



September 18, 2023

LIMBIC-CENC Technical Memo #20 - Operational Support Module

TO: Study PIs
Study Coordinators

FROM: The Data and Biostatistics Core

SUBJECT: **Operational Support Module**

The Operational Support Module was created to improve workflow and streamline communication of technical issues and access requests between PLS study sites, Call Center, Coordinating Center, and the Data and Biostatistics Core.

The Operational Support Module is now available by navigating to the Longitudinal Study Operations page on the LIMBIC-CENC website and signing into the Knowledge Translation application.

Longitudinal Study Operations



Dashboard



Study Portal



Study Resources



Recruitment Tracking Logs



Upload



Operational Support

Once logged in, you will have the option to 'Submit Request' (similar to submitting an IT ticket), or reviewing your ticket history.



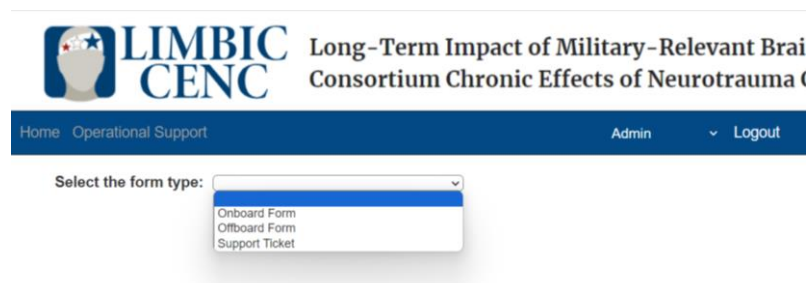
When any request/ticket has been submitted, a corresponding email will be sent to the requestor. The email contains the ticket number, as well as a link to revisit/update the ticket. Follow-up emails will be sent to the requestor as the ticket status is updated or if there is a question about the ticket.

There are three statuses possible for a ticket:

- Open: Request/Ticket has been submitted and is being worked on
- Further Action Required: Action is required on the requestor's behalf to move forward
- Resolved: Solution to request/ticket has been implemented

All system access and technical issues will be handled by the DBC. Coordinating Center will have viewing privileges and will be monitoring onboarding/offboarding tickets to keep the directory up-to-date and to send appropriate trainings/materials to site staff.

The pages below describe the three main ticket types (forms) you can select from.



Onboard Form

- Fill out as soon as new staff member has started with current contact information
- Include what LIMBIC-CENC training new staff member needs
- You may need to update the ticket to include the new staff member's institutional contact information and confirm they are on your site's IRB to get Medidata, Study Portal, and SFTP access
 - **If no is selected on 'Is the new staff member on the site IRB?', then request will automatically be classified as Further Action Required as a reminder for site to log back in and update ticket to have new staff member get access to the above systems**
 - In the meantime, access to the website will be granted
 - Ticket can be updated via ticket history or by clicking on email link requestor gets associated with ticket



Long-Term Impact of Military-Relevant Brain Injury
Consortium Chronic Effects of Neurotrauma Consortium

[Home](#) [Operational Support](#)

Select the form type:

Requestor Details

Name:

Email:

New Staff Details

Name:

Email:

Phone Number:

Site:

Position Title:

When will the new employee start:

Please select which training material should be distributed to the new hire:

PCE Mapping

Neuro Psych

Is the new staff member on the site IRB? Yes No

Is there any information we should know?

Offboard Form

- Designed for removing staff access to systems when departing your study team
- This form also allows you to request additional access to other site staff if needed



Long-Term Impact of Military-Relevant Brain Injury
Consortium Chronic Effects of Neurotrauma Consortium

[Home](#) [Operational Support](#)

Select the form type:

Requestor Details

Name:

Email:

OffBoarding Staff

Details

Name:

Email:

Site:

When will this change take place?

What systems will the individual need to be taken off of?

Medidata

LIMBIC-CENC Website

Study Portal

SFTP

Other


When should access to these programs end?

Will additional roles/access need to be added to other site personnel?

Is there any other information we should know?

Support Ticket

- Will handle all other technical issues
- Please describe issue as thoroughly as possible



**Long-Term Impact of Military-Relevant Brain Injury
Consortium Chronic Effects of Neurotrauma Consortium**

Home Operational Support

Select the form type:

Submit a ticket to report an issue

Are you submitting this request on someone elses behalf? Yes No

Requestor Details

Name:

Email:

Employee Details

Name:

Email:

Site:

Please select the system(s) you are having an issue with:

<input type="checkbox"/> Medidata	<input type="checkbox"/> LIMBIC-CENC Website
<input type="checkbox"/> Study Portal	<input type="checkbox"/> SFTP
<input type="checkbox"/> REDCap	<input type="checkbox"/> Other

What type of problem are you having?:

<input type="checkbox"/> Password/Credentials	<input type="checkbox"/> Missing Data/Information
<input type="checkbox"/> Application/Service Function	<input type="checkbox"/> Other

Description of Issue