

(6.6) Internal iLab Usage for Service Delivery Management

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 documenting the services provided by WVCTSI, specifically relating to service tracking and management for WVCTSI staff.

Scope

This policy applies to all WVCTSI staff who provides services to an investigator.

Definitions

iLab - Service request and management platform, product of Agilent

Service - Work provided by WVCTSI to an investigator in relation to a request for a consultation or product

Policy

Services provided by WVCTSI should be entered and tracked through the online iLab platform. A project should first be created in iLab, either as a request submitted by an investigator, or as a request entered on behalf of an investigator by core staff. All services should be connected to the appropriate project. Services should be tracked as a quantity of services delivered, as well as time spent working on each service. Time should be entered using the iLab tracking module. Time on a service must be entered prior to the end of the day on Tuesday of the current week for the previous week.

Procedures

All WVCTSI staff are required to have an iLab account. Instructions on how to register for an account can be found below.

iLab should be the predominant method of receiving, prioritizing, and completing requests for services presented to the WVCTSI.

Service tracking and time entry should be completed in a timely manner and as accurately as possible by WVCTSI staff.

Questions regarding iLab should be directed to the clinical services integration manager or coordinator.

Additional iLab training is available. Staff wanting additional training should contact the clinical services integration coordinator.

iLab usage procedure may change. Any of these changes will be communicated to the WVCTSI staff by either the clinical services integration manager or coordinator.

Account Creation Instructions for WVCTSI Staff:

1. Go to <https://wvu.corefacilities.org/account/login>
2. Sign in using WVU credentials. This should re-direct users to the standard WVU login page.
3. Once logged in, please select "CTSI Community" as the lab from the drop-down list. Requesters will receive an email from iLab when the account has been created and finalized.
4. WVCTSI staff located at partner sites may have different registration instructions. Users located at WVCTSI partner sites should contact WVCTSI Clinical Services Integration coordinator or manager for confirmation and guidance.

Roles and Responsibilities

It is the responsibility of WVCTSI staff members to manage their service-related work through iLab in order to ensure service delivery is tracked successfully.

It is the responsibility of the WVCTSI staff to review requests and to verify WVCTSI membership of each person requesting services.

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

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	3/6/19



Approved By

3/6/19
Date