eRAP Town Hall

eRAP Core Team:

James "Chip" Masters

Alona Rabin

Donald Louie

May 2024

Meet the eRAP Core team

James "Chip" Masters
Director for Research Data Services

Alona Rabin
eRAP Product Owner
And .NET lead

Donald Louie
Programmer Analyst

Agenda

eRAP to Date: Usage, Support, and Maintenance
– Usage and Login Statistics for Oct 2023 - Mar 2024
– Support Desk Statistics
– User Survey Results for Legacy eRAP
– Active Projects for 2024
– Deactivated Unused and Completed Projects
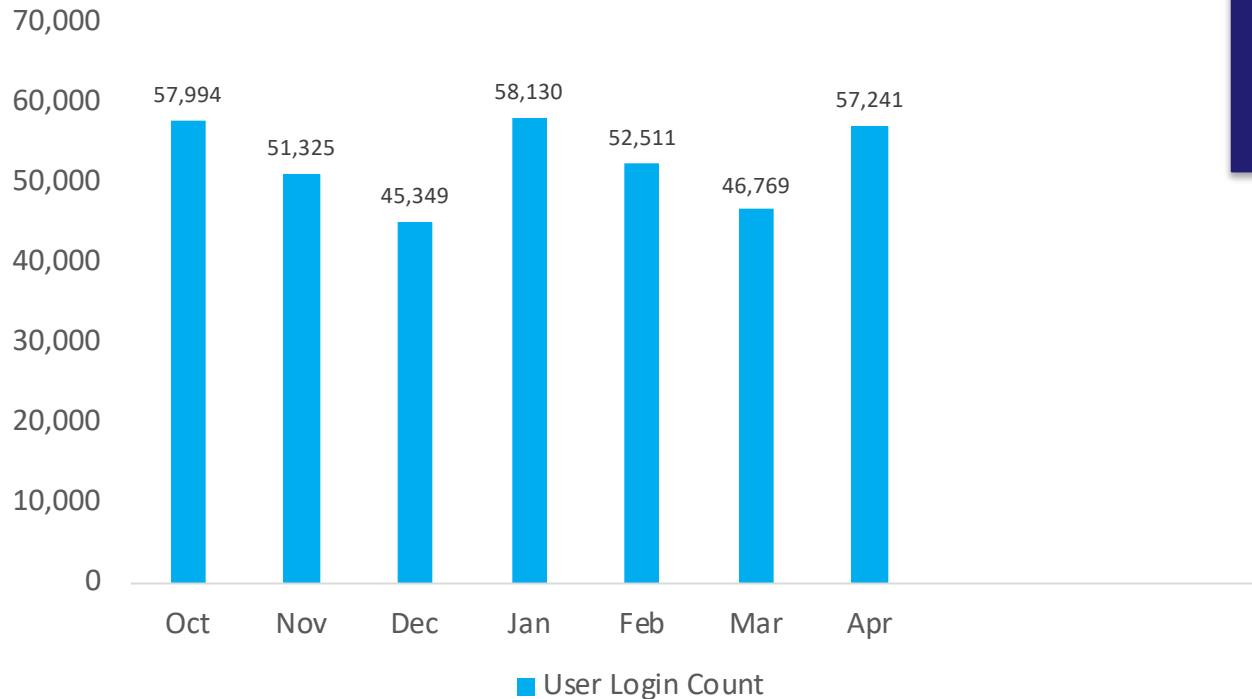– New Users

Looking Forward: eRAP V2 Status and Roadmap
– Reminder: Why Change is Necessary
– eRAP 2 Status So Far
– Demo of eRAP 2 Current Status
– Roadmap to Completion

