



Research Information Support (RIS)

Research Information Support Strategy 2007-2008

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Macquarie University Internal

DOCUMENT CONTROL

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Document Review and Distribution

Name	Department	Review by (Date)

Associated and Precursor Documents

Document	Vn.	Author	Location
Macquarie at 50	release	Vice Chancellor	www.vc.mq.edu.au/reports/2006/macquarieat50.pdf
KPIs for DV-C(R)	release	Vice Chancellor	www.vc.mq.edu.au/reports/2007/Report-to-Council-March-07.pdf
RIS Operational Plan		Allyn Sayers	Under development
RIS Development Plan		Allyn Sayers	Under development
Data Quality Paper		Allyn Sayers	Under development
Web Reporting Strategy		Allyn Sayers	Under development (adjunct to RIS Operational Plan)

Review frequency

This document is to be reviewed:

- Annually
- Upon the release of new KPIs for the university, DV-C(R) or related staff
- As required

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1 Introduction

Purpose of Document

This document sets out a proposed strategy and policy for meeting the needs for research and research training information at Macquarie University. Once approved, this document will form the basis of the operational planning for the Research and Information Support (RIS) team in the Office of the Deputy Vice-Chancellor (Research).

As the MIS strategy of the University develops this document will be updated.

Scope

The scope of this document is the information required for support for decision making, performance measurement, formal reporting and operational processes support for the following stakeholder groups:

- External bodies
- The Executive and the DVC(R)
- Divisional, Departmental and Centre management
- Individual Researchers
- Offices within the Office of the DVC(R)

This strategy covers the remainder of 2007 and 2008.

This document introduces the concept of a defined, agreed, and published set of definitions and conventions to be used in reporting research across the university within the Office of the Deputy Vice-Chancellor (Research).

The focus for 2007 is the development of reports aligned to the KPIs and operational research activities, and defining requirements for analysis and benchmarking.

2 Overview

Research Information Support

Research Information Support is a team within the Research Office (RO), an office within the Office of the Deputy Vice Chancellor (Research). The Research Information Support (RIS) team will be responsible for the implementation and support this strategy.

Roles within the team will be detailed within the Research Information Support Operational Plan.

Areas of responsibility

Research Information Support (RIS) will provide data management, applications system administration, local operational support, reporting writing services and website design and maintenance to implement this strategy. Data is sourced from a variety of systems including IRIS, AMIS, PMIS and local Access databases.

It is expected that technical support for systems utilised in fulfilling these reporting requirements, including helpdesk and DBA support and technical applications support, will be provided by a team outside of the Office of the Deputy Vice Chancellor (Research).

3 Research Information Support Policy statement

Provision of RIS will follow the principle of maximising the utility and availability of research and research training information whilst using the minimum amount of resources. These aims will be achieved by standardising the majority of information provision, minimising requirements for ad-hoc reporting, and by providing self-service web-based facilities wherever possible.

The level of support, frequency of reports and exact details of the scope of the activities listed below will be detailed in the Research Information Support Operational Plan. The following lists the intended levels of support to be provided.

Individuals

Individual researchers and HDR students will be able to use the online research database, IRIS, to access records of their research activity.

Research Support staff at the divisional and departmental level

Reports will be available to research support staff at the divisional and departmental level via the online tools within IRIS. Reports on individuals within a particular department or division are available to appointed and delegated staff of each division or department

Standard reporting sets and extracts

A regularly refreshed and updated set of reports and extracts will be available. Where these are publicly available information they will be available for download from the DVC(R) website. Macquarie University confidential reports will be distributed directly to appropriately authorised staff. There will be a mechanism for staff to request that new reports and datasets be added to those available, and the development of these will be prioritised by the management team of the DVC(R) Office as and when development resources are available.

Research Data and Reporting Web page

Certain standard reports and extracts as well as benchmarking data will be available from the Research Data and Reporting Web page, possibly within the Intranet currently under development. The availability of and access to these reports beyond the staff of the Office of the Deputy Vice-Chancellor (Research) will be detailed in the Web strategy section of the Operational Plan.

Ad-hoc reporting

Under limited circumstances, some ad-hoc reporting will be available via the Research Information Support staff of the Office of the Deputy Vice-Chancellor (Research). This service will only be available to the University Executive.

Reporting Structures

All RIS reporting will be structured according to the organisational view of Macquarie University held in the Finance 1 system. Thus aggregated reporting will be available at departmental and divisional levels, and at a university wide level.

Some additional reporting groups will be available where required by the Executive, perhaps, for example, by CoRE staff members.

No reporting will be available for organisational units that do not have an organisational unit (AOU) code in Finance 1, for example, the majority of centres.

4 KPIs and related reporting requirements

KPI and reporting alignment

Where a particular KPI can be supported with existing data, a specific report will be developed which reflects the related information. Where a KPI is not supported by existing data or systems, options for future reporting of that KPI will be investigated.

