It's About Time:

Gaining Insights from Turnaround Time Metrics
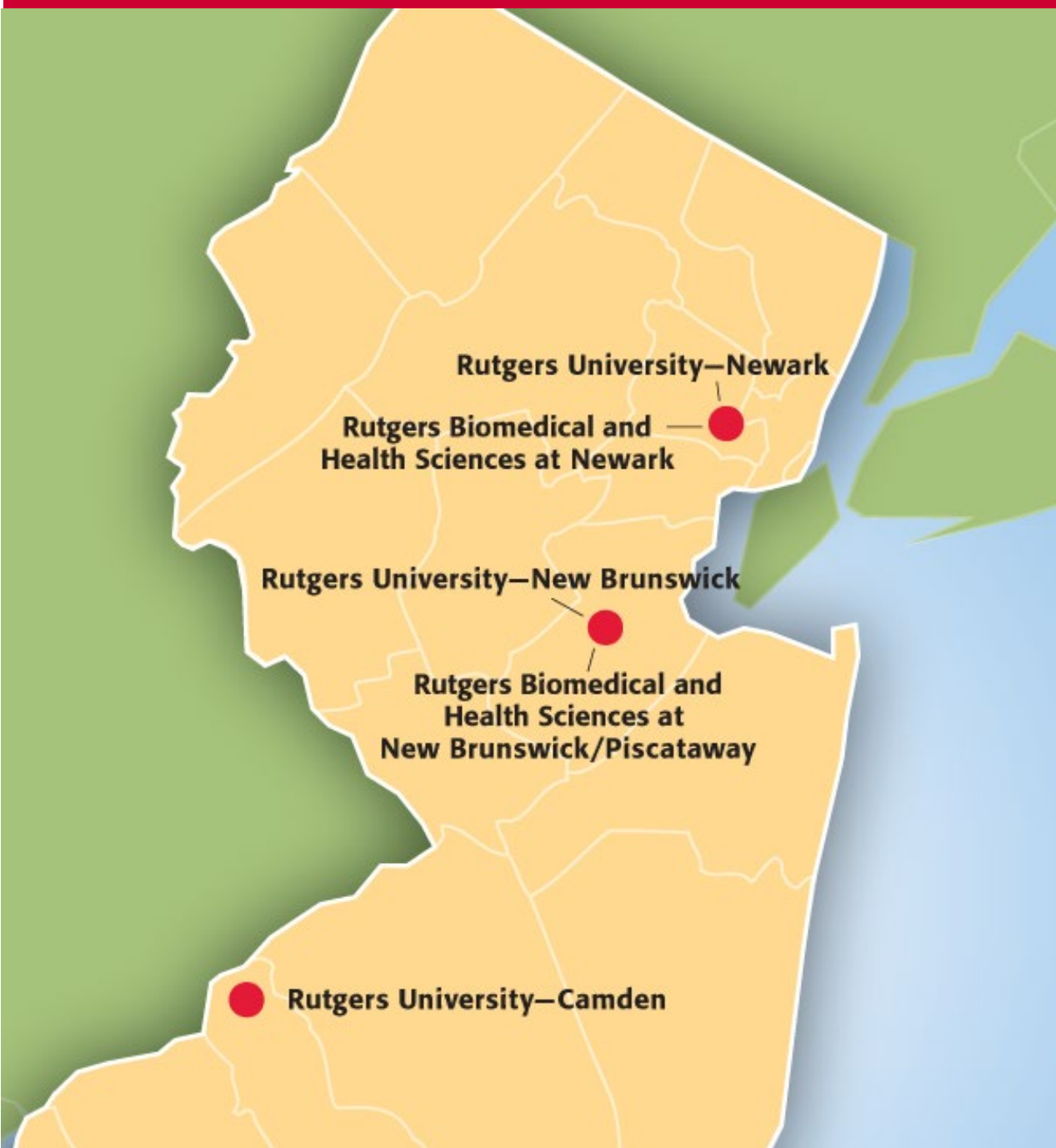
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- $12M in licensing revenue annually
- ~4,000+ sponsored awards annually
- ~1,600 PIs receiving awards annually
- 1,197 active issued worldwide patents
- 100+ active startups

