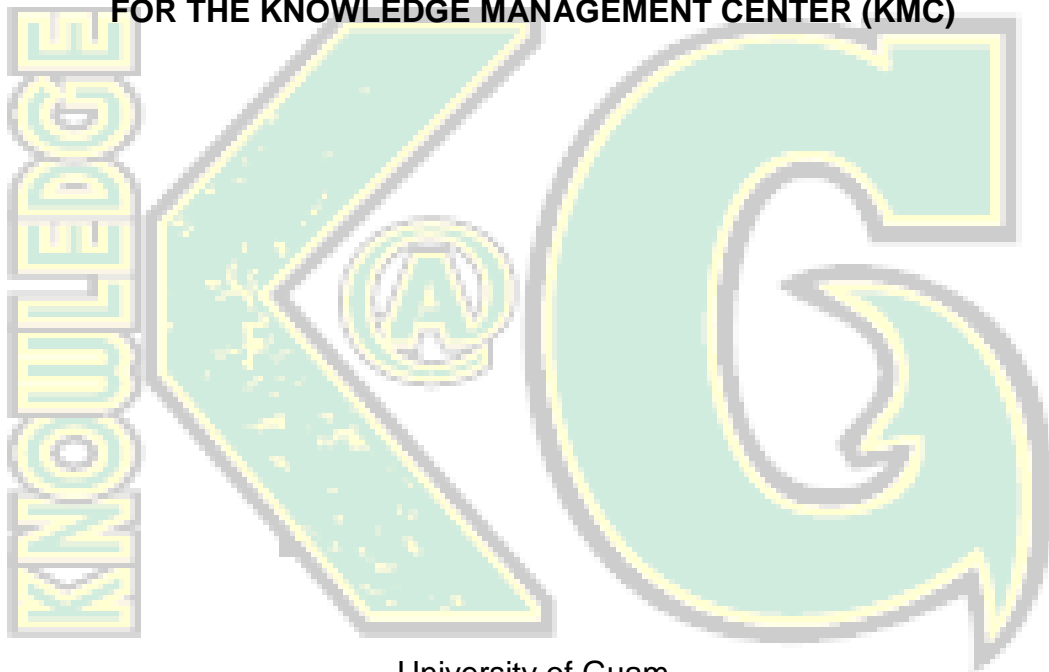


**Knowledge@Guam Initiative
STANDARD OPERATING PROCEDURES
FOR THE KNOWLEDGE MANAGEMENT CENTER (KMC)**



University of Guam
Cooperative Extension Service
December 5, 2014

Foreword

The Knowledge at Guam Initiative (KGI) is the University of Guam's strategy to establish a data-driven system to improve information access on Guam and reduce the threat of unchecked development across the island community.

The Government of Guam's (GovGuam) information systems have become increasingly fragmented, making regional planning and inter-agency collaboration problematic. This is due in part to the administrative powers of the Executive Branch, which enable the Governor to restructure non-autonomous agencies through mergers and divisions. Restructuring can facilitate or impede operations – particularly in terms of information systems – depending on the diligence afforded to the planning and implementation process. Guam's Executive and Legislative Branches are subject to the transience of elected office. Current policies and procedures provide insufficient guidelines for governmental transition, including the transfer of information systems between incoming and outgoing administrations. This indicates that a single point of access to territorial data should reside within autonomous agencies of government.

The policies and procedures provided herein would support the development of a viable Knowledge Management System (KMS) on Guam. An effective KMS requires a standing body to process and deliver data requests. KGI proposes to achieve this through the establishment of the Knowledge Management Center (KMC) at the University of Guam (UOG). As a recognized academic institution, UOG's existing programs, facilities, and information services offer the capacity to support the system's development. Within UOG, KGI is considering three options for incorporation: Cooperative Extension Service, Research Corporation, and Graduate Studies & Sponsored Programs.

