



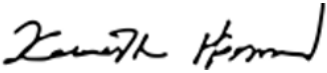
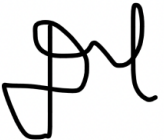
Standard Operating Procedure: REDCap Bug Management

SOP Number:	110
Version Number:	2.0
Approved Date:	May 20, 2024
Department/System:	Digital Solutions – Data Management /REDCap

DOCUMENT HISTORY

Version Number:	Summary of Changes Made:	Effective Date
1	New Document	December 16, 2020
2	<ul style="list-style-type: none"> • Branding • Minor updates to wording 	May 20, 2024

APPROVALS

Approver Name	Approver Signature	Date
Kenny Hammond Manager, Research Data Services UBC Faculty of Medicine		May 20, 2024
Anastasia Dropol Team Lead, Data Management UBC Faculty of Medicine		May 20, 2024

1. PURPOSE

- 1.1. To define the procedure used by the UBC Faculty of Medicine (FoM) Data Management (DM) Team for bug management of REDCap software.



2. SCOPE

- 2.1. This procedure applies to all FoM DM Team members responsible for bug management of REDCap software.
- 2.2. This procedure also applies to the Principal Investigator (PI) and/or Project Administrator (PA) managing REDCap projects supported by the FoM DM Team.

3. RESPONSIBILITIES

- 3.1. PI and/or PA are responsible for identification of potential bugs and notifying the FoM DM Team of potential bugs.
- 3.2. FoM DM Team is responsible for conducting assigned bug investigations, implementation of any required fixes, testing, tracking, documenting, and reporting back to Research Teams.

4. RELATED SOPS/DOCUMENTS

- 4.1. FoM DM SOP 115 REDCap Software Upgrade
- 4.2. MDITSYS SOP0023 IT Change Management Plan

5. DEFINITIONS

- 5.1. **Principal Investigator (PI)/Project Lead:** Primary individual in charge of and responsible for the proper conduct of a research project and/or sponsor for non-research projects.
- 5.2. **Project Administrator (PA):** Person responsible for the development of REDCap data instruments and the overall management of the project data.
- 5.3. **Research/Project Team:** Research/project assistants, nurses, data entry and other personnel involved with and granted access to the REDCap project. The Team members report to the PI/Project Lead but are generally directly supervised by the PA.
- 5.4. **FoM Data Management (DM) Team:** Team Lead, Scientific Analyst and other FoM DM individuals responsible for managing projects in REDCap and assisting Research/Project Teams in conducting research studies or projects.
- 5.5. **REDCap Project:** A set of data entry forms, surveys, schedules and other data management tools pertaining to a specific research study or project.
- 5.6. **Bug:** Industry term for error or failure.
- 5.7. **Fix:** The process of eliminating an error or failure from the software, testing its correct functionality, documenting the process and approving it.



- 5.8. **FoM REDCap Development (Dev) Instance:** REDCap installation/server used for testing, virtually identical to the production or live installation/server.
- 5.9. **REDCap Consortium:** Network of international REDCap Administrators ranging from non-technical administrative support specialists to leading informatics specialists who support the greater REDCap research community.

6. PROCEDURE

- 6.1. PI, PA or Research Team reports any potential bugs by contacting the FoM DM Team.
- 6.2. FoM DM Team conducts an investigation in FoM REDCap Development instance and documents all the necessary information.
- 6.3. The FoM DM Team contacts REDCap Consortium to notify them of a bug in the REDCap system which should be fixed in a later REDCap release.
 - 6.3.1. The FoM Scientific Analyst communicates any REDCap Consortium-related bug updates or responses to the FoM DM Team, Research Team user who reported the bug and/or other REDCap Research Teams, as necessary and records the updates in the appropriate locations (ie. UBC ticket system, UBC MS Teams etc.).
- 6.4. Once the bug fixes are released by the REDCap Consortium in LTS branch, the Scientific Analyst performs the upgrade according to the DM SOP 115 REDCap Software Upgrade.

7. REFERENCES

N/A