NICHD Automated Business Processes – Scoping Survey

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Thank you in advance for completing this survey to understand the current use of automation tools and/or systems at NICHD and challenges in support of the **Automated Business Processes Strategic Plan Working Group**. Your responses will assist the working group in ranking and prioritizing automation efforts across NICHD. If you have any questions regarding this survey or the working group, please contact Bryan Reed (bryan.reed@nih.gov) or Francie Kitzmiller (franciek@mail.nih.gov). Please submit responses by April 16, 2021.

Your responses are and will remain anonymous unless you choose to share your email address permitting the team to reach out with any additional questions.

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1. Which division do you work in?

○ Office of Administrative Management (OAM)

○ NICHD Office of the Director (OD), excluding OAM

○ Division of Extramural Research (DER) and National Center for Medical Rehabilitation Research (NCMRR)

○ Division of Intramural Population Health Research (DIPHR)

○ Division of Intramural Research (DIR), excluding DIPHR

○ Other (If other, enter description)

○ I prefer not to answer.

2. What is your function? Please hover your mouse over underlined text in response options to view additional guidance.

○ Scientific Staff

○ Fellows

○ Administrative Staff

○ Support Staff

○ Technical Staff

○ Other (If other, enter description)

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For the purpose of this survey, automation refers to the process in which a tool and/or system takes an action on behalf of a user. Examples of automation include electronic signatures, routing of approvals, tracking of package statuses, and centralization of documents.

3. What tasks do you complete that could benefit from automation? Select all that apply.

Please hover your mouse over underlined text in response options to view additional guidance.

☐ Signing documents electronically

☐ Routing/rerouting documents to reviewers or approvers

☐ Tracking status of requests

☐ Storing documents in a central location

☐ Other (If other, enter description)

☐ None of my tasks would benefit from additional automation

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4. What challenges do you have with **NICHD Automation Tools and/or Systems**? Select all that apply and enter the name of the tool(s) with which you experience these challenges in the box provided. If unknown, enter 'N/A' in the box provided.

Examples of NICHD Automation Tools and/or Systems include but are not limited to MTrac (DIR) and NICHD Apps (DER)

☐ Slow processing time	☐ Unable to electronically sign documents	☐ Other (If other, enter description)

☐ System crashes	☐ Confusing and difficult to use	☐ I have no challenges with any NICHD Automation Tools and/or Systems.

☐ Lacks routing/rerouting to reviewers	☐ No instructions on how to use the tool	☐ I do not use any NICHD Automation Tools and/or Systems.

☐ Limited to no notifications or email reminders	☐ Does not integrate or connect with other systems	

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5. What challenges do you have with **NIH Automation Tools and/or Systems**? Select all that apply and if possible enter the name of the tool(s) with which you experience these challenges in the box provided. If unknown, enter 'N/A' in the box provided.

Examples of NIH Automation Tools and/or Systems include but are not limited to the Integrated Time and Attendance System (ITAS) and Purchasing Online Tracking System (POTS).

☐ Slow processing time	☐ Unable to electronically sign documents	☐ Other (If other, enter description)
[ ]	[ ]	[ ]
☐ System crashes	☐ Confusing and difficult to use	☐ I have no challenges with any NIH Automation Tools and/or Systems.
[ ]	[ ]	
☐ Lacks routing/rerouting to reviewers	☐ No instructions on how to use the tool	☐ I do not use any NIH Automation Tools and/or Systems.
[ ]	[ ]	
☐ Limited to no notifications or email reminders	☐ Does not integrate or connect with other systems	
[ ]	[ ]	

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6. Rank the following administrative areas in order of highest priority for automation within NICHD? (1 - Highest Priority, 6 - Lowest Priority)

Human Resource (e.g., onboarding/offboarding, IRTA appointments, credit-able service annual leave [CSAL])

Finance & Budget (e.g., Invoice Processing, Reimbursements, Credit Card Purchasing & Reconciliation)

Travel (e.g., requests, vouchers, modifications)

Procurement & Acquisition (e.g., records of call orders and blanket purchase agreements [BPA])

Information Technology (e.g., IT equipment requests, onboarding, Drupal, and loaner laptop requests)

Other (If other, enter brief description)

7. Please provide details on which processes and/or systems specifically need automation within your top administrative areas in question 6.

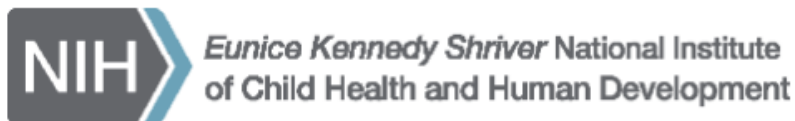**NICHD Automated Business Processes – Scoping Survey**

8. Are you currently involved in any existing automation efforts within NIH or NICHD? If yes, please enter a brief description.

○ Yes

○ Not Sure

○ No

9. Please enter your email address below if you are willing to have someone from the working group reach out for more information. This question is *optional*.

← →

NIH ⟩ *Eunice Kennedy Shriver* National Institute of Child Health and Human Development

Thank you for participating in the NICHD Automated Business Processes - Scoping Survey. Your response has been saved. If you have any questions regarding this survey or the committee, please contact Bryan Reed (bryan.reed@nih.gov) or Francie Kitzmiller (franciek@mail.nih.gov).