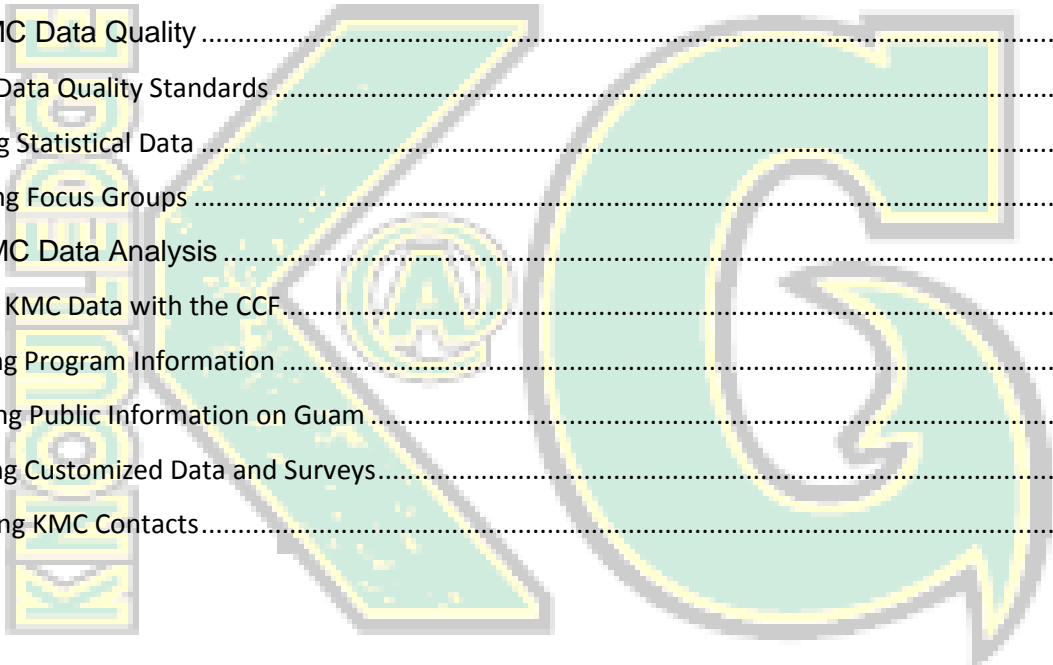
KGI establishes through the KMC the initializing governance elements and processes to develop a sustainable knowledge infrastructure on Guam. This includes the establishment of a Knowledge Portal as a single point of access to web-based data products, resources, and services on Guam. KMC operates under the auspices of UOG where it maintains a virtual and physical presence. To develop broad-based support for the KMC and its approach, KGI initiated the branding process for the KMC through promotional efforts in the local community, such as focus groups, conferences, sensing sessions, and social media outreach.

The following Standard Operating Procedures (SOP) provide detailed explanation of how policies should be implemented across KMC data platforms and services. The procedures described within serve as navigational markers to help data users understand the embedded practices and routines associated with creating and retrieving knowledge about Guam, as well as the business structures required to sustain these services. The SOP serves as a resource to guide KMC users and collaborators, allowing these groups to access information independently by following written, step-by-step instructions. When compared to individual performance, the SOP also functions as a mechanism for workplace accountability.

This document will evolve as the need arises to provide the flexibility for the KGI-KMC to realize its intended purpose and objectives.

Table of Contents

Part I. Knowledge Management Center – General Operating Guidelines	4
KMC Standard Organization Framework	4
Developing Work Groups	7
Recruiting Content Experts	10
Conducting Internal Communications	11
Procuring Research Materials	14
Inducting New Personnel	17
Part II. KMC Data Access	19
Accessing KMC by Web	19
Part III. KMC Data Quality	24
Applying Data Quality Standards	24
Tabulating Statistical Data	25
Conducting Focus Groups	27
Part IV. KMC Data Analysis	29
Analyzing KMC Data with the CCF	29
Generating Program Information	31
Discovering Public Information on Guam	32
Generating Customized Data and Surveys	35
Establishing KMC Contacts	37



Part I. Knowledge Management Center – General Operating Guidelines

The processes and procedures outlined below provide the instructional means to create a reliable interface between knowledge seekers and providers on Guam, as well as a platform to manage the quality and scope of the information collected. This interface connects data seekers to a centralized point of access for Guam-based knowledge resources. Serving as this knowledge platform, the KMC will maintain a virtual presence through an online Data Portal, and a physical basis at UOG to field information requests and manage data about the island community. The KMC may follow the Standard Operating Procedures and Guidelines itemized herein to function effectively.

