

# eRAP Town Hall

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James “Chip” Masters

Alona Rabin

Donald Louie

Catherine Mccaffrey

Raj Bose

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Jing Yang

Ranjini Kottaiyan

Maria Castro



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# Meet the eRAP team



**Patricia Kovatch**

Professor and Dean for  
Scientific Computing and Data



**Alona Rabin**

eRAP Product Owner &  
.NET lead



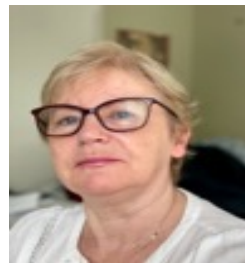
**Donald Louie**

Programmer Analyst



**James "Chip" Masters**

Semantic Technology Director



**Catherine Mccaffrey**

Project Manager &  
Compliance



**Raj Bose**

Director, Researcher  
Engagement



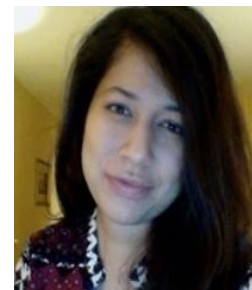
**Jing Yang, PhD**

Applications Support  
Analyst



**Ranjini Kottaiyan**

Senior Director Finance &  
User Engagement



**Maria Julia Castro**

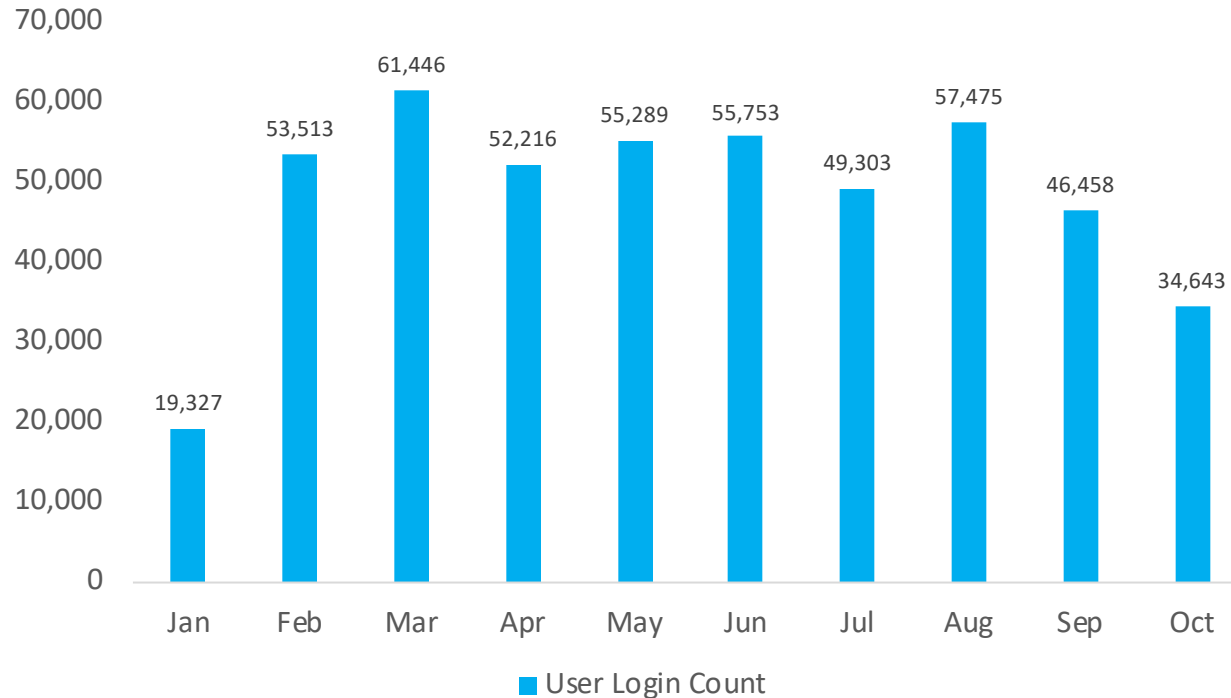
Project Manager  
User Engagement

# Agenda

- ▶ Usage and Login statistics for 2023
- ▶ Support desk statistics
- ▶ Project chargebacks
- ▶ Looking Forward: eRAP 2.0 Project Plan
  - Change is a must
  - New features and capabilities
  - Early look at UI mockups
  - Overview of development plan
  - What we're asking of the eRAP PIs and projects
- ▶ We would appreciate your input!

