions



Pending Approval Step Actions

Pending approvers, including the PI when they are not the submitter, have the option to approve, send back, or deny a request at each pending approval step in the approval chain/path.

Action	Definition	Notification
Approve	Routes request to next approver in approval chain/path.	Next approver in chain is notified via email that there is a pending approval waiting for their action.
Send Back	Sends request back to submitter for revisions. Once revisions are made request is resubmitted for approval.	Submitter is notified via email that request has been sent back for revisions.
Deny	Terminates request. No ability to resubmit.	Submitter is notified via email that request has been denied.



Send Back

- Returned to submitter for revisions.
- Can be resubmitted into workflow
- Potential reasons
 - Deptid is incorrect
 - Pi has not attached the required supporting documents (e.g. copy of application)
 - PI declarations (i.e. additional university resources and certifications)need to be redone

Grant Proposal Approved Self Approved Approved Mewtofoe Guqiv Fiewkit Matfikevi Proposal PI Approver User List Proposal Dept Reviewer O6/03/19 - 11:54 AM O6/03/19 - 1:08 PM Comments Inoxi Wuqji at 06/03/19 - 1:13 PM Sending back at dept approval stage as OYONGE	Self Approved Approved Mewtofee Gugtiv Flewkit Matficevi Proposal PI Approver User List Proposal Dept Reviewer 06/03/19 - 11:54 AM Comments Inoxi Wuqji at 06/03/19 - 1:13 PM	rover Multiple Approvers Proposal Faculty Reviewer	Site Zeogi Multiple	e Approvers
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Sending back at dept approval stage as OYONGE				
Approving for a second time as BOYCO, dept reviewer Comment History	Approving for a second time as BOYCO, dept reviewer			

Deny

- Can't be resubmitted into workflow
- Potential reasons
 - Application not supported by Department or Faculty
 - Revisions won't fix issues or concerns



Ways to Approve and Track



Approval Options

• Individual request pages

- As demonstrated for the New Proposal Request

- Email
- Workbench
- Inquiry page
 - Used for tracking approvals



Email

- Sent to all pending reviewers and approvers, including PIs if they are not the submitters.
- Sent to CoPIs as they are added to New Proposal Requests.
- Sent to Submitter when a request is sent back, denied or received by RSO.
- Sent from <u>aissuppt@ualberta.ca</u>
 - **This email address is used to send a number of notifications from PeopleSoft
- Approvers have ability to approve, deny, or send back a request via email.

Email

*** WARNING - TEST EMAIL ONLY PLEASE IGNORE *** RSO Approval Request - New Project Request - RES0044304 UAT Test er

aissuppt@ualberta.ca

to me 👻

Proposal Request

Proposal ID: Version ID: Title: PI Name: Project Holder Name: Department: Department: Department Description: Source of Funds:	You must be logged into PeopleSoft to approve via and/or use link in email.	RES0044304 V0 CW Test Jun 4 2019 Qowasuhi Nruym Qowasuhi Nruym 186000 EDU Educational Psychology External
Sponsor Name:		Merck
Program Name: Sponsor Due Date: Indirect Cost: Total Award Amount:		2019-07-01 Y \$12,000.00
with their responsibilities under all Research Project, including responsi and Responsibilities Procedure.	y that the Faculty and Department will comply Jniversity policies and procedures applicable to the sibilities under the Research Administration Roles request, add an optional comment and click the appropriate	Clicking link takes you to the request page. butters to navigate to the approval page, click the link below.
https://www.devps.ualberta.ca/psp//	iafsuat/EMPLOYEE/PSFT_EP/c/ZGM_CUSTOM.ZGM_PROPOS	SALGBL?Action=U&BUSINESS UNIT=UOFAB&PROPOSAL ID=RES0044304&VERSION ID=V0
Approve	SendBack	Deny



Gmail Filters

- Individuals can manage their incoming mail using Gmail filters to send emails to a label, or archive, delete, star, or automatically forward their mail.
- Subject lines for research administration workflow emails have been set up with filters in mind.
- Steps for setting up Gmail filters, along with recommended settings will be covered in procedures.

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From aissuppt@ualberta.ca		
То		
Subject		
Has the words	Q from:(aissuppt@ualberta.ca)	×
Doesn't have	← When a message arrives that matches this search:	
Size greater than	Skip the Inbox (Archive it)	
	Mark as read	
Has attachment Don't include chats	Star it	
	Apply the label: Grants 3.0/workflow test emails 👻	
	Forward it to:ABC @ualberta.caadd forwarding address	
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	Never send it to Spam	
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Email Subject Lines



