

Integrating RDM Services

Unconference Session at IDCC 2019 Melbourne

~25 attendees in this session from a variety of countries

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Simon

- Researchers have to go to a variety of places to get support and the process involves a lot of duplication of effort and fragmented service delivery
- How to get different service providers to work together effectively when they traditionally have their own ways of working? Tools to support this?
- Goals for the session
 - case studies
 - link: <https://datasupport.helsinki.fi/>
 - workflows
 - engagement / collaboration
- Resourcing issues - how to run services when it's just you
- New for research offices to collaborate with library. How to work effectively across you

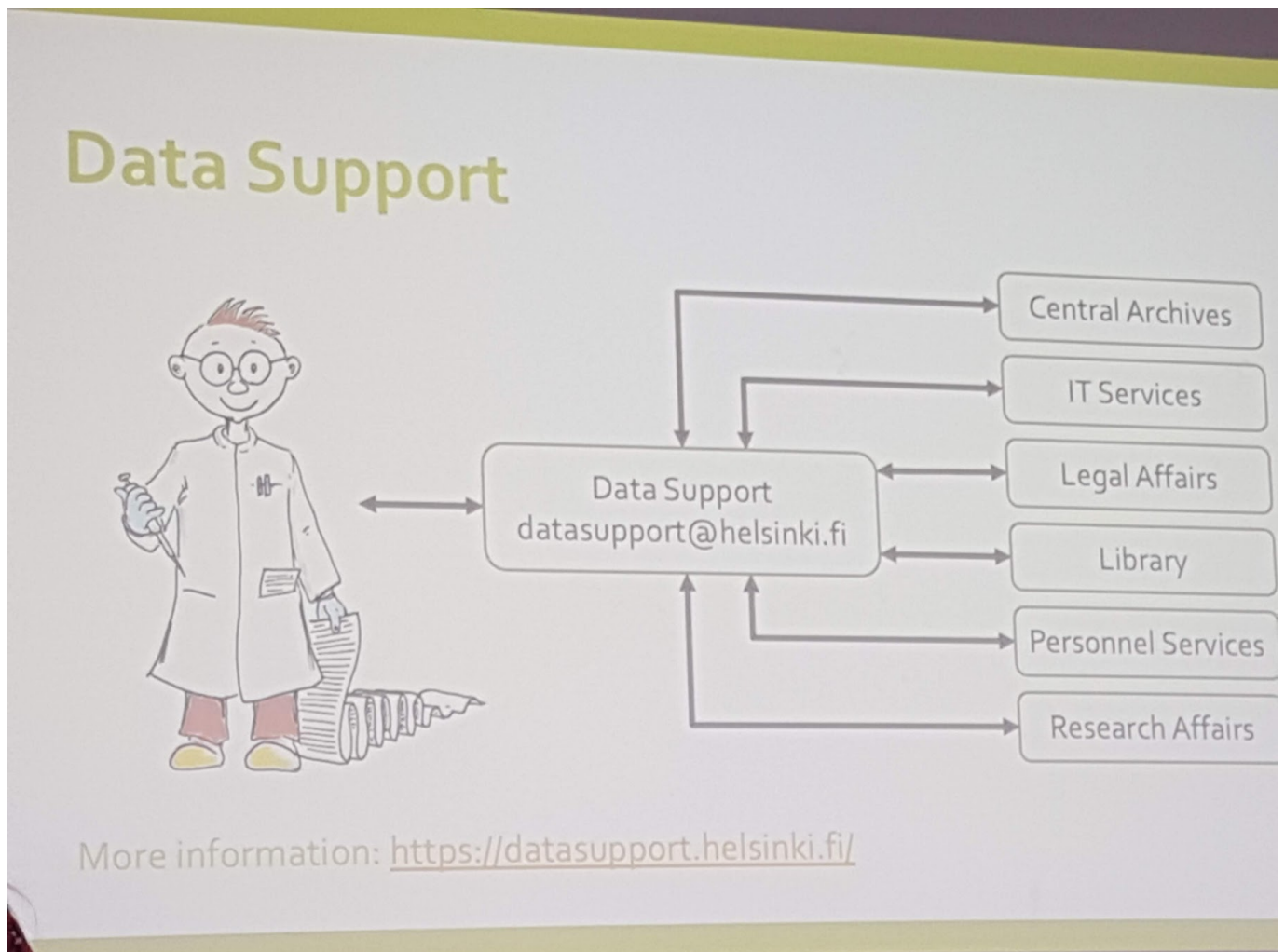
Case study: University of Helsinki

- Doesn't introduce herself as from library but from data support
- 6,000 researchers at Helsinki, 40,000 students
- Hold workshops for the network to drink tea and eat biscuits together
- Involve funder for DMP compliance e.g. copy-paste a DMP (in a particular research unit for instance => no funding!). Word-to-mouth works ;)

Remarks/case studies:

- Large university vs. small university - issue of scale for service organisation.