Deputy Vice-Chancellor (Research) Performance Indicators 2007

Goal	Strategic Goal for 2007	Target Performance Indicator	Report evidence/ Indicator
1. Improve research performance	1 Recruit staff in CORE areas	44 CORE staff appointed by December 2007	HR – list maintained in DVC(R) Office
	2 Recruit new postgraduate research students	100 additional PhD students enrolled by December 2007	AMIS reports
	3 Increase external funding for research	15% increase in external research funding relative to previous 12 months	External funding comparison from Finance
2. Improve management efficiency and effectiveness	4 Set performance standards for the research office's business functions	Standards in place by December 2007	Monitor turn around and process times
	5 Begin a cycle of self-study which may include feedback from clients of the research office and use results to effect improvement.	Data collection systems in place and cycle implemented by December 2007	Monitor performance indicators; surveys
	6 Align professional development opportunities with strategic priorities and critical emerging needs.	Produce a "needs assessment" which identifies strategic goals and priorities for staff professional development. Begin offering development opportunities to research staff by December 2007	PRMS (HR review tracking process)
	7 Ensure that all Research Office staff have KPIs and assessments.	All staff assessed by December 2007.	PRMS system
	8 Ensure that research office budget is not exceeded.	A neutral or positive budget outcome for research office in December 2007	Budget reports
3. Encourage and support quality improvement efforts	9 Align research budget with strategic priorities	A strategic budget in place for 2008 (by December 2007).	DVC(R) Office
	10 Implement the research plan	See 1, 2 and 3 above	-
	11 Help to prepare for AQUA audit in 2008	Processes and data in place for research aspects of the audit by December 2007.	Quality Management System
4. Move Macquarie up the university rankings each year to reach number 8 by 2014	12 Accelerate the completion rate of PhD students.	Completion rates increase by December 2007	AMIS reports
	13 Put in place strategies to move Macquarie up the national and international rankings in research.	Goal is to be Number 8 in Australia in domestic and international rankings (THES, Shanghai Jiao Tong) and national rankings (teaching excellence, research graduates, & research funds).	Monitor rankings

5 Reporting Activities

Current Reporting

All statutory (government) reporting will be given highest priority.

Current reporting is predominantly ad-hoc, with limited standardised, comparative reporting. Requested reports are made to match those previously provided, rather than standardised across the university.

Planned Reporting

The following table presents the audience, reporting type and frequency of categories of report that will be supported by RIS.

Audience	Ad hoc	KPI aligned	Operational	Data analysis	Bench-marking
Executive	As Required	Quarterly	Monthly	As Required	As Required
Government organisations			Annual†		
Divisions Departments	RIS will consider new standard reports	Quarterly			
Internal DV-C(R)	As Required	Quarterly	Monthly	As Required	As Required
Cross divisional activity* - CoRES - Institutes - Centres	Reportable – RIS will consider new standard reports	Quarterly, if required			If Required
Committees	As Required		As Required		
Individual Researchers	Individual profiles available online in IRIS (projects (grants, contracts), publications, etc.)				

† Some reports bi-annual

Grey boxes – not provided

* Only where AOU's exist in Finance 1, and have staff assigned within HR system.

6 Mechanisms for dissemination of information

Web/intranet

This strategy is underpinned by the use of intranet and internet for dissemination of the majority of the research administration information used within the university. This will require a well-laid out, easy to use web site which will provide regularly refreshed (current) versions of the standard reports from Research Information Support. Intranet or restricted access web pages may be useful in distribution of reports.

Integrated Research Information System (IRIS)

The first point of contact for the majority of staff wanting information about themselves or their department or division (depending in role) will be the Integrated Research Information System (IRIS). The current status of the implementation of IRIS showing available modules is detailed on the IRIS home page, within the research home page. Future developments relating to systems will be detailed in the Research Information Support Development Plan.

Report ‘mail outs’

In conjunction with the web site for reports, there will also be regular emails to division and department heads of relevant updated reports. The timing and nature of these will be detailed in the Research Information Support Operational Plan.

7 Success criteria for this strategy

Measures and indicators

This strategy should lead to effective, consistent, clearly defined research reporting across the university.

There will be several assessable outcomes for this strategy:

- By May 2007, a draft of this research reporting and information policy will be presented to the Deputy Vice-Chancellor (Research), thence to the Executive.
- By September 2007, there will be an agreed policy for dissemination of research administration information within Macquarie University.
- By the end of Q3 the Research Information Support Operational Plan, a web reporting strategy, and a Data Quality Paper will have been prepared and distributed for approval by the Deputy Vice-Chancellor (Research). Each of these plans will have its own set of assessment criteria. Definition of terms to be used in reporting conventions within RIS.

8 Development of set of definitions for reporting

The Research Information Support staff will undertake a process whereby at the end of 2007, there will be a set of defined, agreed, and published definitions and conventions covering terms used in reporting research across the university within the Office of the Deputy Vice-Chancellor (Research).

This set of terms will be developed and disseminated to the DVC(R), Director of Research and Research Training and Executive for signoff.

Once agreed, this set of terms will be published on the disseminated as per the RIS Operational Plan and the web reporting strategy.

APPENDIX A: Glossary

Term	Explanation
AMIS	Academic Management Information System (Student administration system)
AQUA	Australian Universities Quality Agency
DVC(R)	Deputy Vice-Chancellor (Research)
Finance 1	Finance Administration System
HDRO	Higher Degree Research Office
Internet	Worldwide web – pages accessible to anyone using the web
Intranet	Web pages accessible only to limited people (either by password or restricted by IP blocking)
IRIS	Research Administration system - Software package and associated hardware infrastructure
IRIS Project	Implementation of the software system
MIS	Management Information Systems
ODR	Office of the Deputy Vice-Chancellor (Research)
PMIS	Personnel Management Information System (Staff administration system)
PRMS	Personnel Review Management System -HR review tracking process
RIS	Research Information Support
RO	Research Office
VC	Vice Chancellor