VCU SOMTech
School of Medicine

Research Systems Scope of Service

Brian Bush - 2024-02-03 - [Research Systems](#)

The Research Systems team provides specialized support for research-related workflows. We are here to help understand your needs, match you to appropriate resources, and help you get started using them.   By working hand in hand with the Client Services team, we broaden the capabilities of service that SOMTech offers to its customers.

Area	Description
Research IT Consulting	- Provide guidance to researchers regarding technology acquisition - Connect researchers with appropriate university and health system resources
Specialized Endpoint Support	- Provide support for workstations/virtual machines outside the norm of typical Client Services parameters - Minimize risk for systems requiring proprietary hardware/software (including Linux) or retired operating systems - Implement specialized technical policy configurations to support regulatory requirements, contracts, and data use agreements
Cloud Computing	Assist researchers with setting up cloud computing environments within university-approved parameters
Data Management	- Design and implement processes for secure file transfer and management of research datasets - Align users with appropriate [survey tools](#); manage user accounts in SOM Qualtrics account
Research Software Support	- Yield to Client Services for installation of vendor-supported software on endpoints - Install and maintain software on server-based environments, leveraging the services of the University Computer Center for operating-system level maintenance and patching where possible (REDCap, etc.) - Troubleshoot technical issues within analytical environments
High Performance Computing	- Maintain computing clusters for use by SOMTech users - Facilitate access to these clusters and other HPC resources