Project Maintenance for 2024

eRAP to Date: Usage, Support, and Maintenance

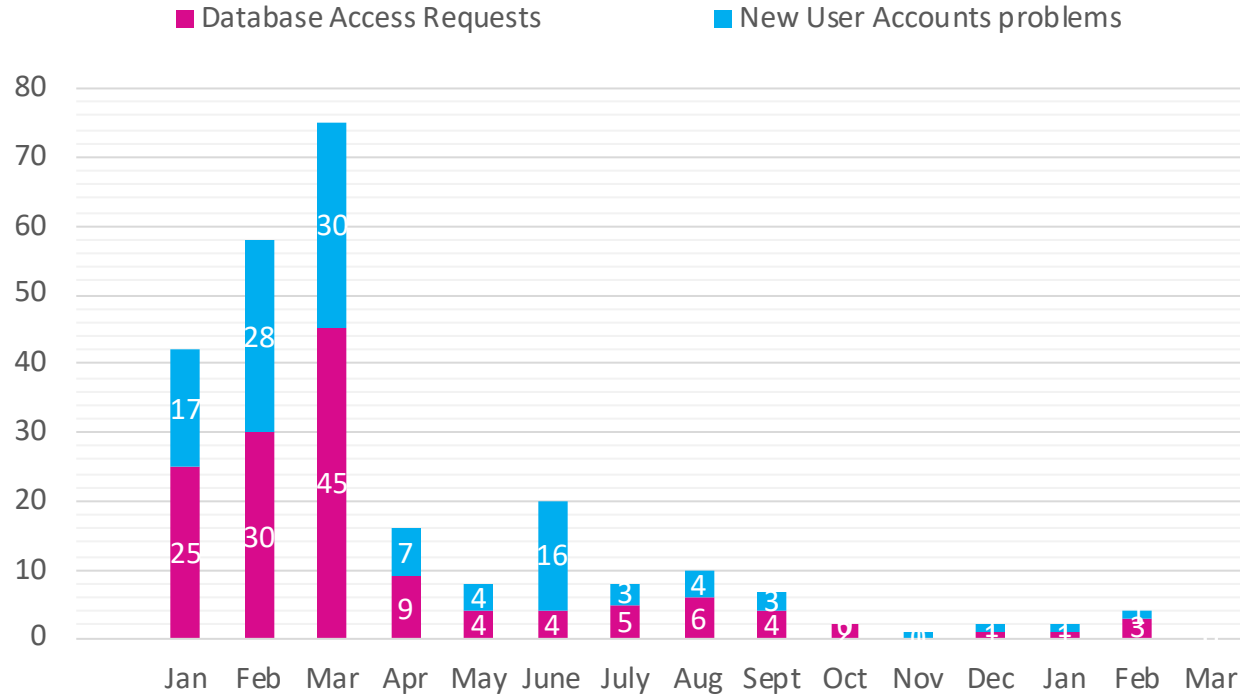# eRAP User Logins from Oct 2023 - April 2024

User Login Count in 2023 - April 2024

369,100 total logins (October 2023 to April 2024)
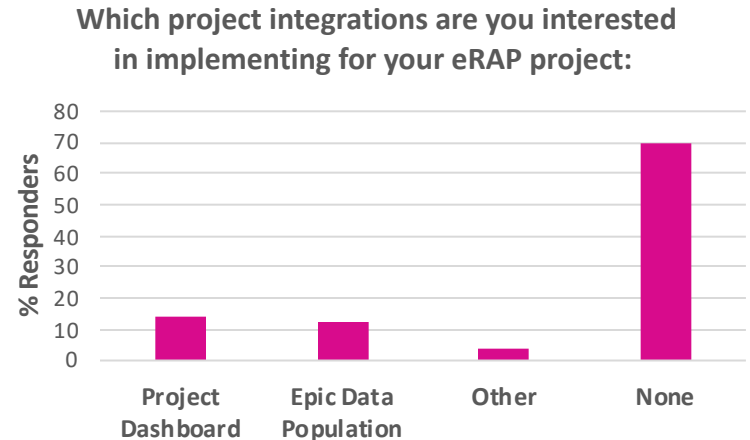
Ticket Breakdown by Type

eRAP Support Tickets: 2023 – March 2024

Legend: ■ Database Access Requests ■ New User Accounts problems

Month	Database Access Requests	New User Accounts problems
Jan	25	17
Feb	30	28
Mar	45	30
Apr	9	7
May	4	4
June	4	16
July	5	3
Aug	6	4
Sept	4	3
Oct	0	
Nov		1
Dec	1	1
Jan	1	
Feb	3	1
Mar		

2023 User Survey for eRAP

Survey sent to eRAP users in January 2024; Received 49 responses (5% response rate)
Results:

– 58% of respondents are Satisfied or Very Satisfied with eRAP Software

– 61% of respondents are Satisfied or Very Satisfied with eRAP Support

Customer Satisfaction

Which project integrations are you interested in implementing for your eRAP project:

■ How satisfied are you with eRAP?   ■ How satisfied are you with eRAP support?

