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Office of Data Sharing (ODS) Data Access Committee (DAC) Support:

Mailbox Administration

NATIONAL CANCER INSTITUTE (NCI)

Procedure Guide

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# Version History

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| --- | --- | --- | --- | --- | --- |
| **Version** | **Author** | **Revision Date** | **Approval Authority** | **Approval Date** | **Revision Description** |
| 1.0 | Jacob DeGoes | 12/18/2020 |  |  | Initial draft |

# Overview

As part of the daily administrative functions within the Office of Data Sharing (ODS), multiple organizational mailboxes must be monitored for incoming mail and ongoing email conversations. ODS Support Personnel (OSP) will monitor these mailboxes to ensure that important messages are properly relayed to their intended recipients, minor support requests are responded to, and that requestors are provided with pertinent instructions and forms quickly and accurately.

# Systems/Applications/Other Access

Successful support performance requires access as described in Table 1.a. Access to each requires authorization by the Federal lead

Table 1.a.

|  |  |  |  |
| --- | --- | --- | --- |
| **System/Application/Other** | **Address/Links** | **Description** | **Minimum Required Access Level** |
| NCI Office of Data Sharing mailbox | NCIOfficeofDataSharing@mail.nih.gov | Primary inbox used for contacting ODS, often copied on important conversations for archival purposes | Read/write access |
| NCI Data Access Committee Mailbox | ncidac@mail.nih.gov | Primary inbox used for contacting the NCI DAC with matters related to the Database of Genotypes and Phenotypes (db-GaP) and Data Access Requests, often copied on important conversations for archival purposes | Read/write access |

# Office of Data Sharing Mailbox

## Inbox Review

ODS Support Personnel (OSP) are responsible for reviewing the Office of Data Sharing (ODS) mailbox for incoming mail on a daily basis. In the course of this review, OSP should note the following:

1. Mail sent to the ODS mailbox but intended for a specific ODS federal staff member
2. Mail in the ODS mailbox that has not been responded to for over 24 hours
3. Mail sent to the ODS mailbox but intended for non-ODS personnel

For scenario 1, OSP should forward a copy of the message to the specific staff member it was addressed to, in order to ensure it is seen and responded to in a timely manner.

For scenario 2, OSP should again forward a copy of the message to the specific staff member it was addressed to, in order to ensure that it was seen. If no specific recipient is listed, forward the copy to Sylvia Gayle (sylvia.gayle@nih.gov) for proper routing and response.

For scenario #3, OSP should, if possible, forward the message to the personnel the sender intended to contact. Otherwise, OSP should respond to such messages informing them that this address is not the one affiliated with whatever request they have and may attempt to steer sender to the correct mailbox.

# Data Access Committee Mailbox

## Inbox Review

OSP are responsible for reviewing the Data Access Committee (DAC) mailbox for incoming mail on a daily basis. In the course of this review, OSP should note the following:

1. Principal Investigators (PIs) and Signing Officials (SOs) messaging with questions about specific Data Access Requests (DARs)
2. SOs submitting Small-Business Review (SBR) documentation to complement a re-submitted DAR
3. Messages from db-GaP users having issues using the system
4. Messages from individuals that have questions about the DAR system or db-GaP in general
5. Messages from PIs and SOs about specific DARs that have not been responded to for over 24 hours

For scenario 1, OSP with relevant training and authority to administer DAR tasks can respond to these inquiries, often pertaining to rejected DARs, to the best of their capacity. If the inquiry is beyond the scope of their knowledge, or they are not trained on that portion of the DAR process, the message should be forwarded to Freddie Pruitt (freddie.pruitt@nih.gov) to be addressed in a timely and complete manner.

For scenario 2, OSP should ensure that the **Small Company Assurance of Adherence to NIH Security Best Practices** form is attached and signed alongside the other paperwork, before responding with the following response template:

 Hello [Insert PI name here],

Thank you for your response and providing the required documentation.

Please have the request for data access resubmitted and we will expedite approval.

If you have any questions or concerns, do not hesitate to reach out.

Best Regards,

For scenario 3, OSP should respond with the following response template:

Thank you for your email. Please let me refer you to staff at the dbGaP Help Desk dbgap-help@ncbi.nlm.nih.gov who will be better able to help you.

Best Regards,

For scenario 4, OSP should forward the message to Freddie Pruitt (freddie.pruitt@nih.gov) for response in a complete and timely manner.

For scenario 5, OSP should follow the same steps as outlined for scenario #1.