



# UNIVERSAL PROPOSAL SYSTEM UPDATE

APSUO/PUC MEETING  
APRIL 27, 2022

# AGENDA

- Universal Proposal System (UPS) Project History Overview
- Timeline History
- Agile Approach
- Tidbits
- Governance Structure
- Testing Scripts Planning
- UI/UX (User Interface/User Experience) Next Steps
- Strawman Transition-to-Operations Plans
- UPS Questions and Discussion

# PROJECT HISTORY OVERVIEW

## Motivations: Why a common platform for user proposal submissions?

- Facilities have either highly manual processes or outdated, home-grown proposal systems
- Looking to have a modern user interface and experience
- Unifying of BES light sources, anticipating more facilities will join once it is built
- Potential for cross-facility data (user demographics) for a better look at how the broad user community is interacting with the light sources at the proposal point of the process

# TIMELINE HISTORY

- **2017-2018:** SLAC and NSLS-II had actively investigated SaaS (software as a service) options (Fluxx, WizeHive, FluidReview) for user platforms prior to the UPS effort. However, after trial runs, none proved viable for a variety of reasons (poor user experience factors, not flexible enough, contractual issues, etc.)
- **October 2018:** Facility directors (5-Way Meeting) gave go-ahead for next level of collaborative effort. The pros and cons of in-house-built vs. purchased were explored.
- **November 2018:** Working group (APS, LCLS, SLAC, and NSLS-II) met in Stanford to develop a “global” proposal process flowchart and begin writing the SOW (statement of work).



# TIMELINE HISTORY

- **December 2018:** Request for Information (RFI) submitted to Federal Registry, Memorandum of Understanding (MOU) for the participating labs drafted, SOW launched to solicit interest.
- **Early 2019:** Review of PASS system (NSLS-II's **P**roposal **A**llocation, **S**afety, and **S**cheduling system) underway, 15 responses to our (RFI) call for ServiceNow vendors.
- **March 2019:** Interviewed four ServiceNow (SN) vendors onsite.
- **Mid-2019:** Detailed work on system requirements, developed detailed system requirements documentation for the Request for Proposal (RFP) effort to obtain cost estimates and budgetary information for system maintenance.
- **September 2019:** Meeting at BNL to review the final RFP content
- **Late 2019:** RFP launched.
- And then **early 2020** arrived.....

# TIMELINE HISTORY

- **2020:** Receipt and evaluation of proposals, responses to vendor questions, working group selection of vendor, ServiceNow contractual activities, licensing-related activities, procurement work, establishment of financial structure at ANL, final approval steps by facility management
- **March 2021:** MOU was approved
- **September 2021:** Contract awarded, procurement completed, Kick-off meeting with CRI Advantage
- **2022:** In-person site meetings; APS has met with beamline staff; weekly meetings with APS management; monthly presentations to the facility directors... and we are working hard on the project!



# AGILE APPROACH

Agile = iterative approach to software development

**Sprint 1** – Core Configuration incl. branding, workflows, user data

**Sprint 2** – User Interface and Experience Configuration Needs

**Sprint 3** – Workflows (proposal types, review processes, proposal lifespans, proposal questions, scoring, allocation, etc.)

**Sprint 4** – Dashboards & Reporting

**Sprint 5** – Integrations & Data Import/Export

# TIDBITS

- Involvement of Chief Information Officers (CIOs), cyber, and other Subject Matter Expert (SME) stakeholders from each Lab
- User Interface/User Experience from the 3 labs looped in
- Each participating lab has some footprint with ServiceNow
- CRI Advantage/ServiceNow is FedRamped (FedRamp is a government-wide program that provides a standardized approach to security assessment)
- The UPS is its own instance of ServiceNow; maintenance contract for support underway
- UPS is cloud-based
- Unique shared-costs project with accounting management seated at ANL
- The APS-U offers us a serendipitous opportunity to start UPS with a clean proposal slate—no legacy proposal data will be migrated into UPS
- Risks: covid, staffing, APIs



# TIDBITS

- Communications planning (working with ANL Organizational Change Management)
- Authentication into the UPS platform will be via ORCID iD
- Role-driven access, dashboards
- BAGs—Block Allocation Group proposals
- Strong reporting functionality in ServiceNow
- User demographics
- Governance document work is well underway (see upcoming graphic)
- Testing: personas/list of testing scenarios developed; anticipate testing during summer 2022 (see upcoming graphic)

# GOVERNANCE STRUCTURE

Executive Board – Light Source Directors

Enterprise Governance Council (GC)