TITLE: KMC Standard Organizational Framework		
SOP #:	Page: 2 of	Effective Date:

1.0 PURPOSE:

The purpose of this SOP is to provide guidance for accessing research facilities and corresponding with relevant staff whether by mail, phone, fax, email, or in-person. It outlines the organizing processes involved in KMC operations and development. These include the data products, web portal, and related commercial services provided by the KMC. The SOP builds on existing UOG communication technologies, and serves as a sequence of pointers to help navigate the embedded routines and practices associated with accessing and generating information on Guam.

2.0 SCOPE & APPLICABILITY:

This SOP covers all those interested in visiting research facilities and corresponding with relevant staff for whatever reason.

3.0 RESPONSIBILITIES:

- 3.1 Routing to KGI Designated Workgroup -The workgroup as defined under the KGI Initiative is composed of the content area designated workgroup members who will address related content inquiries and coordinate responses to inquiries as channeled through the KGI operating procedures.

4.0 DEFINITIONS:

- 4.1 KMC Point of Contact (POC) – The POC is a designated full-time employee as determined by the KGI Workgroup. The POC oversees the front-end operation of the KMC operation and directs all KGI/KMC inquiries and requests to the appropriate representative or work area.

5.0 FORMS & MATERIALS:

N/A

6.0 PROCEDURES:

- 6.1 Identifying the Point of Contact – The POC for the research program and corresponding information include the following:

Peter Barcinas
Program Leader & Extension Associate III
Economic and Community Systems
College of Natural and Applied Sciences
University of Guam

Phone: 671-735-2055
Email: pbarcina@uquam.uog.edu

- 6.2 Finding the Physical Address – Research facilities can be accessed on UOG's campus. Currently, research is conducted in the College of Natural and Applied Sciences (CNAS) through the Cooperative Extension Service's main offices on the second floor (Room 228).
- 6.3 Honoring Business Hours – Research staff and facilities can be accessed year-round, Monday through Friday, from 8 am to 5 pm Chamorro Standard Time (CHST), except during GovGuam holidays and Governor-declared Typhoon Conditions of Readiness one (1) and two (2).
- 6.4 Sending to the Mailing Address – Research staff and facilities can be accessed by postal service using the following mailing address:
- University of Guam
Cooperative Extension Service
303 University Drive
Mangilao, GU 96913
- 6.5 Connecting to General Phone & Fax Numbers – Additional research staff and program administrators can be contacted through the following numbers:
- Phone: 671-735-2050/2062
Fax: 671-734-1244
- 6.6 Accessing the General Email Address – Research staff and program administrators can be contacted through the following email address:
Email: knowledgeguam@gmail.com

6.7 Accessing UOG Learning Resources – KMC will follow existing policies and procedures for Access to UOG’s JFK Library, Micronesia Area Research Center, and State Data Center Affiliate.

7.0 RELATED REFERENCES:



Version:
Effective Date:
Last Reviewed Date:

TITLE: Developing Research Work Groups		
SOP #:	Page: 2 of	Effective Date:

8.0 PURPOSE:

The purpose of this SOP is to guide the development of Work Groups to plan and carry out specific aspects of the research project that require special knowledge and skills.