2023 User Survey Results for eRAP

Performance

– Slow to load and save data

– Causes delays in data entry

User Interface

– Time consuming to enter data

– Would like real time confirmation of requests

– Not user friendly

  • button locations, color

– Freezerworks integration

Our actions to user feedback

– One of key goals in rebuilding eRAP interface is to improve usability and system performance

– We are supporting the Freezerworks 2022 upgrade in the current eRAP used by 20% of projects

– We are adding better integration with Freezerworks in the next version of eRAP

– Onboarding projects to the new eRAP system will begin Q4 2024 or Q1 2025

eRAP Project Maintenance and stats in 2023

Active projects = 51
Deactivated projects=44

We received maintenance payments from 51 projects that remain active eRAP projects.

We deactivated 44 projects after discussions with project owners. Most of the projects were from closed clinical trials and other efforts that have ended.

New users from 03/2023 to 03/2024 =315

Benefits for all Active projects by deactivations of projects

The deactivation will increase performance
The deactivation will help active projects to onboard to eRAP V2

Looking Forward: eRAP 2

Reminder: Why Change is Necessary

We must rewrite the eRAP application in a modern web development language to enhance :

» Security

» Performance

» Scalability

» Extendibility

» Maintainability

eRAP 2 Status So Far

We began working on eRAP 2 in December, 2023
Milestones completed to date:

– Website Stylesheets and Templates

– Login User Interface and Active Directory Authentication

– Search Interface and Multi-level Viewer for Project Data

– Dev and QA Server Setup and Operation

Demo of eRAP 2 Current Status

eRAP 2 Minimum Viable Product Requirements

Application passes security audit

Project administrators can:

- add, manage, and remove users in their projects, and assign user roles

- use no-code "wizards" to customize their projects by adding project fields and dropdown values

Users can authenticate via the Hospital or School active directory

Authenticated users are authorized to interact with projects based on their project role

Project data can be searched, viewed, created, and edited

Project data is organized into tabs by level and users can navigate across tabs to view, add, or edit data records

eRAP 2 Minimum Viable Product Requirements

Business rules and other constraints can be created and applied to the project data

Project data creation and edits are validated using the business rules and other constraints

Generic services exist to enable data pipeline integrations with Epic, FreezerWorks, and REDCap

An MRN lookup service to Epic exists that enables authorized projects to auto-populate patient demographic fields

The MRN lookup service can be enabled and disabled for projects based on their IRB approval status and expiration dates

Users are warned when their session is near expiration and are allowed to renew it without forcing logout

eRAP 2 Roadmap to Completion

Minimum Viable Product (MVP) ready for UAT: October 2024

MVP UAT complete: December 2024

Project onboarding begins: December 2024

Project onboarding complete: June 2025

Legacy eRAP Decommission: July 2025

Project Maintenance Increase for 2024

- Our Finance & Compliance approved rate per project is $14,000
- We need to increase the maintenance charge per project
- For 2024 calendar year:
  - The annual charge per project is increasing to $5,000
  - An initial $1,000 per project is due by June 30, 2024
  - The remaining $4,000 per project is due by January 31, 2025
  - Projects that have not paid the initial $1,000 will be deactivated on July 1, 2024
  - Projects that have not fully paid $5,000 by January 31, 2025 will be deactivated.
- For 2025 calendar year
  - The $5,000 charge per project is due in full by June 30, 2025.
  - Projects that have not fully paid $5,000 by July 1, 2025 will be deactivated.
- All unpaid projects will be deleted one year after deactivation
- We anticipate this rate to stay at this level for the next two years
- Based on the delivery of eRAP 2, we are actively pursuing reducing Finance & Compliance approved rate, which should begin to bring the maintenance charge down by 2027

Thank you!