



Research Flow – Research Management Platform

G-Cloud 15 Service Definition Document

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Introduction

At Infonetica, we empower the world's leading researchers with an ecosystem of software products that make their lives easier, so they can focus on delivering the groundbreaking research of tomorrow.

Supporting over 2 million research projects across 14 countries, Infonetica's products support the end-to-end lifecycle of a research project including: research grant and funding applications (Pre-Award), research governance, research ethics review, data protection impact assessments, export controls management, research project due diligence, research contracts management, clinical trial management and compliance training for researchers.

Cloud-based software solutions are available for all of the above research project lifecycle stages as standalone products, and – with the exception of our clinical trial management solution ("ReDA") and compliance training platform ("Whitehall Training") – make up the core components of **Infonetica's Research Management Platform, known as "Research Flow"**.

Implementing the Research Flow platform with the full suite of modules enables its users to:

- Manage end-to-end admin, paperwork, processes / workflows and approvals for any type of research
- Track and manage Pre-Award grants and funding applications
- Integrate with Finance & HR systems to deliver automated calculation of project costings
- Incorporate Export Control compliance checks, workflows and tracking at multiple project milestones
- Manage full ethical compliance review and approval workflows (Ethics RM)
- Carry out Data Protection Impact Assessments for data compliance
- Carry out High-level and Detailed Financial and Capability due diligence for partners, collaborators and third parties involved in any research project
- Document management and maintenance for all Contracts between collaborators / partners
- Have visibility of, and report on, the status of a full research portfolio through role-based dashboards
- Automatically maintain full audit trails of all research admin activities

And thus facilitates

- Seamless management of end-to-end administrative processes for research projects
- Improved research grant and funding success rate; efficient proposal development
- Streamlined ethics compliance processes with automated approval eliminating data duplication
- Improved data compliance through comprehensive Data Protection Impact Assessment workflows
- Export control compliance assurance through guided assessment and licencing management
- Reduce risk with effective Contracts management with collaborators and partners
- Easily generate reports and track performance
- Reduce workflow complexity, missed deadlines and information
- Easy access to all documentation and updates
- Create significant cost savings for research organisations
- Significant time savings for Principal Investigators and research administrators

*Available at additional cost; note 18 days free implementation support allocated for new licences to be used within first 12 months of purchase

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Summary of Functionalities

Research Grants (Pre-Award)

- Overview of the pipeline of proposals, awards at each stage
- Students and researchers build grants proposals collaboratively
- Build FEC costing into the grant application
- Check for completeness of application before submitting to funder
- Incorporate funder rules into your grant forms
- Faculty based internal review and approval
- Differentiate proposals and awards and track success rate
- Customize and manage funder database
- Optional integration with HR and Finance systems to auto-populate data for budget proposals

Funder Profiles

Research Management Platform supports funder specific information to be included in various types of funders, including:

- Government
- Charities
- Industry
- Research Councils
- Internal funding

Export Controls

- Manage and track all Export Control licences, at all stages of the research and licence lifecycle
- Automatically identify high-risk projects and applications
- Ensure consistent, compliant processes are implemented and followed with correct approvals for high-risk projects
- Ensure compliance with export control laws and regulations when conducting research using controlled, sanctioned, high risk or dual-use items
- Protect national security by identifying and controlling the export of sensitive items
- Protect intellectual property by ensuring sensitive information and data are not exported without proper controls
- Facilitate international collaborations by ensuring compliance with regulations

Due Diligence

- Manage and track high level due diligence checks to comply with requirements for Executive Board approval for projects
- Manage and track detailed due diligence checks on partners and collaborators involved in a research project
- Ensure appropriate Due Diligence processes are carried out consistently and through automated workflows to ensure efficiency
- Store and manage due diligence data and information in one place
- Automated review and approval processes

Research Ethics

- Full Ethics compliance application, review and approval workflows
- Students, staff and researchers create ethics applications
- Students, staff, researchers, supervisors and collaborators share forms
- Automated approvals workflow to ensure supervisors and other signatories sign off on applications
- Automated electronic submission directly to the Ethics Committee for review
- Flexibility to withdraw or modify ethics applications as required
- Full workflow configurability at any time
- Manage and track ethical compliance throughout the duration of the project

Data Protection Impact Assessment

- Facilitate your DPIAs for data compliance
- Identify and mitigate data protection risks
- Protect against potential data breaches and reputational damage
- Record and report on all DPIAs
- Data management in compliance with GDPR regulations

Contracts

- Manage research contracts with industry partners
- Build contracts collaboratively using peer review
- Conduct legal and compliance peer reviews at an early stage
- Invite external stakeholders for collaborative proposal development
- Configure multi-stage approval and signatory process
- Track contract statuses throughout contract lifecycle (creation, negotiation, execution and termination)

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Core components

Workflow

- Configure workflows with very little training and no programming knowledge
- Create multiple workflows within the same environment
- Create and configure interactive forms and workflows
- Update workflow and forms at any time
- Use logical branching to simplify research proposal completion, approvals and stage-gates throughout the research project lifecycle

