SCC006 Stakeholders / Roles / Requirements

- School of Chemistry (SoC) Users e.g. research groups
  - Next instrument?
  - Search for the next available time when an instrument (or group of instruments?) is available for a particular duration - maybe only service management will be able to advise what the duration should be
    - Note: ability to search for particular date is less important than a calendar view (maybe something like https://www.ucl.ac.uk/chemistry/intranet/scheduler.php?mrcvcenter=1) This is because they don't book a long time ahead, bookings are typically in the next week or so. Sometimes samples have a limited lifespan, e.g. they are subject to degradation, so they can't book <x> <time> in advance.
  - View availability of the selected instrument day / time / duration available (online)
    - View availability of any of the (a number of) instruments that could do the analysis selected instrument day / time / duration available (online)
  - Make a booking - it may need to be a particular slot, if the analysis requires, may particular sample will take a time to complete, so that it can be booked for the relevant amount of time
    - Should Inventor (Helping Hand) - need more understanding of what is needed here. Maybe only requirement of transfer from budget code a to b within Chemistry
      - PI receives a spreadsheet of who has done what when and associated costs. PI decides how this is paid. Each Scientific Service Provider (SSP) has a slightly different The amount of information contained in the spreadsheet (who used what, when and for how long) is variable depending on the Service involved. The MMR Service currently provides the a fairly good level of information, other Services much less so.
    - Each PGR student has a grant code (one PI has one student per grant but there may be multiple chalents per grant)
      - Note a PGR student would normally be paid a stipend monthly, for the period of the research. It is assumed they would not work on more than one at a time.
    - Validate financial charging data before booking can be completed (?)
      - Could this be done automatically from the student accountor with the grant code to simplify and speed up the process (satisfying Finance)? Would this remove the PI flexibility for how this is paid, and would this cause issues for the Finance office? Automated and uncontrolled transfer does not seem an issue for the Finance office. PIs have made clear that they want to be able to control their research grant spending for instrumentation. JB note: PIs opinions were based on a small number of interviewe. rather than a School-wide poll.
  - Receive email confirmation of initial booking with date & time confirmed
    - Understand that date / time might change
  - View a booking
  - Alter / amend a booking
  - Receive email confirmation of amended booking with date & time confirmed
  - Delete a booking - is there a limitation on when this can be done? e.g. if someone is ill the day it's booked what happens
  - Nice to have: Late availability notification - if there is a deleted booking and you already have a booked slot after that, if there's a cancellation (e.g. someone in your trial fitness), so be notified that there is a space, and to be offered it to move it forward
    - This could be very helpful in increasing utilization? there are late cancellations.
  - Receive email confirmation of deleted booking
  - Provide sample - to the instrument
  - Receive information on system availability - i.e. to know before going to the lab with the sample: Planned and unplanned maintenance / downtime
    - Quick win for service managers now, maybe simply through a wiki page that people watch to get notification of changes?
- Other users within UoC (e.g. research groups outside Chemistry)
  - Potential: which instruments were within SoC but for use & whether they are available for sharing
  - Requirements: otherwise mostly the same as SoC users
  - Financials will be different from SoC Users, will be likely a generation of an eFT to handle that transaction
    - Question - how would this work if the booking is not fulfilled at the time, or if it is deleted?
- External academic users e.g. from Heriot-Watt or St. Andrews (reciprocity) where they don't have access to a particular instrument and want to utilise it
  - As for other users (same flow, but with financials possibly different, perhaps through invoice
    - Are EIR involved? If so, how - what is the process? Action: JB
- Commercial users
  - As per External academic users, but billing may be different
    - Note that EIR are involved in the invoicing for commercial work, and may have an associated cost. Action: JB
- School of Chemistry Finance
  - Aim is to remove themselves from the process, as much time is spent chasing others at the moment
    - Involved when the invoice is not produced in a timely fashion, and they have to chase payment. If it's sufficiently late then it is written off, and this is a loss that could have ended. Also a concern for billing other UoE Schools & external (HE & commercial - financial year, possibly different from UoE financial year) customers.
