

## **(6.7) iLab Usage for Service Management (External)**

### **Overview**

The West Virginia Clinical and Translational Science Institute (WVCTSI) provides a variety of services across multiple cores and disciplines. The implementation of iLab allows for a central service request location for users, and improved service tracking and reporting for WVCTSI.

### **Purpose**

The purpose of this standard operating procedure (SOP) is to provide a reference for the procedures and requirements related to the services provided by the WVCTSI, specifically relating to service tracking and management.

### **Scope**

This policy applies to anyone who wishes to request services from the WVCTSI.

### **Definitions**

**iLab**—service request and management platform, product of Agilent

### **Policy**

Requests for service from WVCTSI should be entered and tracked through the online iLab platform. Individuals who are requesting services should register as WVCTSI members and create iLab accounts. Staff members may enter service delivery on behalf of WVCTSI members, particularly those who are not based at academic medical institutions (example: WV Practice Based Research Network [WVPBRN] members).

### **Procedures**

To register as a WVCTSI member, individuals should complete the form at [this link](#).

iLab account creation steps are different for members based at West Virginia University (WVU), members of the WVPBRN, and members based at other partner sites. Instructions are below for each of these three categories, and are subject to change based on revisions iLab makes to their account creation process:

### **Instructions for WVU Members:**

1. Sign in to iLab using WVU credentials. This should re-direct users to the standard WVU login page.
2. Once logged in, users should select the appropriate lab/Principal Investigator (PI). If the appropriate lab or PI does not appear in the drop-down list, or users are not affiliated with a specific lab, “CTSI Community” should be selected as his/her lab. Users will receive an email when the account has been created and finalized.

### **Instructions for WVPBRN Members:**

1. Go to <https://wvu.corefacilities.org/account/984/signup>
2. Enter the user email address and agree to iLab’s privacy and security policies.
3. Complete the personal information. Enter WVPBRN Community as the institution. For primary role, do not choose PI.
4. Input “WVPBRN Community Group” for the lab. Users currently affiliated with a lab, should not select a personal lab or input a new lab.
5. For billing address, enter WVCTSI’s address: “PO Box 9102, Morgantown, WV 26506-9102”
6. An iLab staff member will contact the user to verify the account.

### **Instructions for members at WVCTSI partner institutions:**

1. Go to <https://wvu.corefacilities.org/account/984/signup>
2. Enter the user email address, and agree to iLab’s privacy and security policies.
3. Complete the personal information. Enter WVCTSI as the institution. For primary role, users should not choose PI.
4. Input “WVCTSI Partners” for the lab. Users currently affiliated with a lab, should not select your personal lab or input a new lab.
5. For billing address, enter WVCTSI’s address: “PO Box 9102, Morgantown, WV 26506-9102”
6. An iLab staff member contact the user to verify your account.

Once WVCTSI membership and an iLab account have been obtained, the general process for requesting services is similar across all cores of the WVCTSI:

1. Sign into iLab. From the home page, choose “List all cores” on the left side.
2. From the list of cores, select the core of interest.
3. In the upper right hand corner of the core home page, click on the “Request Services” tab.
4. Choose “request service” next to the service of interest.
5. Complete the request form in full; then click “submit.”

After successfully submitting a request via iLab, a member of the WVCTSI staff will follow up with within 1 business day.

## **Roles and Responsibilities**

It is the responsibility of the user to successfully and completely submit requests through iLab, and/or work with WVCTSI staff to ensure all requests and ongoing work are captured in the iLab system. All users are required to have an iLab account before services will be rendered.

It is the responsibility of the user to obtain and provide all necessary documents and information to WVCTSI relevant to work on their request. WVCTSI reserves the right to request additional information at any time to clarify project details and aid the request process. It is the responsibility of the user to follow HIPAA, IRB, and institutional policies and procedures as applicable. It is also the responsibility of the user to adhere to the user agreement provided upon account activation along with any subsequent updates.

The responsibility for interpretation of this policy rests with the Director of WVCTSI.

## **References and Authority**

- Health Insurance Portability and Accountability Act (HIPAA):  
<https://www.hhs.gov/hipaa/for-professionals/privacy/>
- Institutional IRB Policies and Procedures

## Approval and Authority to Proceed

I approve the procedure as described above, and authorize to proceed.

Name	Title	Date
Sally L. Hodder, MD	Director, West Virginia Clinical and Translational Science Institute	3/06/19



3/06/2019

Approved By

Date