



The Ticker (<http://unmcspa.zendesk.com/>)

March 2021


- SPA switched to the Ticker to track all work tasks

July 2021 to March 2022

- SPA offered training to dept. admins. and created Ticker accounts

From April 2022

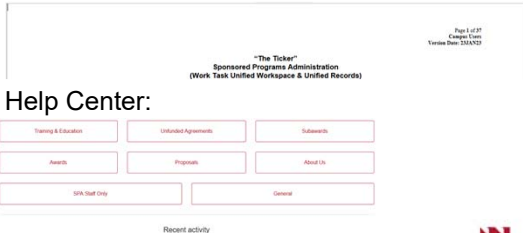
- Survey
 - Some users reported the reduction in email increased efficiencies
 - Other users reported a strong preference to work in email
- SPA creates Ticker accounts for new dept. admins.




The Ticker (<http://unmcspa.zendesk.com/>)

Job aid:
<https://unmcspa.zendesk.com/hc/en-us/articles/5993830748183-Job-Aid-The-Ticker-Campus-Users-Version-23-January-2023>

Help Center:




Recent activity




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Form	G Team	K Team	2022
Submissions	X	X	2,584
Award Setup	X		895
FDP Subs		X	456
Open Negotiations		X	777
Total			4,712




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Submission Type	2022
Competitive applications	
NIH proposals	496
DOD proposals	77
NSF proposals	8
Other federal proposals	54
Foundation proposals	126
Sub proposals	368
SBIR/STTR sub proposals	17
Administrative supplements	21
Non-competitive submissions	
Post-Submission Materials	96
Just in Time	178
RPPRs	195
PRAMs	72
Prior Approval Requests	196
Award deliverables	100
Closeouts	97
Other submissions	
NIH Loan Repayment Program	14
Data concerns	114
Other submissions	355




- The Ticker** (<http://unmcspa.zendesk.com/>)
- Advantages
- Reduces “email overwhelm;” reduces the chance of “losing” a task
 - Unified workspace/unified record
 - Transparency; ability to “self-serve” a status update
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- The Ticker** (<http://unmcspa.zendesk.com/>)
- Safety net
- System
 - Prioritizes tasks
 - Type of task
 - Due date
 - Time between actions
 - Reporting
 - Human
 - Analysts “sweep”
 - Managers “sweep”
- 

The Ticker (<http://unmcspa.zendesk.com/>)

Managers “sweep”

- Triaging new tickets
- Reassigning tickets
 - Planned/unplanned absences
 - To equalize workload
- Secondary review/action
 - Submit an application
 - Sign a document
 - Release an award to SPActng




The Ticker (<http://unmcspa.zendesk.com/>)

Submissions form


14) Type of Deadline (Hard, Target or NIH RPPR/GMS- Requested JIT). Select the type of deadline that corresponds with your intent to submit. In this case, we will continue the example of a NIH R01 proposal due on June 5 th . If you are unsure of your deadline type, check your FOARFP.	Type of Deadline (Hard, Target or NIH RPPR/GMS- Requested JIT) - Hard Deadline (Competitive Proposals or Other Submissions per Sponsor) Target Deadline (Non-Competitive Proposals and Other Submissions not on a Hard Deadline) NIH RPPR "Deadline" (Non-Competitive Proposals) NIH GMS- Requested JIT (JIT Requested by NIH Human Being - not Commons System)
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Types of deadlines

- Hard deadline
- Target
- RPPR
- GMS-requested JIT




Updates



The Ticker (<http://unmcspa.zendesk.com/>)

When we were looking ahead in July 2022


- Requiring dept. use of Ticker?
- Adding PIs?
- Turning on emails?



The Ticker (<http://unmcspa.zendesk.com/>)

Dept. use of the Ticker


- Strongly encouraged, but
- Not required



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PIs in the Ticker


- Not yet, but
- Looking into options




The Ticker (<http://unmcspa.zendesk.com/>)

Turning on emails

- support@unmcspa.zendesk.com
- “CC” field
- “Requester” field



New way to create a ticket
support@unmcspa.zendesk.com




New way to create a SPA ticket*

When you email support@unmcspa.zendesk.com, please include:

- A brief but concise description of your request
- The PID and IFID, if known
- The due date
- PI's name and dept
- Any other relevant details, **or URLs or attachments** for grant applications

This information will help the SPA Managers quickly triage the ticket to get it to the correct SPA Analyst.


*Dept Administrators can still create a ticket directly in the Ticker




The Ticker (<http://unmcspa.zendesk.com/>)

New way to create ticket via email

- You do not need to CC your SPA analyst, as they will be notified via the Ticker
- Because the Support email will result in a new ticket, it should only be used to begin a new work task with SPA



“CC” field



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“CC” field

- Not currently being used, but
- Looking into options

11) CC: This field should be skipped and left blank. One of the benefits of the Ticker forms is that it allows work to be moved from email into a unified workspace. All department administrators in the same department will be able to view/add comments to each other's submitted tickets so there is no need to add them manually via the CC field.

CC optional

Add emails




“Requester” field



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“Requester” field – Emails:

- For notification
- As a way to update a ticket




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“Requester” field – Testing:

- COM Cellular & Integrative Physiology
- College of Allied Health Professions
- COM Anesthesiology

THANK YOU, TESTERS!



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“Requester” field – Testing:

- Working as intended?
- Value added?

SPA intends to turn on this functionality in March, on a rolling basis, pending outcome of today’s discussion.



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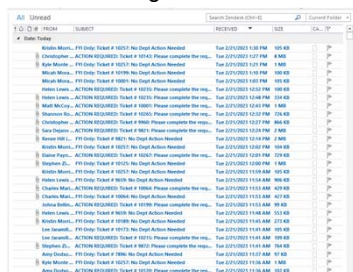
For notification

ZD Status	SPA Status	Email subject line
Blue “Pending” icon	Ball is in campus’s court	ACTION REQUIRED: Ticket # 12345: Please complete the requested action(s).
Orange “Open” icon	Ball is in SPA’s court	FYI Only: Ticket # 98765: No Dept Action Needed



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SPA recommends creating a Rule in Outlook to move emails to a designated folder.



The Ticker (<http://unmcspa.zendesk.com/>)

To update a ticket

Discussion / Q&A / Demo

...but first...

Office Hours

Thursdays from 2:00 to 4:00 PM CT

https://www.unmc.edu/spa/#office_hours

Office Hours
SPA has online Office Hours to meet with faculty and staff over Zoom to answer any sponsored project-related questions. Our intention is to reestablish an easy way to connect SPA staff with investigators and department administrators by leveraging the capabilities of Zoom to have face-to-face discussions despite being separated physically. Click the link below during our Office Hours to drop in and join the session.


Thursdays, from 2:00 to 4:00 PM CT

Free* Educational Opportunity
**sponsored by SPA*

NCURA Agency Day
Tuesday, March 7
<https://onlinelearning.ncura.edu/p/230307agencydayXL>

NIH Update at 10:15 AM CT
NSF Update at 12:15 PM CT
NIH Q&A at 3:00 PM CT

Please stayed tuned for more information.



Demonstration / Q&A / Demo

Any volunteers?