9.0 SCOPE & APPLICABILITY:

10.0 RESPONSIBILITIES:

11.0 DEFINITIONS:

11.1 Work Group – This is a group of people who are brought together to work on a specific topic area for the overall research project. The Principal Investigator recruits Work Group members based on the special knowledge, passion, or skills they can bring to the project. Work Group members can fall into a number of categories, including, but not limited to:

- a. Full-time UOG personnel who are paid in full by project funding;
- b. Full-time UOG personnel who are paid in part by project funding;
- c. Part-time UOG personnel who are paid in full by project funding;
- d. UOG faculty consultants who are paid in full by project funding – independent of their UOG salary – as defined by their contract;
- e. Independent consultants who are paid in full by project funding as defined by their contract;
- f. Volunteer consultants who are often GovGuam personnel from other agencies that offer insight to accomplish complementary workplace goals and support resource sharing between agencies.

12.0 FORMS & MATERIALS: N/A

13.0 PROCEDURES:

13.1 Work Group Candidate Identification – The Principal Investigator and Project Coordinator should work together to identify potential Work Group members. During the project’s planning stage, a cross-section of GovGuam employees and community leaders, including representatives from the Mayor’s Council and Governor’s Office, should be contacted for involvement. For village-based research projects, Mayors must be involved in discussions. Other Work Group candidates should come from professional networks, either through direct participation or referrals to qualified contacts, as well as research on relevant programs, GovGuam

agencies, nonprofit organizations, and businesses and points of contact within these entities.

- 13.2 Work Group Invitation – Under the guidance of the Project Coordinator, project staff should work together to create a list of the potential Work Group members identified. The list should be compiled in an Excel document, with column headings including the name of the parent agency, organization, or business; name of the relevant division, unit, or program within the parent entity; name of initial contact person (typically someone in a leadership or data management role); the initial contact person's job title; the entity or contact person's phone number; the entity or contact person's email address; the entity or contact person's professional address (physical address preferred, though mailing address should be noted); and notes/updates.

Using this Master Contact List, project staff should first email the address identified (if available) to establish initial contact with the potential Work Group members. The email should include an introduction to the project, request for involvement or referral to the proper contact person, a brief explanation of why the person/entity has been contacted for involvement, an outline of Work Group membership expectations, and the point of contact and their corresponding phone number and email address to follow up with regarding the request.

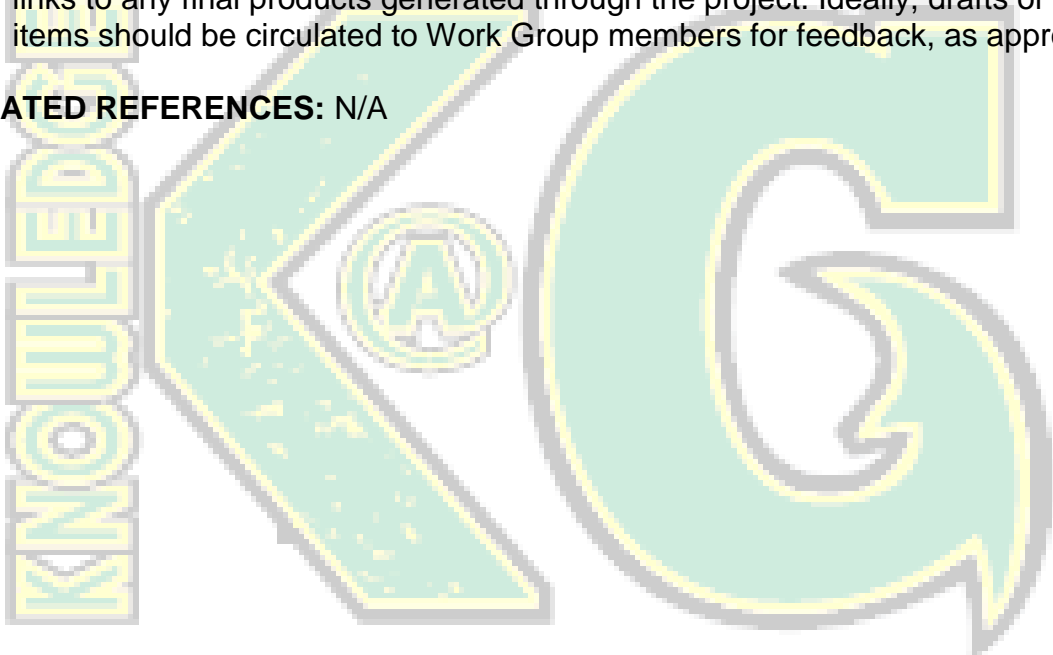
If an email address is unavailable, project staff should call the phone number identified during the research process. The call should include similar content as the email described above, though more emphasis should be applied to finding the correct person to contact regarding the Work Group membership request, as well as finding the proper contact method and information for the correct person to contact. If no one answers the phone, additional calls should be placed until there is a response. If there is no response after a minimum of three (3) call attempts, or the line is out of service, then project staff should perform additional research to determine if there is another number to call, or whether the entity is still in operation. Such issues with outreach efforts should be documented in the "Notes" section of the Contact List. If an entity or contact person is deemed highly desirable for involvement in the Work Group, but all abovementioned attempts to connect with them has failed, then project staff should visit the worksite where they believe this person/entity could be found.

