

# NWSO ANNUAL REPORT

1 MAY 2019 – 30 APRIL 2020  
UG4 - YEAR 4

## Year by the Numbers

- 79 tickets closed
- 750 issues resolved by email
- 29 new video tutorials
- 1 new staff member

## COVID-19 SPOTLIGHT

At the end of Year 4, NWSO worked collaboratively with the Office of Engagement and Training (OET) and the NNLM Evaluation Office (NEO) on beginning to develop a methodology for using NNLM's Data Reporting System (DRS) to identify subaward projects impacted by COVID-19, and track the number of planned subaward activities that would be cancelled due to the pandemic.

## Overview and Annual Goals

The NNLM Web Services Office (NWSO) hosts NNLM's web infrastructure and is charged with the development and maintenance of all web-based services for NNLM, and for the *All of Us* Training and education Center (TEC). The scope of projects that NWSO has been tasked with has continued to grow throughout the cooperative agreement period. As you will find in the details of this report, that growth has continued in Year 4.

### Year 4 goals for NNLM:

- Online subaward applications
- Expand RedHen CRM to collect engagement
- Drupal 8/9 restructure & redesign
- Finish exports of DRS content to NEO & create a hub of data visualizations on nnlm.gov
- Confluence & Jira

### Year 4 goals for *All of Us*:

- Continued *All of Us* Workbench integration
- Redesign the TEC website in Drupal 8 for upcoming & anticipated deliverables
- Jira/Drupal integration for TEC ticketing system
- Onboard new LMS assistant developer

## Key Accomplishments

### Online Applications

- Finalized implementation of an online application system for NNLM subawards. This system standardizes application fields across all NNLM Requests for Proposals (RFP), using two application types for outreach and professional development. Additionally, integration with the NNLM DRS allows regions, offices and centers (ROCs) to auto-generate project content, improving the efficiency of the subaward process.

### *All of Us* Workbench Integration

- Updated a custom API module for relaying information to the workbench about participant completion of relevant training.
- Created a custom interface for the end of training and optimized processing times for calculating course completion. Both these modifications provide a seamless transition from Moodle back to the workbench after completing the training.
- Successfully launched Responsible Conduct of Research without any noted errors in the integration between the workbench and Moodle.

### Website Redesigns

- Developed and presented concepts for a new NNLM site structure to meet Y4 goals, and collected feedback from public users about their interactions with the existing site to inform our redevelopment. The new design prioritizes NNLM end users' needs and ability to find content of interest to them, and deemphasizes NNLM's internal regional structure.
- Launched the redesigned TEC Drupal site to meet Y4 goals. The new structure is now capable of having interactive trainings using H5P technologies, and NWSO worked with TEC staff to create a set of digital literacy trainings using H5P.

### Support for Engagement Tracking

- Continued work with the Membership working group to expand NNLM's Customer Relations Management (CRM) capabilities for engagement tracking. After successful implementation of a new notes fields for Membership records, NNLM staff began using these tools to collect engagement data. These changes should improve ROC efficiency in data gathering for Y5.

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## Top Activities

### Support for New Web Content

- Worked with the new NNLM HIV/AIDS Coordination Center (NACC) to establish a subsite and blog that would support the center's resource and information sharing needs.
- Worked with the *All of Us* Community Engagement Network (CEN) to develop a Community of Practice with functionality for featured resources and a database of consumer health experts for consultation.
- Worked extensively with the Mid-Continental Region (MCR) to build a new data roadmap resource that is planned for launch in Year 5.

### Training Development and Support

- Assisted in the development and implementation of 13 asynchronous online trainings via the *All of Us* Training and Education Platform (TEP).
- Redeveloped 11 internal video tutorials for the NNLM training system.
- Developed 6 public video tutorials and 4 template documents to support NNLM subawardees' use of DRS.
- Developed 12 additional video tutorials on various topics/systems.

### Expanded Document Delivery Service

- Worked with the Middle Atlantic Region (MAR) and our host library's Knowledge Integration Team to expand MAR's file delivery system to a national audience. The resultant NNLM Delivery allows smaller hospital libraries across the network to share document delivery files outside of the limits of email clients.

### Confluence and Jira

- Licensed Confluence and Jira internally for NWSO & TEC, with planned expansion for all NNLM staff in Y5, to help improve internal communication and replace the current staff intranet.
- Used Jira to develop a web-based ticketing system for TEC to track issues and resolutions, using an issue collector that automatically creates issues from public submissions on the TEC website.

### DRS and Tableau

- Licensed and established a server for Tableau.
- Coordinated with NEO to transfer data from DRS to the Data Warehouse.
- Worked with NEO to migrate their Tableau dashboard of NNLM data to our server and configure nightly refreshes of the data.
- Developed custom modules for Drupal and Moodle for integrating Tableau visualizations from our server into these environments.
- Transitioned TEP's completion reports to Moodle to provide interactive visualizations and spreadsheets for training admins and coordinators.