- RISE Framework - useful engagement tool (figure out who does what etc.) Request for DCC to link to different implementations on the website e.g. TU Delft, German unis, Singapore? Sydney?
- <http://www.dcc.ac.uk/resources/how-guides/RISE>
- Aalto university. Top-down and bottom up approach
 - Bottom-up: Data stewards/Data agent (PhD, mostly): close to researchers to answer questions, but integration depends on department (twice/month meetings with department and researchers vs. no engagement with researchers. Data agents are engaged 5-50% engaged in RDM, but are embedded researchers.
 - Top-down: set up meetings between services. Involve them.
 - Goal: comprehensive instructions. Initially, very siloed, but we try to have a more comprehensive set of instructions.
 - Involve IT: whenever IT gets questions by researchers for more/complex storage, RDM should be a prime concern
 - Need strong support from department and from management.
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<https://datasupport.helsinki.fi/>

Took around 10 years to achieve common collaborative service Data Support. Requires maintenance of relationships. Participants:

Central Archives

IT services includes data security

Legal Affairs includes GDPR

Library
Personnel Services (HR)
Research Affairs

From researchers' perspective they see 'data support' and everyone is identified as this although they come from the different services.

Anneke

- Graduate academy is also involved, providing training and dealing with PhD supervisors and students, they are asked to prepare Data Management Plans Data management staff provide input to the training
- RISE helped to work out where you are at with services, and good to argue to managers

LINK: <http://www.dcc.ac.uk/news/rise-self-start-tool-research-data-management-service-review>

Simon

- At previous university - very large- were implementing a workflow with ticketing system to direct enquiries to the right service, now at smaller university where there is not the scale to

Jen, University of Sydney

- Neat diagram but only works on paper :-)

RISE survey - Liz undertook at her organisation, described who does what at your university, found it good as a validation of what professional knowledge already existed and for ensuring that diverse stakeholders are on the same page. Sarah from DCC - RISE is getting a lot of traction and are seeking input on how to assist with uptake and use at different universities.

Impact of GDPR on gaining interest from researchers as they know it is critical

Need stronger support from senior management.

Data agents - network of phd students who are paid for some of their time (e.g 5%) to liaise with researchers on discipline-specific questions in their departments - would prefer to have 50% of researchers time - Data steward is coordinating this effort.

Q: Are data agents similar to data stewards at Delft? In some ways yes but is quite a different way.

Hanna - need for top-level support. People who work in this area are passionate but there is not always that support.

Curtin University

Some years ago E-research team in IT Developed a DMP tool as a gateway for access to IT systems - starting with storage and then other services - like ethics, then the grad school made DMPs compulsory for applicants - led to thousands of DMPs, though not clear whether this has improved the data management across the university.

Although the system requires the researchers to complete the DMP they are not reviewed.

Sydney University - moved away from DMPs as they did not realise the benefits. More work for the researchers but not clear that it was improvement RDM practice.

Q. Any success with DMP as living document

Mari Elisa - using DMPTuuli in Finland -- now have a network to support the DMP, finding after 4 years that DMPs are getting better every year, and have now got to the point that can estimate risks from the DMPs, so the RDM service can contact the researcher direct people to respond to the risk

? about 5% of research groups are writing DMPs using wikis to keep them up to date

Need to support senior researchers to give feedback to the PhD students, ECRs on their DMPs

Funders have said grants will not be funded if DMP is just copy and pasted, and this has happened in at least one case

Q Are funders talking to universities

Simon - in Flanders they are discussing the DMP requirements and how to implement workflows to support them

In Finland the Academy of Finland has collaborated with the national DMP network (DMPTuuli).

- Academy is a major funder and they review all the DMPs attached to funding applications

In US and UK funders tends to be rubber stamping DMPs - their main concern is just that they are done

University of Westminster - aims to automate where possible as part of Research Information Management System so that information from DMP, especially what software and storage is being used, and the ethics approval process, can be reviewed as part of the post Award process as well as in the approval process

Flanders: engagement with main Funder: DMP compliance: are DMPs reviewed, how are they assessed, consequences for researchers?