Staff should note that is common on Guam for phone numbers, email addresses, and worksites to change or discontinue. This reality prolongs outreach efforts and requires personnel to get creative in their pursuit of Work Group members. The most effective workaround is contacting people within personal or professional networks that tend to be informed of current events or have wide-ranging networks of their own. These people can either provide insight into the status of the entity or person identified, or redirects to other community members who have more direct knowledge of the situation.

13.3 Work Group Meeting Coordination – Project staff should recruit four (4) to eight (8) members from at least two (2) different agencies, organizations, or businesses for a given Work Group. Once project staff have confirmed sufficient Work Group membership, an email should be sent out with a selection of proposed times, dates, and locations of meetings. Project staff should send out an email confirmation that clearly defines the agreed upon meeting time and logistics, and include an agenda or topic items to be discussed.

13.4 Work Group Relationship Management – Work Group relations should be maintained through ongoing communication among members, preferably by email and inclusive of the entire group. Project staff should follow up with members following each meeting to thank them for their contributions and summarize the items covered and commitments made. Work Group members should be invited to all project events that may concern them. Members should also receive copies of or links to any final products generated through the project. Ideally, drafts of these items should be circulated to Work Group members for feedback, as appropriate.

14.0 RELATED REFERENCES: N/A



Version:
Effective Date:
Last Reviewed Date:

TITLE: Recruiting Content Experts		
SOP #:	Page: 2 of	Effective Date:

15.0 PURPOSE:

The purpose of this SOP is to guide the recruitment of content experts for the research project.

16.0 SCOPE & APPLICABILITY:

17.0 RESPONSIBILITIES:

18.0 DEFINITIONS:

18.1 Content Experts: Contracted consultants, often UOG faculty members, paid through project funding whose professional credentials align directly with crucial aspects or products expected of the project, as stated in the grant agreement.

19.0 FORMS & MATERIALS:

20.0 PROCEDURES:

20.1 Content Expert Needs Assessment – The Principal Investigator should review the main subject matters and technical areas required to complete the research project. Based on these areas, the Principal Investigator should prepare a request for applications that outlines the selection criteria, expectations, and submission process for people who could fulfill this role.

20.2 Content Expert Candidate Identification – The Principal Investigator should review applications to identify candidates that best meets the criteria for consideration outlined in the request for applications. The top applicants should be contacted for an interview.

21.0 RELATED REFERENCES:

Version:
Effective Date:
Last Reviewed Date:

22.0 PURPOSE:

The purpose of this SOP is to provide guidance for conducting communications among KGI research staff, content experts, and other Work Group members, as well as within University of Guam in general.

23.0 SCOPE & APPLICABILITY:

This SOP applies to those directly involved in planning, conducting, or evaluating research tasks, objectives, and outcomes, including paid and unpaid advisers.

