



Velos eResearch SOPs

Policy or Procedure Title:

Chain of Communication / Problem Resolution

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Introduction:

This protocol details the chain of communication that users of the LCRC Clinical Trails Management System (Velos eResearch) should maintain when in need of assistance utilizing the system.

Organizational Structure:

The LCRC in partnership with LSU and Tulane cancer centers' leadership have identified the key individuals that will become specialist on Velos eResearch and will support other users within their organizations. These users are called the Velos SuperUsers.

These SuperUsers are:

Louisiana State University	Tulane University
David Whaley - dwhal1@lsuhsc.edu Phone: 568-2433	Cara Johnson - caraj@tulane.edu Phone: 988-6770
Cynthia Edwards – cedwar1@lsuhsc.edu Phone: 568-3430	Denise Foxworth - dfoxwor@tulane.edu Phone: 988-6124
Alicia Connelly - aconne1@lsuhsc.edu Phone: 568-3410	Winifred Johnson - wjohnso@tulane.edu Phone: 988-2735

In addition to SuperUsers each organization has identified supplementary users that will utilize Velos eResearch. These users are called EndUsers and will have access to limited areas of the system.

These EndUsers currently are:

Louisiana State University	Tulane University
Cheryl Brauner – cbraun@lsuhsc.edu Phone: 568-5201	Patricai Prosper - pprosper@tulane.edu Phone: 988-6121
Julie Nunez - jnunez@lsuhsc.edu Phone: 464-8542	Kyle McKenney - kmckenne@tulane.edu Phone: 988-6052
Brandi Burns – bburns@lsuhsc.edu Phone: 568-5151	Tammy Ural - tural@tulane.edu Phone: 988-6759
Joana Ellis - jelli1@lsuhsc.edu Phone: 568-5144	Aniko Vigh – avigh@tulane.edu Phone: 988-6450
	Keadren Green – kgreen2@tulane.edu Phone: 988-6064

Finally, Eliel Oliveira, Manager, Research Information Systems for the LCRC is the Velos eResearch systems administrator for the LCRC. Mr. Oliveira will be managing the users and providing high-level support for the system.

Chain of Communication:

Following is the chain of communication that has to be followed in resolving problems.

1. EndUsers contact SuperUsers at their organizations describing the issue and seeking resolution. If a SuperUser is having problems he or she should contact other SuperUsers within their specific organizations to attempt to resolve the issue. Additionally, SuperUsers from Tulane and LSU are expected to collaborate on the usage of the system. Thus, in specific areas of the system, SuperUsers might need to contact their counterpart in the other institution for assistance.
2. If SuperUsers are unable to help EndUsers resolving the problem identified, the problem should be logged at <http://www.lcrc.info/intranet/clinicaltrials/support.html>.
3. The Manager of RIS receives the problem and works on a resolution.
4. If the Manager of RIS is unable to resolve the problem Velos eResearch technical support will be contacted to provide directions or work on a resolution.

End of Protocol.