





Standard Operating Procedure: OpenSpecimen Bug Management

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DOCUMENT HISTORY

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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 for bug management of OpenSpecimen software.

2. SCOPE

- 2.1. This procedure applies to all FoM DM Team members responsible for bug management of OpenSpecimen software.



- 2.2. This procedure also applies to the Principal Investigator (PI) and/or Project Administrator (PA) managing OpenSpecimen 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 215 OpenSpecimen 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 OpenSpecimen 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 OpenSpecimen 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 OpenSpecimen and assisting Research/Project Teams in conducting research studies or projects.
- 5.5. **OpenSpecimen Project:** Defines the details of a standardized protocol used for the collection of biospecimens. This includes any information on the approved project such as the title of the study, institution, name of the investigator, ethics approval ID, consent forms, standard operating procedures (SOPs), participants registration, samples to be collected and processed.
- 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 OpenSpecimenDevelopment (Dev) Instance:** OpenSpecimen installation/server used for testing, virtually identical as production or live installation/server.
- 5.9. **OpenSpecimen Vendor:** Provides application support

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 OpenSpecimen 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 OpenSpecimen vendor 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 OpenSpecimen Research Teams, as necessary.
- 6.4. When a local fix is not possible, the FoM Research DM Team contacts OpenSpecimen vendor to notify them of a bug in the OpenSpecimen system which should be fixed in a later OpenSpecimen Enterprise Edition release.
 - 6.4.1. The FoM Research Scientific Analyst communicates any OpenSpecimen vendor-related bug updates or responses to the FoM Research DM Team, Research Team user who reported the bug and/or other OpenSpecimen Research Teams, as necessary and records updates in the appropriate locations (eg Jira, UBC ticket system etc).
- 6.5. Any fixes sent from the OpenSpecimen vendor are handled by the FoM Research DM Team in accordance with the instructions provided by the OpenSpecimen vendor.

7. REFERENCES

- 7.1. UBC IT Change Management Procedure
<https://shareit.it.ubc.ca/itservicemanagement/change-management/Pages/default.aspx>