24.0 RESPONSIBILITIES:

25.0 DEFINITIONS:

- 25.1 Internal Communications: The exchange of ideas, messages, or information through speech, writing, signals, or behavior between those directly involved in planning, conducting, or evaluating research tasks, objectives, and outcomes.
- 25.2 Research Staff (also "Research Team"): Full- and part-time (paid) employees of UOG whose responsibilities are ongoing in relation to the research project. These include UOG students who earn compensation, not academic credit for their work.
- 25.3 Content Experts: Contracted consultants, often UOG faculty members, paid through project funding whose academic or professional credentials align directly with crucial aspects or products expected of the project, as stated in the grant agreement.

26.0 FORMS & MATERIALS:

- 26.1 UOG Campus Directory
- 26.2 KGI Contact List

27.0 PROCEDURES:

- 27.1 Email Communications – Email is the preferred method of communicating research tasks, transmitting small electronic files (less than 25MB), and sharing information remotely with multiple stakeholders.
 - 27.1.1 Full-time personnel should receive an official UOG email address upon hire through the submission of a request to the Computer Center. Personnel

should use this email address to send and receive electronic, work-related communications. The email address should be added automatically to UOG's campus-wide listserv managed by the Communications Department. This will enable personnel to receive pertinent announcements and obtain special permissions such as Web Content Manager designation.

27.1.2 Part-time personnel should provide their supervisor a reliable email address, preferably one hosted by Gmail. KGI uses Google's Chat, Calendar, Drive, and Hangout functions for instant messaging, joint scheduling, file storage and sharing, and video conferencing, respectively.

27.2 Telephone Communications – Phone calls are the preferred method of communication when email addresses are unavailable, detailed discussion is needed, and other situations arise that would be more suitably conducted over the phone.

27.2.1 Internal Phone System – UOG maintains a university-wide telephone system. A 10-digit number consisting of Guam's area code (671), UOG's central office code (735), and a four-digit station number are assigned to each telephone on campus. The four-digit station number directs callers to specific offices or personnel. A given "extension" number can be inputted directly into on-campus phones without having to dial the area or central office codes. A listing of extensions is available in the "UOG Campus Directory." Each Department's office manager/ coordinator should have a copy of this Directory. The process of transferring calls to other extensions varies by phone station. Ask the office manager/coordinator for further direction in this regard.

27.2.2 External Calling System – To dial out of UOG's internal system, the caller must first dial "9" then the full off-campus number.

27.2.3 Incoming Call System – All incoming calls should be answered promptly. If it's necessary to place the call on hold or transfer the call to another area, you must inform the caller of your intentions accordingly. When answering incoming telephone lines, always answer, "Knowledge at Guam" followed by your name.

27.2.4 Voicemail System – The Cooperative Extension Service (CES) does not have voice mail systems for each phone station. Calls are automatically redirected to the main CES line where callers can leave messages on the general voice mail system.