Collaboration

- Set access levels for collaborators
- Researchers can collaborate on applications, proposals, contracts, licence applications etc
- Supervisors can comment or review or any item requiring oversight or sign-off before submission
- Legal, compliance teams can input on, Export Controls, Contracts and Due Diligence practices plus other areas of the research lifecycle where required
- Research office can help with the costing and funder rules
- Committee reviewers can collaborate on the review of the submitted application

Automation

- Automated classification of application type
- Automated routing to different faculties/departments and committees
- Automated notifications and emails when key milestones are met
- Automated alerts when deadlines are approaching or missed
- Automated version control with storage of previous application versions
- Automated collation of reviewer comments into template letters

Communication

- Standard communication templates
- Automated communication
- Editable letter and email templates
- Correspondence feature to allow applicants and reviewers to communicate within the system

Documentation

- Central repository of all applications and associated documents including:
 - Application versions
 - Amendment forms
 - Adverse event forms
 - Annual reports
 - Study closure forms
- Version control

Forms

- Configurable forms with a range of question types
- Filter questions and dependencies
- Dynamic forms
- Completeness checker
- Help, FAQ and user guide functionality

Review Process

- Reviewers can be assigned to (or removed from) committees, projects and applications
- Rule-based routing of grants/contracts applications/Export Controls/Due Diligence to relevant reviewers, faculties and departments
- Review process can be configured to get sign off from Grants/Ethics/Export Controls/Due Diligence/Data Protection compliance officers and approvers
- Rule-based automatic application assignment to reviewers, auditors or committees can be configured
- Reviewers can be assigned based on workload
- Multiple reviewers could simultaneously work on the same document / application
- Reviewers can quickly and easily track changes between submissions
- Applications can be annotated by reviewers
- Reviewer annotation can be set as only visible to other reviewers
- Virtual review meetings can be held
- Applications can be escalated to a higher-level reviewer
- Reviewer comments can be moderated

Admin Process

- Applications / proposals / contracts etc can be reviewed
- Applications / proposals / contracts etc can be validated/invalidated
- Comments can be added

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- Changes can be requested and reviewed
- Reviewers can be assigned
- Conflicts of interest can be registered
- Applications / proposals / contracts etc can be assigned to meetings
- Application / proposals / contracts / licence types etc can be changed
- Applications / proposals / contracts etc may be re-routed to different committees/reviewers/faculties (escalate/de-escalate)
- Comments can be registered “closed”
- Comments may be moderated prior to feeding back to Applicant/Submitter/Administrator
- Decisions can be registered
- Forms and workflows can be created and configured
- The system can be personalised with custom role-related desktop views

Dashboard

- Dashboards for applicants, research administrators and reviewers
- Separate dashboards for grants/ethics/contracts
- Timeline tracker
- Reporting dashboards with data and trends on KPIs
- Personalised content, showing only applications the user is involved with

Reporting

- Reporting on any data within the system
- Reporting on actions, status, applications
- Reporting on funders, costs and budget
- Output in several formats such as pdf, html, csv, word as well as via API
- Set and share standard reports
- Schedule recurring reports

Audit

- Audit trail of all activity on applications, including:
 - Applicant changes
 - Reviewer activity
 - Timestamp
 - Identity of user
 - Emails sent
 - Alerts sent
 - API calls made
 - Documents accessed by users

- Reports run
- Page visits by user, time and date visited

Alerts & Reminders

- Automatic alerts and reminders
- Timeline recording
- Alerts for annual reports
- Alerts for overdue reviews
- Alerts for overdue resubmissions

Interfaces

- Integration with other existing systems such as HR, finance and grants systems
- Consume and output information from/to other software through APIs

System

- Choice of an open or closed system
- Web-based, accessible from any device with a browser
- Supports single sign-on

Data Protection

- GDPR compliant

Support

Training

- Training for administrators
- Train-the-trainer sessions
- Introduction training to reporting
- Provision of training environment

Helpdesk

- Support via email, telephone and Jira online ticketing system
- 9 am – 5 pm Monday to Friday excluding bank holidays

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- Defined escalation and response routes
- Appointed point of contact

Implementation and onboarding

- Expert pre-implementation support* with process flow mapping, identify process efficiencies and improvements, develop best-in-class research flow for your organisation
- Internal communications support* to ensure engagement across your organisation or institution
- Additional and custom implementation and onboarding support* where requested for niche use cases

Data Migration

- Facility for easy data migration of research database from other systems

Infrastructure

Service

- Hosting in the cloud to comply with data protection and sovereignty
- Redundancy and overprovisioning for a reliable and uninterrupted service
- SLA (Service Level Agreement) with 99.9% uptime
- 24x7 monitoring and alerting

Integration

- Transactional and batch REST APIs
- Bulk import service for efficient data migrations
- Single Sign-On: ADFS, Azure AD and Native SAML2 iDPs such as Shibboleth

Security

- ISO 27001 certification
- Cyber Essentials Plus accreditation
- Regular independent penetration tests and audits
- Data encryption at rest and in transit

Platform

- An integrated product suite
- Fully configurable workflow engine to support the most demanding scenarios
- Comprehensive forms authoring solution
- Extensible reporting

Updates

- Regular updates driven by feedback from the Infonetica global customer community
- Optional release preview environment
- Empowered product engineering team approach going beyond agile