





## Standard Operating Procedure: REDCap Bug Management

SOP Number:	110
Version Number:	1.0
Approved Date:	December 14, 2020
Department/System:	Digital Solutions – Data Management /REDCap

### DOCUMENT HISTORY

Version Number:	Summary of Changes Made:	Effective Date
1	New Document	December 16, 2020

### APPROVALS

Approver Name	Approver Signature	Date
Gurm Dhugga Associate Director, Research & Digital Technologies UBC Faculty of Medicine		December 16, 2020
Ashley McKerrow Team Lead, Data Management UBC Faculty of Medicine		December 16, 2020

#### 1. PURPOSE

- 1.1. To define the procedure used by the UBC Faculty of Medicine (FoM) Research 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 Research DM Team.

### 3. RESPONSIBILITIES

- 3.1. PI and/or PA are responsible for identification of potential bugs, testing locally and notifying the FoM Research DM Team.
- 3.2. FoM Research 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 Research DM SOP 115 REDCap Software Upgrades
- 4.2. UBC IT Change Management Process
- 4.3. FoM Research DM Team uses Atlassian JIRA Bug tracking system:  
<https://www.atlassian.com/software/jira>

### 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 Research 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 as 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 emailing the FoM Research DM Team.
- 6.2. FoM Research DM Team conducts an investigation in FoM REDCap Development instance and documents all the necessary information. Documentations can trigger an email to the Research Team user, if selected for communication.
- 6.3. If the bug is identified as an issue, the FoM Research DM Team will notify REDCap Consortium and explore solutions. If possible, FoM Research DM Scientific Analyst will implement the solution locally.
  - 6.3.1. If a local fix is completed successfully, the FoM DM Research Team communicates bug fix to Research Team user who reported the bug and other REDCap Research Teams, as necessary.
- 6.4. When a local fix is not possible, the FoM Research DM Team contacts REDCap Consortium to notify them of a bug in the REDCap system which should be fixed in a later REDCap release.
  - 6.4.1. The FoM Research Scientific Analyst communicates any REDCap Consortium-related bug updates or responses to the FoM Research DM Team, Research Team user who reported the bug and/or other REDCap Research Teams, as necessary and records updates in the appropriate locations (eg Jira, UBC ticket system etc).
- 6.5. Any fixes sent from the REDCap Consortium are handled by the FoM Research DM Team in accordance with the instructions provided by the REDCap Consortium.

## 7. REFERENCES

- 7.1. Network of Networks (N2) Standard Operating Procedures, Version 8. Effective May 2019.
- 7.2. UBC IT Change Management Procedure  
<https://shareit.it.ubc.ca/itservicemanagement/change-management/Pages/default.aspx>



THE UNIVERSITY OF BRITISH COLUMBIA

Digital Solutions  
Faculty of Medicine