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It's About Time

Gaining insights from turnaround time metrics

The Challenge

Addressing Concerns about Award Setup Turnaround Times

The Data, Analytics and Business Intelligence team was tasked to find out:

1. **Is this a common issue?**
2. **Is this a localized issue?**
3. **What's causing this issue?**

The Method

Interview Business Team

Learn about the process and what questions they're trying to answer

Extract Data

Work with IT to extract data into a usable data source
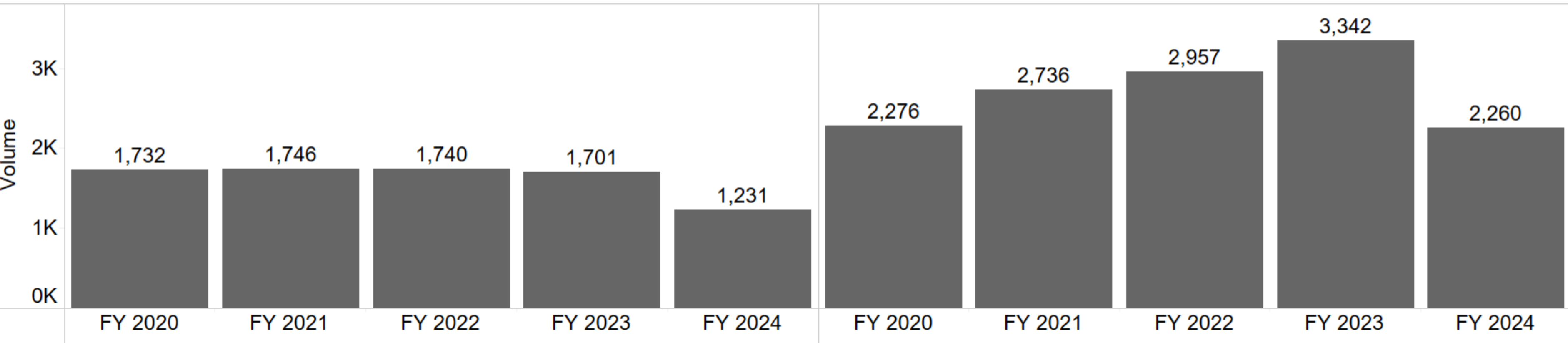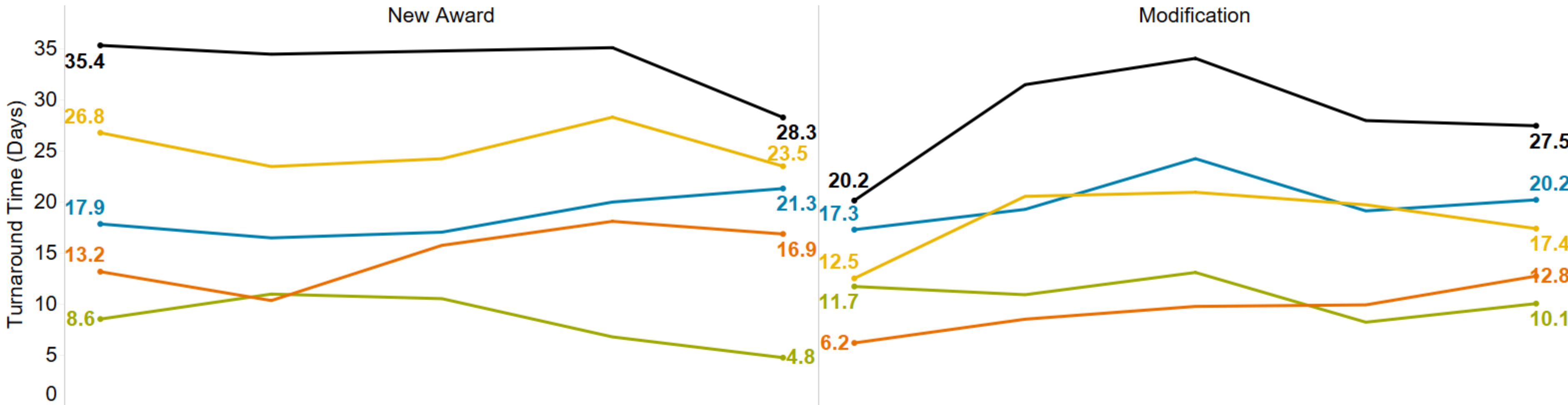
Build Dashboards

