IRAMS SUPPORT MODEL

(18 May 2017)

**Divisions / Research Services (for JFF)**
12 CRM administrators:
- 10 Divisional (Fund Managers)
- 2 RS (for JFF Fund)

**RS Research Systems and Information Management Team (RS Generic mailbox)**
2 CRM Administrators:
- Sue Douglas
- Systems Support and Web Officer (recruitment underway)

**IT Service Desk**
10 people

**Divisions / RS (for JFF) Responsibilities**

- **Non-Technical (not via IT Service Desk)**
  - Adding departmental approvers on IRAMs
  - Award setup and maintenance
  - Fund queries
  - Reporting from CRM
  - Testing
  - CRM administrator accounts set-up requests and changes

- **Technical queries (via the IT Service Desk)**

**Technical queries**

- CRM administrator accounts set-up requests and changes

**RSIM Responsibilities:**
- Approve new and changes to CRM administrator accounts
- Communications to wider user community re system downtime etc.
- Maintain end user documentation and training materials for Research Services’ and Divisional users (CRM administrators)
- Collating enhancement requests
- Training RSIM members and other CRM administrators (from Sept where necessary)
- RS Webpage maintenance
- Manage RS Generic inbox [where the queries will come into initially]
- Assist with testing
- Annual housekeeping exercise (December) on Departmental approvers
- Coordinate and convene IRAMS super-user group (CRM administrators) meeting