





Standard Operating Procedure: Monitoring REDCap Usage

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Department/System:	Digital Solutions– Data Management /REDCap

DOCUMENT HISTORY

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1	New Document	December 16, 2020

APPROVALS

Approver Name	Approver Signature	Date
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1. PURPOSE

- 1.1. To define the procedure used by the UBC Faculty of Medicine (FoM) Research Data Management (DM) team to monitor FoM REDCap usage.

2. SCOPE

- 2.1. This procedure applies to the FoM Research DM team responsible for reviewing and implementing the monitoring tasks on FoM REDCap.
- 2.2. It also applies to the Digital Solutions Team involved in the maintenance of REDCap functionality.



3. RESPONSIBILITIES

- 3.1. FoM Research DM Team is responsible for running system-level monitoring tasks and documenting unexpected findings.
- 3.2. FoM Research DM Team is responsible for notifying REDCap users and/or Associate Director, Research & Digital Technologies of the audit findings and mitigation strategies where appropriate.

4. RELATED SOPS/DOCUMENTS

- 4.1. DM Research SOP 109 Project Archiving
- 4.2. FoM REDCap Moving Project to Production Checklist

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 QI/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 study or research project.
- 5.6. **Identifier:** Collected variable that identifies (that is, labels the identity of) a record. The DM Team is using the following keywords as potential identifiers: name, street, address, city, zip, postal, phone, fax, mail, social security, mnrn, phn, email, mrid, first_name, firstname, fname, last_name, lastname, familyname, lname, mrun.

6. PROCEDURE



- 6.1. FoM Research DM Team performs monitoring tasks according to defined frequency or as needed (see Appendix A below).
- 6.2. Audits are logged in an internal tracking system.
- 6.3. If a system-level monitoring task yields an unexpected result:
 - 6.3.1. The Scientific Analyst emails Digital Solutions Team to notify them of the issue.
 - 6.3.2. Once the FOMR IT System team resolves the issue, they email the Scientific Analyst of the resolution.
 - 6.3.3. Scientific Analyst notifies DM Team of the resolution, if necessary.
 - 6.3.4. FoM Research DM Team notifies Project Team of the resolution, if necessary.
 - 6.3.5. FoM Research DM Team logs results in internal tracking system and resolves the communication.
- 6.4. If a project-level monitoring task yields an unexpected result:
 - 6.4.1. The FoM Research DM Team emails PA or the Research/Project Team, advising them of the required corrective actions.
 - 6.4.2. Once corrective actions are taken and the Research/Project Team has emailed the FoM Research DM Team that they are complete, the FoM Research DM Team reviews the project to make sure the project is corrected.
 - 6.4.3. FoM Research DM Team logs results in internal tracking system and resolves the communication

APPENDIX A- AUDITING/MONITORING TASKS

Description	Type	Frequency	Responsible FoM Research Team Member	Step
REDCap Activity Log	System-level	Weekly	Scientific Analyst	Report is generated detailing: <ol style="list-style-type: none"> 1. User Activity 2. Report is reviewed for any unusual activity, from either user or API access
Check CRON Jobs (i.e. surveys sending, emails, etc.)	System-level	Monthly	Scientific Analyst	<ol style="list-style-type: none"> 1. Go through the backend REDCap Database table 'redcap_cron_history'.



				<ol style="list-style-type: none">2. Check for errors on Cron job.3. Check for any job that took more than 5 hours to complete.4. If failures are identified, follow error reporting procedure.
Check projects in Development status with >25 records to ensure they are not collecting real data	Project-level	Quarterly	Team Lead	<ol style="list-style-type: none">1. Create a report listing all project in development status will >25 records2. Contact PA of project to confirm all data is testing data.3. If data is real data, project must be moved to production mode.
Review projects before moving to Production status	Project-level	As necessary	Team Lead	<ol style="list-style-type: none">1. Research/Project Team requests to move project to production, which trigger a ticket to the FoM Research DM Team2. Project is reviewed according to the Move to Production Checklist3. Research/Project Team must resolve all outstanding issues prior to the project



				being moved to production.
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