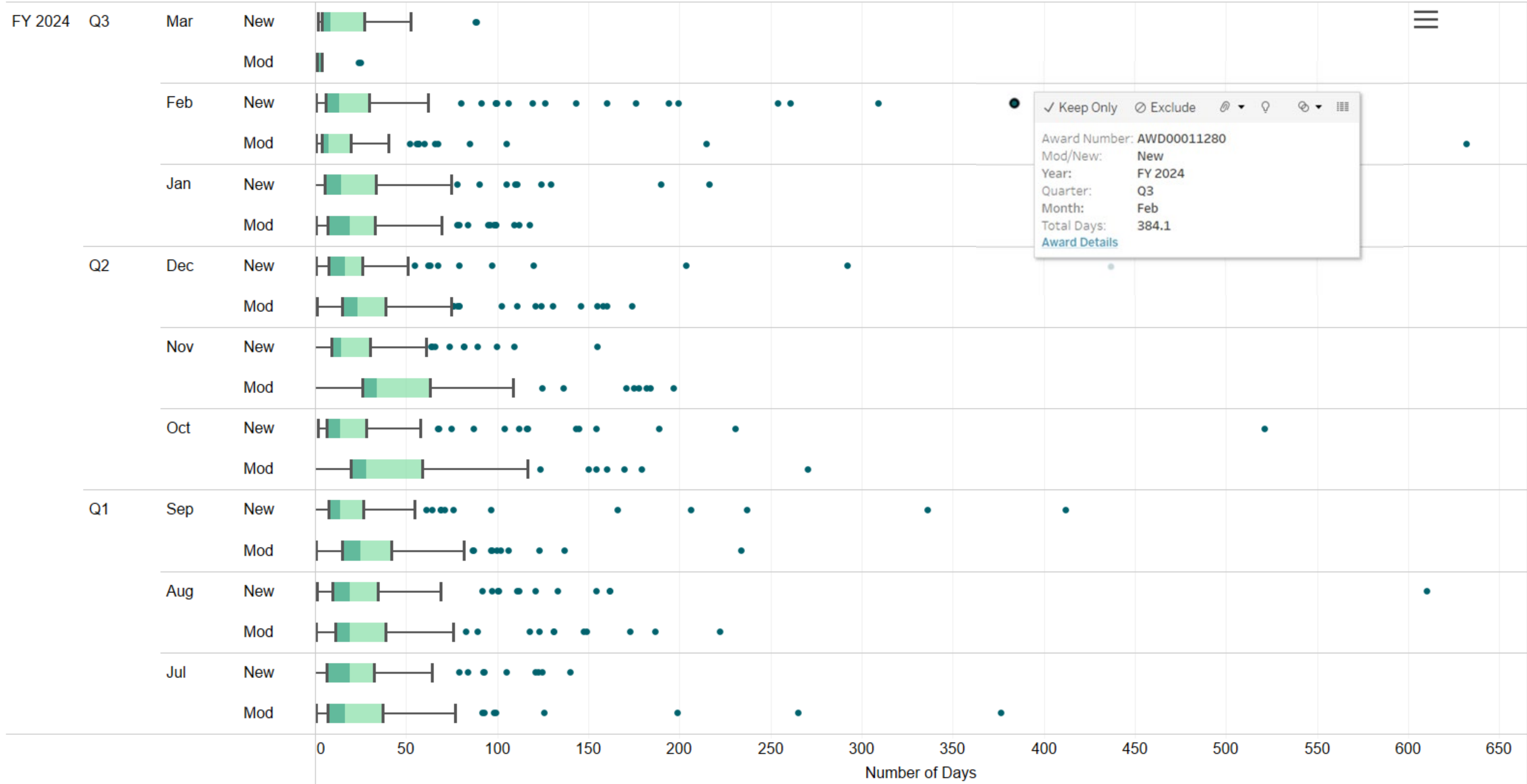Create Tableau dashboard based on requirements

Deliverables

Average Award Setup Turnaround Time by Fiscal Year, Award Type and Responsible Party

■ Total Turnaround   ■ Pre-Award Turnaround   ■ Compliance Turnaround   ■ Department Turnaround   ■ Post-Award Turnaround

