Service catalogues communicate the scope of services provided by the university for each function and include where responsibility sits for delivery.

The service catalogues are supported by service descriptions for each unit responsible for delivery, which detail service level and expectations.

These are living documents that are managed and updated by the relevant co-sponsors and are accessible to all.

This service catalogue document:

- is sponsored by Steve Patten and Walter Dixon.
- has been approved by the Service Excellence Steering Committee (SESC).

CENTRES OF EXPERTISE

Researcher Development and Success

- Support grant sourcing activities and establish a coordinated process to promote funding opportunities and related events, resources, and other relevant information
- Establish and maintain a catalogue of application development supports, which may include professional editing, peer reviews, boot camps, feedback sessions, grantsmanship, etc. and a plan for delivering the supports to researchers, including PDFs
- Develop and implement training to meet the emerging needs of the research community, e.g. EDI, Indigenous engaged research, research impact assessment, research data management
- Administer all internal and external honours and prizes competitions, including identification of candidates for various awards and preparation and submission of external award nominations
- Administer university internal funding competitions, including those of VPRI
- Manage the internal processes to shortlist university CRC applications to be put forward, consistent with EDI, hiring and allocation strategies
- Contribute to ten year plan for overall CRC strategy
- Develop and maintain VPRI websites
- Developing a content/vehicle strategy specific to research action/issues

Research Certification and Oversight

- Policy, amendments and contract review, drafting and advice
- Legal advice regarding strategic decisions related to research and commercialization
- Deliver integrated ethics certification (human and animal) and oversight for the full range of university research per external requirements (TCPS2, Health Canada, US NIH, and CCAC) and the nature of the research
- Deliver support and education for researchers and reviewers through all research certification and oversight processes
- Ensure university research ethics policies and practices are current and effective
- Manage complaints and non compliant research and ensure appropriate referral
- Ensure conduct of university-sponsored clinical trials is compliant with approved protocols and applicable requirements, including implementation of quality control processes (e.g. data quality) to mitigate risk identified during QA/QC activities

Research Strategy, Training, and Skills Development

- Develop strategic plans and policies for institutional research; build and manage institutional administrative structures and programs for priority research themes (such as Signature Areas) and connect them to relevant partners at the national and international levels
- Manage framework for national and international institutional priority partnerships, including funding agencies and maintain and nurture existing partnerships with universities, government or industry, and other sectors
- Manage activity and programming related to the UA's participation in global networks (such as, WUN, WEUN)
- Represent the university on provincial/national/international research entities
- Ensure university research and research-related policies are current and effective
- Provide expertise in developing positions/structures/governance systems for research-oriented projects or groups (such as TMIC, FES, CIHR)
- Conceive, develop, and implement the optimal framework to enhance the integration of postdoctoral fellows within all aspects of the university life and guide the efficient and effective operation of processes and services to PDFs

Research Administrative Services

- Review funding applications, approvals and submissions consistent with sponsors' requirements and UAPPOL
- Review, negotiate, approve and sign off research contracts, including sub grants, amendments to contracts, and process end date extensions
- Manage CFI project funding, including internal adjudication processes, award finalization, execution of agreements, financial reporting and all related activities throughout the project's lifetime, and beyond
- Work with other institutions on externally led CFI IF applications (including arranging allocation commitments
- Process research awards to ensure compliance with UAPPOL policies
- Manage budget requests for research and award funding
- Collect outstanding receivables and payments on accounts while managing the stakeholder relation
- Deliver quarterly/year-end accruals and reporting for research projects for BOG and external auditors
- Deliver monitoring and quality assurance of PeopleSoft financial data integrity

Technology Transfer and Commercialization

- Deliver a framework to foster a culture of innovation among researchers and facilitate their access to information about protecting their intellectual property, accessing investment capital, licensing and developing potential commercialization initiatives
- Development and delivery of technology transfer support services to the research community including intellectual property, licensing, commercialization, mentoring and entrepreneurship, corporate and commercial partnership of their research and accessing investment capital at all stages of research
- Develop and coordinate relationships with industry

SHARED SERVICES

SERVICE CENTRE

Helpdesk Support

- Respond to research general inquiries and requests from across the institution and external sponsor
- Deliver new and updated existing research statistics and reports, assist in system development

TRANSACTION PROCESSING HUB

Researcher Development and Success

- Maintain inventory of past successful nominations and cohort of academic reviewers
- Set up and maintain CRC application
- Provide related reporting to Tri-Agencies (for CRC)

Research Administrative Services

- Monitor purchasing for CFI projects
- Preparing and delivering financial statements for research projects
- Processing claims and invoicing
- Processing project inactivation and administrative end date extensions
- Upload RSK and RSO Journal transactions
- Initiate and process new project requests, amendments, subgrants
- Initiate project inactivation, reopening and administrative end date extensions

SERVICE PARTNER

Researcher Development and Success

- Provide advice and guidance on grant writing
- Facilitate multi disciplinary, multi faculty research activities and large-scale grants
- Facilitate the development of partnerships and connections between faculty/department/researchers and potential partners
- Provide advice and strategies to increase the number of successful grant applications
- Provide advice and support to develop major grant applications, including CFI
- Identify outstanding candidates for specific awards, including laddering of potential nominees (*shared with faculty*)
- Provide information and assistance to Faculties in the development of CRC applications and nominations
- Provide CRC application advice, recommendation and proposal writing and editing
- Provide advice and support strategies and materials to promote research and develop projects and partnerships

Research Certification and Oversight

- Assist unit/PI to navigate specialized non financial institutional requirements, e.g. ethics, biosafety, research data management, conflict of interest, etc.

Research Strategy, Training, and Skills Development

- Provide advice and assistance on the development of a faculty/department research strategy from an institutional perspective
- Provide advice and assist in the implementation of university policies to guide the efficient and effective research administration operations
- Deliver the training, education and professional development opportunities for research staff and trainees
- Provide advice and assistance in the management of PDFs programs and issues

Technology Transfer and Commercialization

- Identification and preliminary assessment of promising licensing/technology transfer opportunities
- Provide education and information around technology transfer policies and processes; intellectual property, research licensing, etc.
- Participate in the development of relationships with industry from an institutional perspective; facilitate liaison with faculty/unit to form formal relationships

COLLEGE/FACULTY/UNIT

Researcher Development and Success

- Identify outstanding candidates for specific awards, including laddering of potential nominees
- Faculty-level research awards

Research Strategy, Training, and Skills Development

- Develop faculty/department research strategy
- Implementation of policies that guide the efficient and effective operations of research administration within the university
- Foster the development of partnerships and connections among researchers, units potential partners, multi disciplinary research activities and large scale grants

Research Administrative Services

- Application preparation and submissions (grant writing and mentorship)
- Application review and approval at the department/faculty-level
- Develop research project budgets
- Provide researchers with day to day administrative assistance, such as initiating requests for HR transactions, monitor time entry, event planning
- Monitoring for over expenditures and projects ending
- Initiating requests for financial transactions
- Provide administrative support for purchasing on behalf of researchers

Research Certification and Oversight

- Promote a culture of research integrity
- Supply faculty reviewers for ethics committees
- Assist individual researchers to prepare ethics applications

Technology Transfer and Commercialization

- Identify and refer promising licensing/technology transfer opportunities
- Further develop industry relationship to lead to formal partnerships

Research Operations

- Laboratories management
- Project management
- Problem-solve internal research administrative matters
- Create and maintain faculty research capacity inventory
- Lab space/infrastructure allocation