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4	New Project Request	Deny	Submitter	RSO Proposal - RESOOOXXXXX has been denied
5	New Project Request	Send Back	Submitter	RSO Proposal - RESOOOXXXXX has been sent back for revisions
6	New Project Request	Final Approval	Submitter	RSO Proposal - RESO00XXXXX has been Received by RSO
7		_		
8	Sub Grant	Submit/Approve	Next set of Pending Approvers	RSO Approval Request - SubGrant - RESOOXXXXX SXXX
)	Sub Grant	Deny	Submitter	RSO Sub Grant - RESO00XXXXX SXXX has been denied
10	Sub Grant	Send Back	Submitter	RSO Sub Grant - RESO00XXXXX SXXX has been sent back for revisions
11	Sub Grant	Final Approval	Submitter	RSO Sub Grant - RESO00XXXXX SXXX has been Received by RSO
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13	Over Expenditure	Deny	Submitter	RSO OE Authorization - RESOOXXXXX has been denied
14	Over Expenditure	Send Back	Submitter	RSO OE Authorization - RESOOXXXXX has been sent back for revisions
15	Over Expenditure	Final Approval	Submitter	RSO OE Authorization - RESOOXXXXX has been Received by RSO
16	Project Amendment	Submit/Approve	Next set of Pending Approvers	RSO Approval Request - Project Amendment - RESO0XXXXX
17	Project Amendment	Deny	Submitter	RSO Project Amendment - RES000XXXXX has been denied
18	Project Amendment	Send Back	Submitter	RSO Project Amendment - RES000XXXXX has been sent back for revision
19	Project Amendment	Final Approval	Submitter	RSO Project Amendment - RES000XXXXX has been Received by RSO
20	Agreement Acknowledgement	Submit/Approve	Next set of Pending Approvers	RSO Approval Request - Agreement Acknowledgment - RESOOXXXXX
21	Agreement Acknowledgement	Deny	Submitter	RSO Agreement - RESO00XXXXX has been denied
22	Agreement Acknowledgement	Send Back	Submitter	RSO Agreement - RES000XXXXX has been sent back for revisions
23	Agreement Acknowledgement	Final Approval	Submitter	RSO Agreement - RESO00XXXXX has been approved

Approval Workbench

- An organized "list" of pending requests tied to a specific individual/approval step.
- Provides approvers a central repository of pending approvals for all 5 request types.

Favorites Main Menu Self-Service Center>Manage Approvals>Research Approval Workbench Self-Service Center Manage Approvals	
Approve transactions for processing. Approve Requisitions Manage Approvals	Approve T&E Transactions Approve expenses transactions
View Proxies/Sub-delegations* View Active Delegations of Signing Authority*	Research Approval Workbench* This workbench provides approvers a central repository of pending approvals for research proposals, sub-grants, amendments, over-expenditure requests, and agreement acknowledgements.
Research Approver Maintenance* Allows specification of departmental roles for research approval purposes.	



Approval Workbench

ALBERTA McClelland	Projects > Research Approval Work	dench*			
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Approval Workbench

Appr. Workbench										
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2	Proposal	RES0044300	RES0044300	LAW Admin		Elgale, Igipi				
3	Proposal	RES0044142	RES0044142	LAW Admin		Mouk,Gusji				
4	Proposal	RES0044156	RES0044156	LAW Admin		Elgale, Igipi				
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Agreement Acknowledgement Approvals



Research Approval Inquiry

- An "Inquiry" page.
- A "list" of pending transactions (requests) for all Proposals/Projects within a given deptid(s).
- Access to page is tied to eTRAC Administrator access.
 - Request for Administrative Applications Access "PeopleSoft Financials/SupplyNet Access"



Research Approval Inquiry

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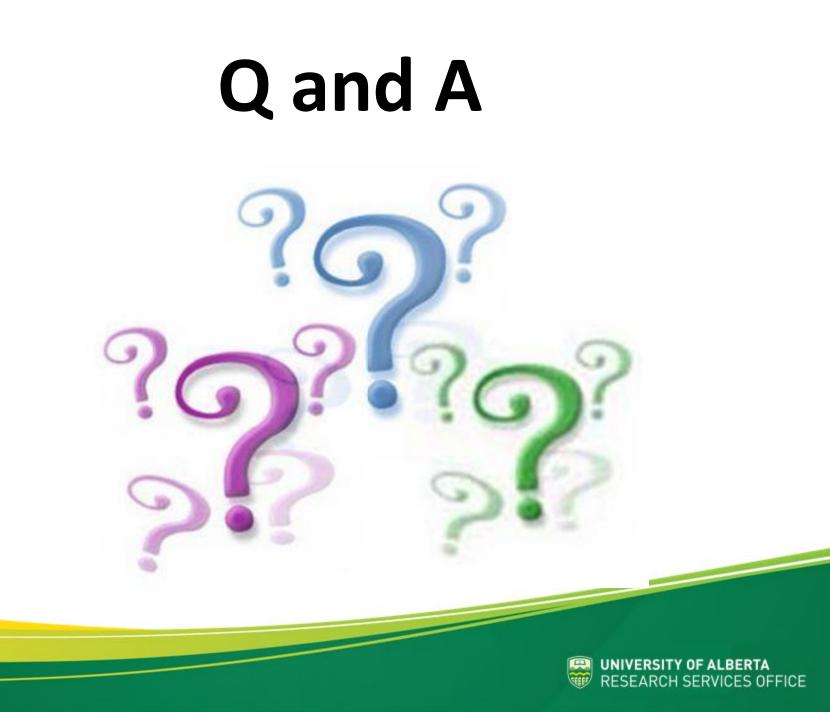
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Final Notes

- Go-live currently scheduled for June 16th, 2019
- Procedures to be posted on the RSO website:
 Website: www.ualberta.ca/research/services
- Questions/Comments/Help
 - Please contact your Research Facilitator or myself at julie.stephens@ualberta.ca or by phone 2-9189
- Contact IST Support (helpdesk) via email at ist@ualberta.ca
 - Contact RSO first for guidance on whether or not a ticket should be logged



Thank you For Coming