  - Produce bills within x days duration of the instrument run completion - important and a 2 week period for bill production would help alleviate payment issues & associated Finance work.
    - Note: One cause of delay in Billing is the lack of accurate customer information - Provision of financial data at point of booking would resolve this effectively.
    - Issue with timely payment may still persist and not be solved by this - Only an occasional issue, but credit control is not a responsibility of SoC Finance, dealt with centrally by UoE Finance Office. Bi-monthly process to check for unpaid invoices and issue eFT checks for unpaid internal invoices. Outstanding eFTs should be identified by end of year Finance housekeeping.
  - Receive information to enable them to complete an internal budget transfer
  - Receive information to enable them to issue an eFT
  - Receive information to enable them to bill/invoice externally - academic or commercial
  - Reconcile payments with internal transfers / eFTs / invoices. NO, could at the time of billing, to not require
  - Identify late payments & escalation process for payments. NO - SoC Finance pass back to Service Managers to chase since late payment is probably due to some dispute over Service charge.
    - Are fines incurred for late payments? Just for particular types of customers e.g. commercial? NO
    - Dunning process? NO
  - What are the various charging models that are in use (and need to be captured within the future system)? 3 ones: FEC (Full Economic Cost, incl. salaries); Non-FEC (instrument cost); Ad Teaching model may come in.
    - How is Full Economic Costing dealt with (for each of the types of users, and for grants which are FEC and those which are non-FEC)? Each Service Manager is given information by Finance as to which grants are FEC & which aren't. At billing FEC/Non-FEC status is checked by Finance. FEC or Non-FEC status is not identified by booking user or Service Manager. NOTE: If a lookup table existed to link the budget codes input at the booking stage to a list of FEC/Non-FEC grants, this would help automate charge rates when bill produced.
    - How do reciprocal agreements work? Finance not involved in any reciprocal agreements, but they may exist at the Service Managers level. Action: JB check if reciprocal agreements exist and would need to be handled outside the system - it is not a major issue - no legacy requirement.
  - How much cost incurred is not being able to be recouped? SoC Finance unrecouped cost is not an issue.
  - SoC Finance would like to see the system ability to indicate the indicative costs associated with a booking, based on the unit cost of the instrument, the budget code (FEC or Non-FEC) and time (Service dependent, NOTE time may not be an changeable factor).
    - This would also likely be useful to show the user at the time of booking, so that they could get an indicative cost. (e.g. something like http://www.ucsd.edu/rates.html but particularly calculated for the booking that is made).
  - One of SoC Finance main interests is maximising income from Services, given that SoC will have a frozen budget at best. Maximising external income through consultancy (FEC) and booking system could potentially help manage Service Manager time (assisted or assisted analysis/Consultancy). Very keen to see better rates on instrument/Service usage. Help financial planning greatly. Improve Economy, Efficiency & Effectiveness.
    - What are the quantifiable benefits expected to be seen from this? e.g. a Service could process 4% more than currently with no increase in staff time - can this be quantified for the business case? Action: JB
    - While there are specific financial or income generating targets, each Scientific service is expected to maximise its revenue wherever possible. (What does this mean? What is the theoretical maximum possible?)
    - What is considered the maximum income? Is there a maximum income per specific scientific instrument given the variation in training, operating capability, etc. that is required? Action: JB
  - SoC Finance would like some clarity for Service managers to apply discounts, etc. to bookings. This facility would enable Service managers the flexibility required to maintain good customer relations with both internal and external customers, thus ensuring business does not go to another centre for scientific analysis.
    - What benefit would this bring? Action: JB
  - Data on instruments usage produced by a booking system would have immense benefits in the production of accurate Unit costing at School level. The School expected to provide for College detailed projected unit costs for each scientific instrument to enable budget forecasting. Lack of accurate data is makes this task difficult to complete.
    - What benefit does accurate Unit costing give? Action: JB
- Chemistry School Administrator
  - No special requirements for this role, see below.