SME Committees

Core Technical

Facility Process

ServiceNow

Stakeholder  
Facility

Stakeholder  
Facility

Stakeholder  
Facility

Global Community of Practice

User Community

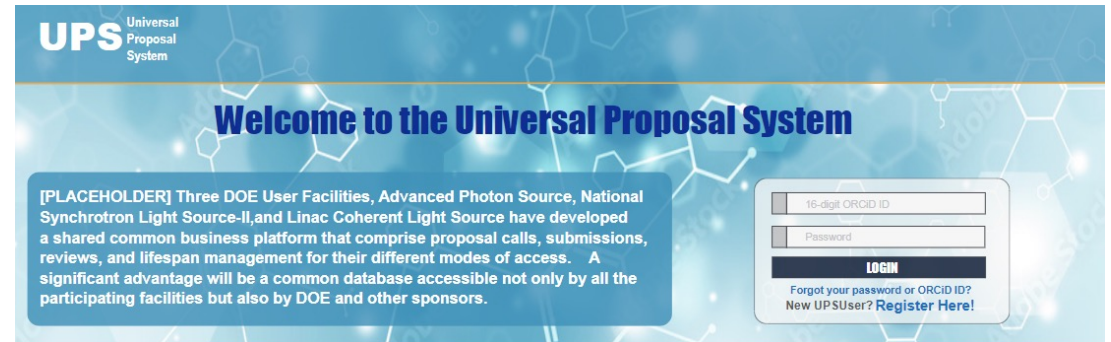
# TESTING SCRIPTS PLANNING

- Each lab will have system user roles/personas perform test scripts and document feedback from testing

ID	Action	Portal?	Persona	Testing Status	Testing Notes & Comments
1	Register as a new user	y	Facility User	Testing in progress	First time login to DEV using SSO (SLAC/Stanford) tested OK
2	Login as a user who has been to the system before	y	Facility User	Testing in progress	Login to DEV using SSO (SLAC/Stanford) tested OK
3	Create Proposal Draft	y	Facility User	Not tested	
4	Save Proposal Draft	y	Facility User	Not tested	
5	Discard Proposal Draft	y	Facility User	Not tested	
6	Create ETR Draft (first ETR on a Proposal)	y	Facility User	Not tested	
7	Save ETR Draft (first ETR on a Proposal)	y	Facility User	Not tested	
8	Discard ETR draft (first ETR on a Proposal)	y	Facility User	Not tested	
9	Submit Proposal & ETR	y	Facility User	Not tested	
10	Create ETR Draft (additional ETR on a previously submitted	y	Facility User	Not tested	
11	Save ETR Draft (additional ETR on a previously submitted Proposal)	y	Facility User	Not tested	
12	Submit ETR (additional ETR on a previously submitted Proposal)	y	Facility User	Not tested	
13	View my Proposal status	y	Facility User	Not tested	
14	View my profile	y	Facility User	Not tested	
15	Edit my profile	y	Facility User	Not tested	
16	Login as system user with Panel Chair privileges	n	Review Panel Chair	Not tested	
17	View proposals to be assigned to reviewers	n	Review Panel Chair	Not tested	
18	Assign reviews to specific reviewers	n	Review Panel Chair	Not tested	
19	Complete reviewer assignment	n	Review Panel Chair	Not tested	
20	Reassign reviews when Conflict of Interest (CoI) is identified	n	Review Panel Chair	Not tested	
21	See status of review completion for panel reviewers	n	Review Panel Chair	Not tested	
22	See proposals allocated to the review panel	n	Reviewer	Not tested	
23	See reviews needed from me as specific reviewer	n	Reviewer	Not tested	
24	Complete independent review	n	Reviewer	Not tested	
25	Complete 'Final Comment' and score/ranking with consolidated input from review panel meeting	n	Lead Reviewer	Not tested	

# UI/UX NEXT STEPS

- Current visual look is 'draft' while we refine page layout
- Will demo functionality to users and conduct testing with draft color scheme
- Testing feedback will be collected
- Share testing feedback with lab designer SMEs
- Narrow UI options down to final options
- With sponsor concurrence, implement final UI choice



**Advanced Photon Source**



**Linac Coherent Light Source**



**National Synchrotron Light Source II**



# STRAWMAN TRANSITION-TO-OPERATIONS PLAN

Pre-Shutdown						Shut Down/Dark Time												Post-Shutdown								
6 months Oct 22	5 months Nov 22	4 months Dec 22	3 months Jan 23	2 months Feb 23	1 month Mar 23	month 1 Apr 23	month 2 May 23	month 3 June 23	month 4 July 23	month 5 Aug 23	month 6 Sept 23	month 7 Oct 23	month 8 Nov 23	month 9 Dec 23	month 10 Jan 24	month 11 Feb 24	month 12 Mar 24	1 month Apr 24	2 months May 24	3 months June 24	4 months July 24	5 months Aug 24	6 months Sept 24	7 months Oct 24	8 months Nov 24	
Proposal call/ deadline month for 2023-1	NO CALL for 2023-2 (cycle falls in the dark time)										"Mini Cycle" proposal call opens for 2024-1			Proposal call opens for 2024-2			deadline for 2024-2		Proposal call opens for 2024-3		deadline for 2024-3				Proposal call/ deadline month for 2025-1	
Run cycle 2022-3			2023-1 almost a regular full cycle (can run thru to April 17)															April/May could be a scientific commissioning "mini cycle" that maps to what would be the end of a normal cycle 2024-1		normal cycle 2024-2					normal cycle 2024-3	.....

Last call using current Beam Time Access System

First call using the Universal Proposal System!

# UPS QUESTIONS AND DISCUSSION