Sam - the self-support materials are also very important as researchers see fragmentation there

Scale issues - Drexel is very large uni, but library is relatively small, and librarians wear many hats

Hanna - Swedish School of Agriculture is large university and have a single unit offering integrated support from different parts of the uni -

Issue that we don't take enough time to work out what our shared goals are across archives, libraries, research office, IT etc and ensuring that we keep researcher needs to the fore

Integration has personnel and IT aspects - on IT aspect DMP support tools are being used to bring together services in a common workflow

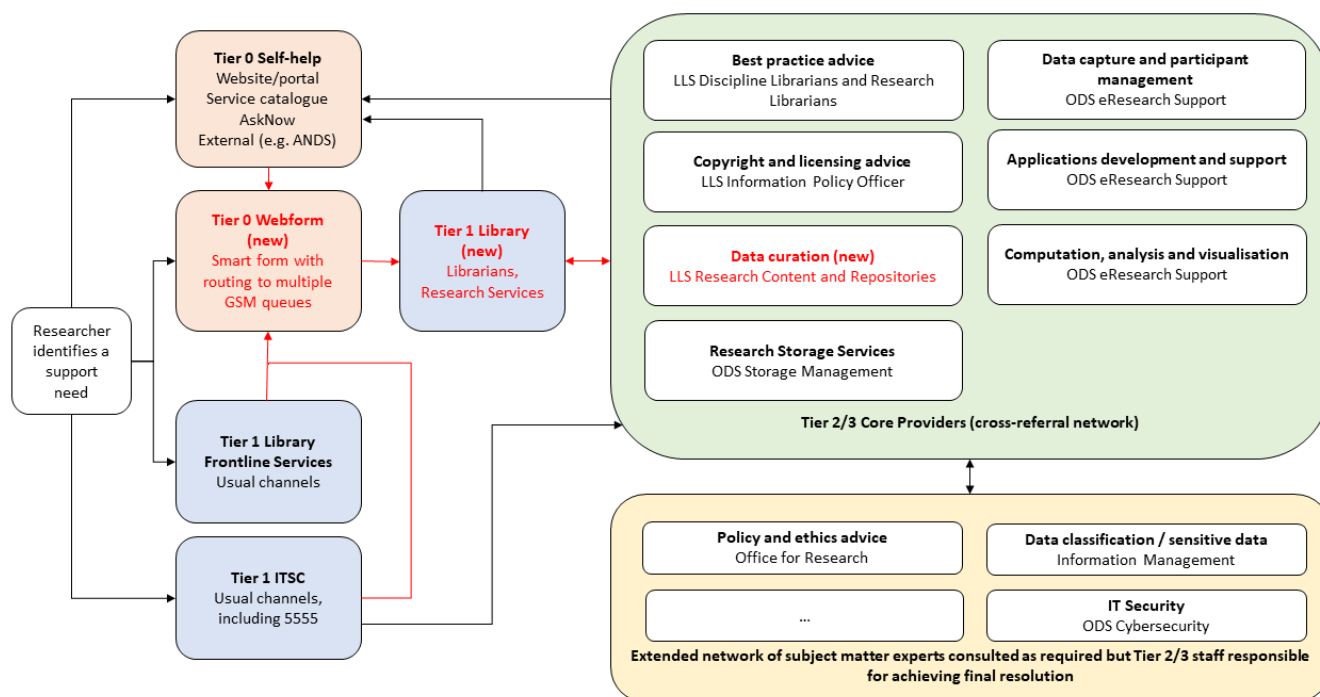
Is DMP the right level of unit, granularity for integrating support and making services sustainable and scalable across large organisation - at the lab/school level there may be common protocols

Disciplinary services vs centralised services - need to have some domain understanding

External resources - feel free to add links to documentation or diagrams of institutional support models here for later

RISE framework and implementation advice from DCC <https://bit.ly/2JZwfOK>

Draft of new RDM support model from Griffith University (under discussion - not agreed or implemented so please do not share outside this forum!). Mostly just connecting up existing services but with some new developments in red. GSM = General Service Manager, our helpdesk tool that is used across the library and IT areas.



University of Westminster research information system ([Haplo](https://westminsterresearch.westminster.ac.uk/item/qq018/building-an-all-haplo-repository-a-partnership-between-institution-and-supplier-in-collaboration-with-researchers-and-the-user-community)) - see diagram below (taken from presentation slides given at IDCC19 about building a repository and using wider system for DMPs: <https://westminsterresearch.westminster.ac.uk/item/qq018/building-an-all-haplo-repository-a-partnership-between-institution-and-supplier-in-collaboration-with-researchers-and-the-user-community>)