  - School Administrator has the same concerns expressed by the School Research Finance Officer and in addition is concerned by line management responsibility for School financial position of the SoC. School Administrator believes that the School Finance Office should be performing a simple funds transfer function, and is concerned that the Finance Office is continually having to undertake unnecessary work caused by the general lack of clarity in the billing processes of Service Managers and the issues arising from a lack of clarity in the billing information provided to the
    - Research Finance Officer considers that this is the case, as the School Administrator view is from a line management perspective, based on the Research Finance Officer's job. Action: JB check with Judith.
- Chemistry School Management
  - Set target utilisation rate per instrument
    - And per usage type? non-FEC, FEC, external?
  - Monitor actual usage against target utilisation
    - Is it School Management (or who is it) that feed back to the Research Funding Councils on utilisation? Does this happen at all? Is this likely to be required in future if it's not required today?
- Computing Officers (to support)
  - Maintenance of user accounts and access to the instrument e.g. for gathering and managing the data (data transfer)
  - Administer user access to future systems
- Instrument Service Management (a service will have a number of instruments)
  - Handle exceptional queries
    - e.g. from School users who would like something outside of the norm.
  - Search for next available time that a specific instrument is available for a how duration
    - How far ahead do users look?
    - Is there a preferred minimum, e.g. a requirement to have booked x days in advance?
    - What's used to do this today, something like a google calendar? How is the booking, changing and deleting done today?
    - How are no-shows managed, and are agreed penalties applied?
  - Provide estimate of duration needed
    - How to handle if duration of something is different from that booked for e.g. 5d and it only takes 4d, or if it takes 6d.
    - Is this variable depending on particular factors? i.e. particular sample types take longer, or need longer setup?
  - Manage subsequent bookings, if instrumentation run duration is longer than expected - what happens to everything booked in
    - Might be an increased view of things required, if a booking goes over, and so there are more impacts - need to think about the view of the service and how to manage it. Question, is the booking for a particular day or week? If e.g. book in a time, but inform user that it will be within a range, and then confirm nearer the time.
  - Confirm bookings?
  - How are batches managed, if multiple samples can be done at the same time?
    - From booking - i.e. some instruments can be double/multiple booked and others cannot. From knock-on effect if one sample isn't provided.
  - View current bookings per instrument
  - Is a certain time needed to re-set up the instrument between each run? How is this managed?
    - Does this vary by instrument?
    - Is there an effect from particular samples? i.e. do some samples need more setup time?
  - Monitor the run / batch?
    - Is there a time when service management intervention is required, i.e. could it run for x duration hands off, or are actions needed at a particular time. e.g. MMR needs human interaction to recharge nitrogen after a period of time (used to keep the helium cold)
  - Schedule maintenance
  - Manage reciprocal agreements (there may be no billing for such agreements, which would make this complicated)
    - Are there any reciprocal agreements? Action: JB - It is not a major issue - no longer a requirement.
  - Pipeline management - manage show / no-show & financial implications
    - How would a gap in the future be handled - looking for customers?
  - Manage overall utilisation of each instrument
    - What is the limitation on this? What is the max time possible for actually running the instrument, and what are we at of this, and what is the time need for maintenance and preparation, and what are we at of this? e.g. utilisation at 100% must take into account downtime for preparation and maintenance of the instrument over the year.
  - Is there a need to have open access sessions?
    - Would e.g. training for mass spectroscopy students be counted as part of the cost of teaching, i.e. part of the job, or should that be taken into account in the business case?
      - Cost of teaching
    - Would it be the same booking procedure? Or: is it that time is set aside for this, i.e. a booking gap needs to be done on a particular time?
  - How is charging handled, e.g. is setup time charged, or only charged? e.g. if it is a whole run for a commercial customer, or not charged at all, or somewhere in between?
  - What else has not been considered yet that is needed related to booking and managing the instruments that should be included?
    - Are there baseline values for these areas?
    - What benefit would resolving them bring?
- Out of scope - how to deliver the data from the analysers to the users