# eRAP User Logins for 2023

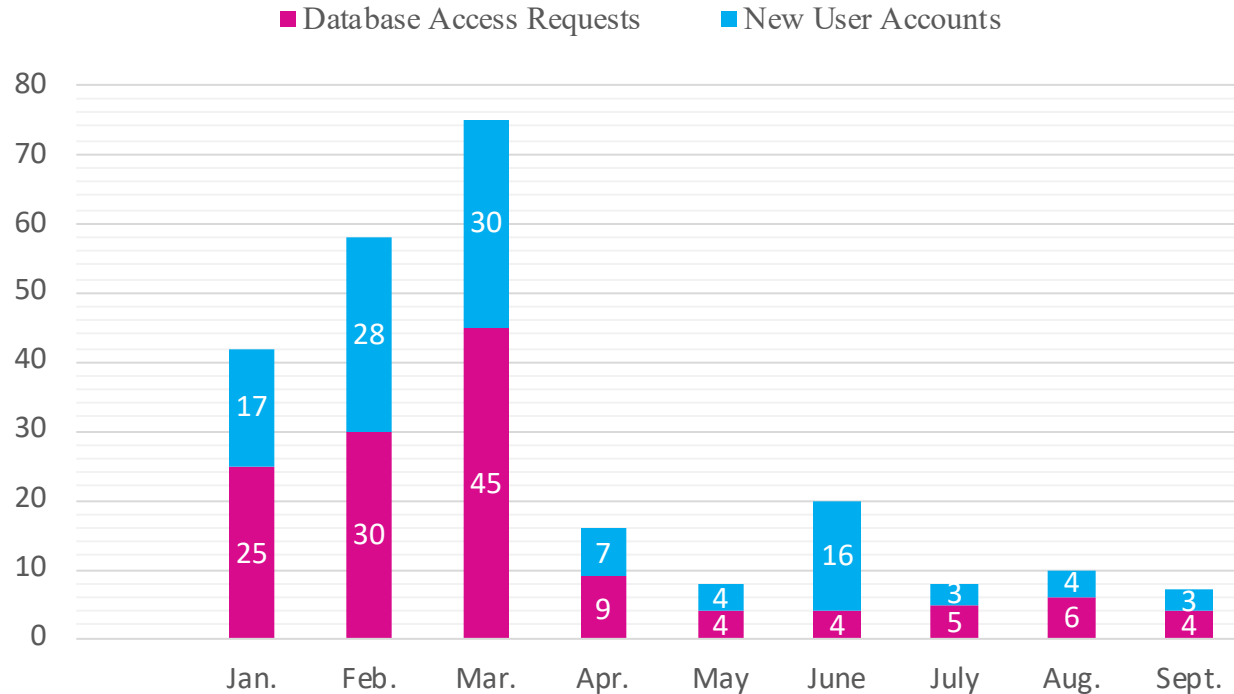
User Login Count in 2023



482,423 total logins  
(Jan 2023 to October 2023)

# Ticket breakdown by type

## eRAP Tickets: 2023



# Recent Activity: eRAP Listening Tour

We conducted an eRAP “listening tour” to hear directly from PIs and users  
To:

- ▶ Identify opportunities to improve eRAP
- ▶ Gather requirements to improve user experience

# Recent Activity: eRAP Project Chargebacks

- ▶ We have begun collecting project fund numbers via email
- ▶ Maria Castro has sent emails to each eRAP project owner
- ▶ Please respond to the email with the fund number(s) we should charge for your eRAP projects
  
- ▶ **As a reminder:**
  - For the 2023 calendar year:
    - The annual charge for 2023 is due on or before January 31, 2024
    - Unpaid database will be deactivated on February 1, 2024
  - For 2024 calendar year:
    - The annual charge is due on or before June 30, 2024
    - Unpaid databases will be deactivated on July 1, 2024
  - All unpaid projects will be deleted one year after deactivation

# Reminder: ASP Classic is End of Life

- ▶ Active Server Pages is a legacy software that introduced by Microsoft in 1997 as a first language for web development
- ▶ With the evolution of modern web development technologies, Classic ASP has become outdated and is no longer supported by Microsoft
- ▶ The current eRAP application is written in ASP Classic



# Reminder: ASP Classic is End of Life

- ▶ We must rewrite the eRAP application in a modern web development language to enhance :
  - » Security
  - » Performance
  - » Scalability
  - » Extendibility
  - » Maintainability

# eRAP looking forward: eRAP 2.0

## **Let's Talk about the technology**

We would like to Implement new features with the latest technology that will benefit the users and our developers

## **Modernize the Front-End – User Interface**

We will benefit from clean and friendly user interface that will allow users to complete tasks more quickly and easily

## **Upgrade the hardware**

We are planning to upgrade eRAP platform from Windows 2012 R to Windows Server 2022

# eRAP looking forward: eRAP 2.0

## Modernize the Front-End – User Interface

- » Improve Performance
- » Enhance and Simplify Navigation
- » Load and display multi-level project data into dynamic tabs
- » Preserve user state across the application
- » Create auto-generated dropdowns
- » Simplify automated data entry from EPIC and other systems
- » Enable graphical views and dashboards from project data
- » Enable messaging between patients and care team within eRAP

# eRAP 2.0 User Interface Mockups

## Mockup Demo

# eRAP 2.0: Timelines

## Phases of development for eRAP 2.0

- » Phase 1: Deliver minimum viable product
  - Target Date: July, 2024
- » Phase 2: Transition projects to eRAP 2.0
  - Target Date: January, 2025
- » Phase 3: Decommission legacy eRAP
  - Target Date: April, 2025

**Thank you!**