Illinois REDCap Service Model

Research Electronic Data Capture (REDCap) is a secure web application for building and managing surveys and databases. The Interdisciplinary Health Sciences Institute (IHSI) is administering the use of REDCap for the University of Illinois at Urbana-Champaign. This system is intended for the construction, data collection, and data management of projects conducted by Illinois faculty, staff, and students.

HIPAA Capability

Illinois REDCap is among the systems and services that meet requirements established by the [Health Insurance Portability and Accountability Act of 1996](#) (HIPAA). This makes REDCap an ideal system for collecting Protected Health Information (PHI) and other high risk or sensitive data. However, data for any project meeting the criteria outlined below can be collected in REDCap; the data do not need to contain PHI or be high risk. More information about the University's data classification system can be found [here](#).

Illinois REDCap, like many other electronic data collection and management systems, is *HIPAA-capable*. Part of being *HIPAA-compliant* requires that users conduct certain practices, such as limiting access to and restricting export of high-risk data. As such, part of what makes Illinois REDCap *HIPAA-compliant* is the appropriate data collection and management practices of Illinois REDCap users. The [Protecting High Risk Data](#) document contains information about managing high risk data; this document is required reading before using Illinois REDCap. Illinois REDCap users must complete HIPAA training and abide by the Protecting High Risk Data document no matter the classification of their project data.

REDCap Support

The Illinois REDCap team and Research IT currently provide infrastructure and administrative support at no cost to the Illinois research community. [Project build services](#) are also available for a fee.

Administrative support includes creating and managing REDCap accounts and basic training through workshops, office hours, and consultations. Workshops and office hours are conducted with support from the University Library. Additionally, the Illinois REDCap team will publish a monthly newsletter and maintain educational materials through a website. The Illinois REDCap team will also assist with some steps in the lifecycle of a project, as detailed in the "Project Lifecycle" section below.

To help faculty and staff members who supervise student users of Illinois REDCap with project team management, the Illinois REDCap team will also take the following steps:
1. Annually, each summer, provide faculty and staff members with a list of all REDCap users who list them as a supervisor
2. Provide lists of users and/or projects upon request at any time

Infrastructure support includes REDCap system maintenance, such as system upgrades, security patches, and technical documentation.

User Eligibility

Accounts will be available to anyone affiliated with data collection efforts at the University of Illinois at Urbana-Champaign. Each project must have a faculty or staff member who is responsible for the project, data, and the HIPAA-compliance and project access of study personnel.

It is the responsibility of individuals accessing Illinois REDCap to:
1. complete the appropriate study-specific, related training;
2. review and adhere to the University of Illinois at Urbana-Champaign policies and procedures outlined in the User Account Agreement and Protecting High Risk Data document, and
3. complete an annual user access review for each in-production project they manage.

Users are responsible for project creation, providing individual project access to research team members, and ensuring that any research project is compliant with any approved Institutional Review Board (IRB) and/or Institutional Animal Care and Use Committee (IACUC) protocols.

User accounts will be suspended under the following conditions:
1. The Illinois REDCap User Agreement is violated. Users will receive a notice from the Illinois REDCap team if their account is suspended due to a violation of the Illinois REDCap User Agreement.
   a. To reinstate the account, the violation must be resolved and the user must indicate their understanding of how to prevent the violation in the future.
2. An account is inactive. An account is deemed inactive if the user has not logged into Illinois REDCap for a period of six months. Users will not receive a notice if their account is suspended due to inactivity since this is an automatic action by the REDCap software.
   a. To reinstate the user account, the user should email redcap-admin@illinois.edu and request their account be restored.

Project Eligibility

For a project to be eligible for Illinois REDCap, it must be related to University research, business, or operations.

Project Lifecycle
Projects in REDCap will have the following lifecycle, unless they are built utilizing the project build services.

1. The project is created by a REDCap user.
2. The project is built and tested by the REDCap user(s).
   a. The Illinois REDCap team will not make any changes to project builds or do any testing of the project prior to moving projects to production.
3. The research team will request the project be moved to production.
   a. It is important to move projects to production to protect the integrity and validity of the data. It is more difficult to accidentally delete or corrupt data when a project is in production.
   b. During the Move to Production process, the requester will be asked to complete and submit a Move to Production survey to collect basic project information.
   c. The Illinois REDCap team will run the data dictionary through an algorithm to identify specific actions that could be taken in REDCap to improve data protection and validity. Suggestions

may include marking identifiers, adding field validations, adding minimum/maximum values, or making multiple choice answers uniform.

    d. The Illinois REDCap team may request or confirm information additional details about the project during this time.

4. The move to production request is approved by the Illinois REDCap team.
5. Data are collected.
    a. The Illinois REDCap team does not back up project-level data. We encourage REDCap users to develop their own system for regularly backing up data.
    b. If changes need to be made to a project while it is in production, we recommend REDCap users review our [Making Changes in Production](#) document before making changes. Some changes submitted may be reviewed by the Illinois REDCap team before approval. The Illinois REDCap team is not responsible for any data lost or structural changes caused by approved draft changes.
6. While Illinois REDCap is available for long-term data storage, we encourage users to move data for completed projects to another long-term storage option, such as a Box Health Data Folder. Additionally, projects set up as test or learning projects should be deleted as soon as they are no longer necessary.
    a. On a quarterly basis, the Illinois REDCap team will email about projects that are over a year old and still in development to see if the project is eligible for deletion.