**NISRARSU011 - NISRA-RSU Support Team level of service**

The following document outlines the services that will be provided by the NILS-RSU team and ADRC-NI in order to get you and your study to a research ready position.

**The NILS-RSU team in the secure environment will**:

1. Make researchers aware of the various NILS processes, such as access to data, becoming an approved researcher, use of the secure environment etc.
2. Make researchers aware of the various NILS policies, such as Researcher Do’s and Don’ts, RAG Application Criteria, RAG Guidance on Essential and Sample Size Criteria, Project Modifications etc.
3. Support researchers through the provision of metadata, user-guides, and guidance regarding the feasibility of research projects to assist researchers in developing their application prior to submission to the NILS RAG.
4. Reviewing RAG applications and offering constructive comments prior to submission to NILS-RAG.
5. In the case of DLP’s, liaise with data suppliers, provide key contact details to researchers, put data sharing agreements in place, organise ORECNI submissions etc.
6. Arrange required researcher accreditation training.
7. Ensure researcher has completed the appropriate forms and processes to gain access to the secure environment to study data and undertake analyses.
8. Deal with booking requests from researchers.
9. Create project specific data extracts for researchers.
10. Supervise researchers visiting the secure environment and enforce both physical and information security protocols.
11. Depending on available resource, provide advice on NILS data and variables to researchers including its structure and linkage. During busy periods we may require researchers to email queries to allow RSU to provide an accurate estimate of response time.
12. Run syntax/code prepared by the researcher where they are not able to attend the secure environment. Syntax/code send in to RSU will be screened.
13. Request new software or software updates as necessary.
14. Check and clear intermediate and final outputs.
15. Check and transfer electronic documents into project folders on the Research network.
16. Scan paper documents less than 5 pages in size onto RSU paper/transfer into project folders.
17. Photocopy small documents onto RSU-issue paper and place in the secure cupboard in the secure environment for researchers’ use.
18. Permit researcher to bring text books, journal articles and short notes into the secure environment for reference purposes. **If the researcher makes notes in a text book, this will be treated as an attempt to breach security protocols and an investigation will be initiated.**
19. Answer queries on data and liaise with data providers to obtain further information where necessary.
20. Maintain the NILS-RSU website.
21. Publish final outputs on the NILS- RSU website.
22. Circulate details on upcoming conferences/events to researchers.

**The NILS-RSU team will not provide support with the following:**

1. Developing statistical analysis plans.
2. Advise on statistical analyses.
3. Conduct analyses on the researchers’ behalf.
4. Conduct background research or literature reviews on the researchers’ behalf.
5. Provide advice/training on the use of the statistical analysis packages.
6. Advise on syntax and programming.
7. Assist with writing up journal papers/reports.
8. Photocopy or scan documents which are more than 5 pages long. These should be submitted electronically by the researcher and transferred to the researchers’ project folder by RSU.
9. Manage project folders for researchers. Research teams are responsible for ensuring that they do not exceed the 10GB storage limit.
10. Look after personal belongings. There are lockers provided for the storage of personal effects.
11. Clean up after researchers. All desks should be left in a tidy condition at the end of the day.

Documentation can be accessed at the NILS-RSU website: [nils-rsu.census.ac.uk](http://t.co/pxDLQkx5MJ)

**The ADRC – NI User services Support Team is made up of Research Support Officers (RSO’s) from NISRA, the Public Engagement and Communication officer (PECO), Statistical and Methodological Officers (SMO’s) from QUB and UU.**

**The ADRC-NI RSU Support Team will:**

1. Help the researcher to understand the ADR processes relating to data access, becoming an Accredited Researcher and the use of the secure environment.
2. Ensure that the researcher is in contact with key staff within the relevant ADRC(s) and topic experts where possible, facilitated by managing project sub groups involving the Support Team, research team, TTP and data controllers.
3. Support the research team to develop a public engagement plan (with the assistance of the PECO) and identify appropriate groups to engage with, ensuring public engagement is part of the research plan from the outset.
4. Support researchers through the provision of metadata, user-guides, and guidance regarding the feasibility of research projects to assist researchers in developing their application prior to submission to the appropriate approval panel.
5. Provide a single point of contact to an applicant wherever possible (i.e. one member of support team will be the dedicated contact for an applicant).
6. Obtain data controller permissions, on behalf of the researcher, and put data sharing agreements in place.
7. Liaise with data controllers and the TTP to ensure data are transferred safely and the research dataset is created.
8. Set up access to the secure environments to ensure that the researcher is able to access the research data and undertake analyses.
9. Supervise researchers visiting the secure environment.
10. Run code prepared by the researcher, to facilitate remote analysis, where this has been agreed by prior arrangement with the Support Team.
11. Apply statistical disclosure control prior to outputs leaving the secure environment.

The ADRC-NI RSU Support Team will not:

* Develop statistical analyses plans; this is the researcher’s responsibility.
* Provide advice on statistical analyses.
* Provide assistance with writing up journal papers/reports unless part of the research project team developing the plan.

**Potential support and assistance available from SMO’s**

The ADRC-NI has Statistical and Methodological officers (SMOs) who are academic researchers with detailed experience who may be added to the project team to offer additional statistical and methodological support if required.

If named as part of the research team the SMOs may provide additional support such as:

* Submission of an ethics approval application to their own institution ethics panels (if research team do not have access to ethics research panels)
* Detailed statistical or methodological support within the secure environment and/or use of statistical software packages if resource allows.

**Please contact NISRA RSU at:** rsu@nisra.gov.uk

Document Management

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| 4.2 | OB: added in that code is screened. Removed references to named SMOs. | 9/4/19 |
| 4.1  | CM: Updated RSU email address | 04/05/17 |
| 4.0 | CM: Updated for Colby Move | 16/03/17 |
| 3.0 | CM: Redrafted to include NISRARSU014 Will’s & Won’ts | 21/01/2016 |
| 2.0 | Redrafted to include ADRCNI007 & NILS User Services - Finalised | 09/09/2015 |
| 1.0 | Draft | 03/08/2015 |