



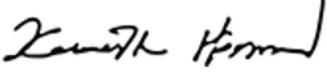
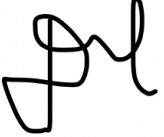
Standard Operating Procedure: OpenSpecimen Bug Management

SOP Number:	210
Version Number:	2.0
Approved Date:	June 3, 2024
Department/System:	Digital Solutions – Data Management /OpenSpecimen

DOCUMENT HISTORY

Version Number:	Summary of Changes Made:	Effective Date
1	New Document	February 16, 2021
2	<ul style="list-style-type: none"> • Branding • Minor procedural updates and wording changes 	June 3, 2024

APPROVALS

Approver Name	Approver Signature	Date
Kenny Hammond Manager, Research Data Services UBC Faculty of Medicine		June 3, 2024
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1. PURPOSE

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

3. RESPONSIBILITIES

- 3.1. PI and/or PA are responsible for identification of potential bugs, testing locally and notifying the FoM DM Team.
- 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 215 OpenSpecimen Software Upgrades
- 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/Collection Protocol and/or sponsor for non-research projects/CPs.
- 5.2. **Project Administrator (PA):** Person responsible for the development of OpenSpecimen CP design, forms, containers, specimen requirements and overall management of the CP data.
- 5.3. **Research/Project Team:** Research/project assistants, nurses, data entry and other personnel involved with and granted access to the OpenSpecimen CP. The Team members report to the PI/Project Lead but are generally directly supervised by the PA.
- 5.4. **FoM Data Management (DM) Team:** Manager, Research Data Services, Team Lead, Scientific Analyst and other FoM DM individuals responsible for managing CPs in OpenSpecimen and providing support to Research/Project Teams in conducting their CP.
- 5.5. **OpenSpecimen Collection Protocol:** Defines the details of a standardized protocol used for the collection of biospecimens. This includes any information on the approved CP such as the title of the study, institution, name of the investigator, ethics



approval number, consent forms, standard operating procedures (SOPs), participant registration, specimens to be collected and processed, etc.

- 5.6. **Bug:** Industry term for unexpected error or failure.
- 5.7. **Fix:** The process of eliminating an unexpected error or failure from the software, testing its correct functionality, documenting the process and approving it.
- 5.8. **FoM OpenSpecimen Development (Dev) Instance:** OpenSpecimen installation/server used for testing, virtually identical as production or live installation/server.
- 5.9. **OpenSpecimen vendor:** Provides application support to the FoM DM Team.

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 OpenSpecimen Development instance and documents all the necessary information..
- 6.3. If the bug is confirmed, the FoM DM Team will notify the OpenSpecimen vendor and explore solutions. If possible, FoM DM Scientific Analyst will implement the solution locally.
 - 6.3.1. If a local fix is completed, the FoM DM Team communicates bug fix to Research Team user(s) who reported the bug and other OpenSpecimen Research Teams, as necessary.
- 6.4. When a local fix is not possible, the OpenSpecimen vendor may choose to fix the bug in a later OpenSpecimen Enterprise Edition release. Please refer to the SOP 215 regarding software upgrades
 - 6.4.1. The DM Team communicates any OpenSpecimen vendor-related bug updates or responses to the FoM 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 MS Teams, UBC ticket system etc).
- 6.5. Any back-end (Database server) fixes sent from the OpenSpecimen vendor are handled by the FoM DM Team along with UBC IT DBA Team in accordance with the instructions provided by the OpenSpecimen vendor.

7. REFERENCES

- 7.1. FoM DM Team uses Atlassian JIRA Bug tracking system when reporting bugs to the OpenSpecimen vendor:
<https://www.atlassian.com/software/jira>