

# FoM REDCap Service Agreement

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Dear [final\_pa\_name],

The Faculty of Medicine Digital Solutions Data Management (FoM DS DM) Team has approved your project to be hosted in FoM REDCap. Please read through the agreement below and sign (type) your name at the bottom and click submit. Once the signed agreement has been submitted, your project will be created within 3 business days. If you have any questions about the agreement, please let us know at fom.redcap@ubc.ca.

[project\_title]

[service\_agreement\_copy\_txt] [service\_agreement\_copy\_pid] conducted by  
[pi\_first\_name] [pi\_last\_name], [pi\_title]

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Your project will be hosted in FoM REDCap (Research Electronic Data Capture) platform, a data management tool used primarily for research, quality improvement (QI)/quality assurance (QA), and operational support projects. REDCap is designed with built-in features to address confidentiality and security.

For REB-approved research projects, it is the responsibility of the Principal Investigator or Project Lead to ensure that all data collected in REDCap suits the project needs, and that storage of all identifying information in REDCap, such as email or date of birth, is approved by the Research Ethics Board (REB).

QIQA projects require a Privacy Impact Assessment (PIA) or Privacy Office review and approval, and it is the responsibility of the Project Lead to ensure that all data collected in REDCap, including identifiers, complies with the approved PIA and/or any conditions set by the Privacy Office.

The FoM DS DM Team will provide basic support services at no cost. Extended support services are cost-recoverable on a project or hourly basis.

Basic support services include design consultation, project creation, user account creation, training, help desk, and project archival. The FoM DS DM Team will maintain the software platform by implementing necessary bug fixes, security updates, and appropriate technology controls for stable operation.

Extended support services include items such as designing forms, providing advanced calculation implementation, importing data from external sources, building reports, and supporting data extraction for analysis and statistics. In addition, any customization and design modifications requiring programming resources will be considered extended support.

As platform administrators, the FoM DS DM Team members have access to all projects and survey data. This access is required to facilitate support and operational activities. The FoM DS DM Team is comprised of UBC employees, who are bound by the privacy, confidentiality, non-disclosure, and employment standards of UBC. Project teams are ultimately responsible for their data collection and accountable for safe handling and provisioning access to their datasets.

As per REDCap software license agreement, Research Teams must cite and acknowledge the use of the REDCap platform in publications.

REDCap support hours are from 9:00 a.m. to 5:00 p.m. during regular business days, and our team will endeavour to respond within 3 business days. For assistance, contact us at fom.redcap@ubc.ca.

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I have read and acknowledge the service offering

Yes  
 No

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Signature

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(First name last name)