

# Research Data Governance Service Agreement

Version	Date	Description	Author
0.1	26/3/24	Service Agreement DRAFT	Penny Cross & Claire Carter
1.0	27/3/24	Service Agreement DRAFT v2	Penny Cross, Claire Carter, Brad Dixon, Jen Brodie, Ray Coury, Carmel Perre, Georgina Konstanta, & Ryah Perkiss
1.1	1/5/24	Service Agreement FINAL	Penny Cross, Claire Carter, Brad Dixon, Jen Brodie, Ray Coury, Georgina Konstanta, & Ryah Perkiss

## APPROVAL

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Date
Sharon Martin	Director, Research Services Office	<i>Sharon Martin</i>	May 3, 2024
Brad Dixon	Chief Data and Analytics Officer, DnA	<i>B Dixon</i> B Dixon (May 3, 2024 11:16 GMT+10)	May 3, 2024
Ray Coury	Chief Digital and Information Officer, IMTS	<i>R. Coury</i>	May 3, 2024
Margie Jantti	Director, Library Services	<i>Margie Jantti</i>	May 3, 2024
Susan Thomas	Dean of Research Integrity Development and Ethics	<i>Susan Thomas</i>	May 4, 2024

## 1.0 INTRODUCTION

This Service Agreement (SA) is between the Research Services Office (RSO), the Data and Analytics Division (DnA), the Information Management and Technology Services (IMTS) Division, Library Services and the Research Integrity Development and Ethics Unit. It outlines the roles and responsibilities of each party, in relation to research data governance and support.

This Agreement remains valid until superseded by a revised agreement that is mutually endorsed by each party. Modifications and amendments of this SA must be agreed by all signatories.

## 2.0 SCOPE

Research Data referred to in this agreement relates to data generated in research projects and is to be distinguished from the information about researchers, research performance and statistical research data which is used by UOW for planning and budgeting purposes.

## 3.0 BACKGROUND

The first recommendation of UOW's Research Data Management Strategy (2023-2025) is to confirm the custodianship of Research Data Management (RDM) at UOW, with consideration given to the remit of the new role of Chief Data and Analytics Officer, within DnA. Senior executive advocacy was a key recommendation from the Research Infrastructure Self-Evaluation (RISE) workshop facilitated at UOW by the Australian Research Data Commons (ARDC) in July 2022. *The Deputy Vice Chancellor (Research and Sustainable Futures)* has been confirmed as the Custodian of Research Data Management at UOW.

DnA was established in early 2023, with a vision to empower a “data informed culture to meet our global strategic objectives, student and research outcomes through trusted information assets”. The creation of this new Division introduced some ambiguity around responsibilities for existing data initiatives and support activities, particularly in relation to research data governance, management and reporting. This SA aims to clarify the roles and responsibilities of the RSO, DnA, IMTS, Library, and RIDE with respect to Research Data Governance and ensure stakeholders understand where to find support.

## 4.0. ROLES AND RESPONSIBILITIES *in relation to Research Data Governance:*

*The Research Services Office (RSO)* is responsible for supporting the Deputy Vice Chancellor (Research and Sustainable Futures) with the custodianship of Research Data Management at UOW, including:

- UOW's Research Data Management policies and guidelines;
- Coordinating research staff and student training and support for Research Data management, including the development and maintenance of training materials;
- Coordinating, advising on and managing Research Data storage platforms such as HPC and REDCap;
- Developing and maintaining the Research Data Governance Framework;
- Coordinating UOW's submissions to relevant external Research Data accreditation and access processes (e.g. the Office of the National Data Commissioner scheme);
- Representing UOW at external Research Data Management body meetings, including the ARDC;
- Developing and implementing Research Data Security Classifications in relevant policies, in collaboration with DnA; and
- Facilitating and supporting the Research Data Management Working Group and relevant sub-groups.

*The Data and Analytics Division (DnA)* is focussed on providing institutional analytics and data governance to internal stakeholders. DnA's involvement with Research Data is limited to:

- Developing an enterprise Data Governance and Management framework including policies, procedures and guidelines, which may be applied to Research Data;

- Developing Data Classification and Handling procedures which may be relevant to Research Data, including appropriate examples; and
- Actively participating in the Research Data Management Working Group and relevant sub-groups.

The *Information Management and Technology Services Division (IMTS)* is responsible for:

- UOW’s IT policies, procedures and guidelines, relevant to Research Data management;
- Providing, maintaining and backing up appropriate Research Data storage infrastructure and advice;
- Ensures the availability and reliability of the UOW Research Data storage infrastructure;
- Monitors the performance of the UOW Research Data storage infrastructure and promptly addresses any issues affecting data accessibility or integrity;
- Ensuring the security of the infrastructure and the Research Data stored within;
- Providing IT Helpdesk support, Knowledge Base Articles (KBAs) and education about the technical differences, capabilities and functions of storage infrastructure for Research Data;
- Coordinating ReDBox development with vendor (QCIF); and
- Actively participating in the Research Data Management Working Group and relevant sub-groups.

*Library Services* is responsible for:

- Providing subject-matter expertise on data management concepts, such as linked (or permanent) identifiers, metadata management, open data, data licensing and copyright, and data sharing use, re-use and citation;
- Providing advice, guidance and referral services, online support, infrastructure and resources; and
- Actively participating in the Research Data Management Working Group and relevant sub-groups.

The *Research Integrity Development and Ethics unit* is responsible for:

- Providing advice and assistance to researchers in relation to responsible research data management;
- Coordinating investigations into potential breaches of the policy;
- Partnering with the Research Services Office to deliver Research Data management training;
- Overseeing and supporting ethics processes; and
- Actively participating in the Research Data Management Working Group and relevant sub-groups.

## 5.0 KEY STAKEHOLDERS

- Research Data Management Working Group
- Associate Deans Research (ADRs)
- Information Compliance Unit (ICU)
- UOW Academic staff
- UOW Research support staff

## DEFINITIONS:

Term	Definition
------	------------

Research Data	The data, records, files or other evidence, irrespective of their content or form (e.g. in print, digital, physical or other forms), that comprise research observations, findings or outcomes, including primary materials and analysed data.
Research Data Governance	The practice of setting policies, rules and processes that guide the use, development and protection of research data, and ensuring compliance with these regulations.

### ACRONYMS:

Term	Definition
SA	Service Agreement
DnA	Data and Analytics Division
RSO	Research Services Office
IMTS	Information Management & Technology Services
ADRs	Associate Deans (Research)
RIDE	Research Integrity Development and Ethics Unit
ARDC	Australian Research Data Commons
RISE	Research Infrastructure Self-Evaluation
QCIF	Queensland Cyber Infrastructure Foundation
EDRMS	Electronic Document Records Management System