FY 2024 · Q3 · Mar · New / Mod
· Feb · New / Mod
· Jan · New / Mod
Q2 · Dec · New / Mod
· Nov · New / Mod
· Oct · New / Mod
Q1 · Sep · New / Mod
· Aug · New / Mod
· Jul · New / Mod

✓ Keep Only   ⊘ Exclude

Award Number: AWD00011280
Mod/New: New
Year: FY 2024
Quarter: Q3
Month: Feb
Total Days: 384.1
Award Details

Number of Days

0   50   100   150   200   250   300   350   400   450   500   550   600   650

Year of Max Report Date	Award Number	Mod/New	Campus	Date Enter State	Date Exit State	Old - New State	Turnaround Category	Full Account Turnaround	Advance Account Turnaround
FY 2024	AWD00011280	New	RBHS	2/10/2023 2:17:38 PM	2/10/2023 2:21:15 PM	Draft - Departmental Reconciliation	Pre-Award	0.0	
				2/10/2023 2:21:15 PM	8/15/2023 10:17:25 AM	Departmental Reconciliation - Central Office Review	Department	185.8	
				8/15/2023 10:17:25 AM	8/15/2023 10:21:56 AM	Central Office Review - Central Office Review: Pending Changes by Department	Pre-Award	0.0	
				8/15/2023 10:21:56 AM	2/26/2024 6:13:34 PM	Central Office Review: Pending Changes by Department - Central Office Review	Department	195.3	
				2/26/2024 6:13:34 PM	2/27/2024 9:27:12 AM	Central Office Review - Pending Account Setup	Pre-Award	0.6	
				2/27/2024 9:27:12 AM	2/29/2024 5:16:32 PM	Pending Account Setup - Active	RFS	2.3	
							Total	384.1	

Legend: ■ RSP (orange) ■ Department (green) ■ RFS (red)

Account Establishment Actions / Post Account Actions

Award Number	Total Calendar Days	Award Creation (RSP)	Department Reconciliation (Department)	Central Office Review (RSP)	Change Request (Department)	Compliance Review (Department-Compliance)	Final Review (RSP)	Retransmit of Award or Modification (RSP)	RFS Account Establishment or Account Modification (RFS)	Post Account Action	Post Account Action (Remove Advance Account)	Post Account Action (Closure or Termination of Award)	Post Account Action (Restriction Removal)	Post Account Action (Restriction)	Record Withdrawn	Request Modification
AWD00000003-MOD003	2	2														
AWD00000003-MOD004	177			1	176		0		0							0
AWD00000004-MOD003	4						4		0							0
AWD00000005-MOD007	16	0	1	0		2			13							
AWD00000005-MOD008	57	4				1	2		50							
AWD00000006-MOD004	1								1							0
AWD00000012-MOD002	2						2		0							
Average Days	26.9	1.9	3.4	14.2	12.1	19.4	3.2	2.7	10.1	150.9		500.7	221.0	244.9	49.5	6.7
Median Days	15.0	0.0	1.0	4.0	7.0	4.0	0.5	0.0	7.0	90.0		456.0	154.5	175.5	1.0	0.0

Award Number	Start Date	End Date	Old State	New State	Category	Days (Account Establishment Actions)	Days (Post Account Actions)
AWD00000003-MOD003	7/17/2019	7/19/2019	Draft	Approved	Award Creation	2	
					Total	2	
AWD00000003-MOD004	9/23/2020	9/23/2020	Draft	Central Office Review	Request Modification		0
	9/23/2020	9/24/2020	Central Office Review	Central Office Review: Pending Changes by Department	Central Office Review	1	
	9/24/2020	3/19/2021	Central Office Review: Pending Changes by Department	Central Office Review	Change Request	176	
	3/19/2021	3/19/2021	Central Office Review	Pending Account Setup	Final Review	0	
	3/19/2021	3/19/2021	Pending Account Setup	Approved	RFS Account Establishment		

*Days are calendar days

The Results

01 Assess the validity of complaints

02 Evaluate processes

03 Measure staff workload

04 Provide high level analysis to leadership

05 Replicate method across other Office for Research units

Guiding Questions

01

Do you have the data?

02

What can it teach you?

03

Can you evaluate progress?

04

Who is your audience?

Questions?

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