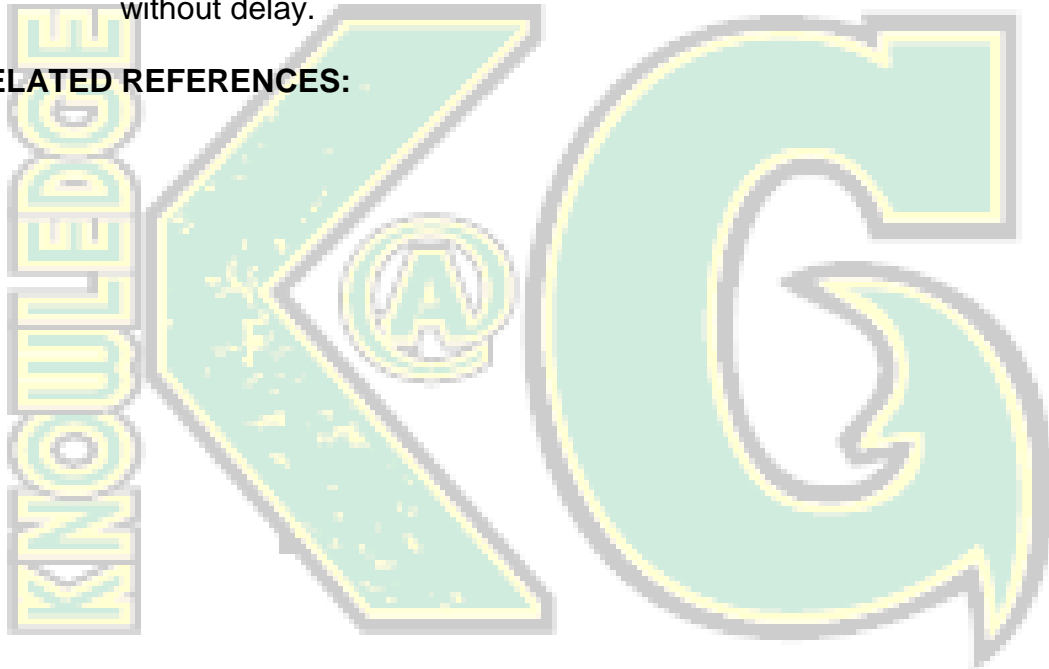
27.3 In-Person Communications – Face-to-face meetings are the preferred communication method for planning research components, clarifying assignments, evaluating individual performance, training personnel, and resolving complex matters, including:

- 27.3.1 Work Group Meetings
- 27.3.2 Site Visits
- 27.3.3 Research Team Meetings

27.4 Teleconferencing – Teleconference sessions are the preferred alternative to in-person meetings when in-person meetings would be advisable, but are impossible because critical participants are in different locations.

27.4.1 The Principal Investigator coordinates the meeting at a time that reasonably accommodates the different time zones of all critical participants. Typically, these meetings are held via Google’s video conferencing feature called “Hangouts.” The CES laptop and projector should be set up prior to the teleconference, if it is open to the group, so that the call can be initiated without delay.

28.0 RELATED REFERENCES:



Version:
Effective Date:
Last Reviewed Date:

TITLE: Procuring Research Materials		
SOP #:	Page: 2 of	Effective Date:

29.0 PURPOSE:

The purpose of this SOP is to guide the procurement of research materials. UOG has a centralized procurement system in which purchases made by personnel on behalf of the university are submitted,

30.0 SCOPE & APPLICABILITY:

This SOP applies to the procurement of all supplies and services for research purposes.

31.0 RESPONSIBILITIES:

It is the responsibility of the Office Manager/Coordinator to oversee the procurement process in collaboration with the Principal Investigator.

32.0 DEFINITIONS:

- 32.1 Procurement – Buying, purchasing, renting, leasing or otherwise acquiring any supplies, services, or construction. It also includes all functions that pertain to the obtaining of any supply, service or construction, including description of requirements, selection and solicitation of sources, preparation and award of contract, and all phases of contract administration.
- 32.2 Requesting Department: Departments with authorization from the President or Board of Regents to manage a sub-account under UOG’s master account. This authorization enables the Department to submit Purchase Orders to the Procurement Office for review and determination. For KGI, the Requesting Department is Graduate Studies, Sponsored Programs & Research.
- 32.3 Open Purchase Order – Purchase Orders without specific items of request, often because they must be selected in-person at a retail outlet. An example of this would be miscellaneous office supplies, each of low value, but together exceeds the petty cash limit of \$100. Such Purchase Orders require designated “buyers,” or those on staff who will be picking up the items. Each designated buyer must sign the Purchase Order and bring a valid form of identification along with them to purchase the materials.

33.0 FORMS & MATERIALS:

- 33.1 UOG Procurement Manual
- 33.2 Purchase Order Form

- 33.3 Receiving Report Form
- 33.4 Purchase Order Adjustment Form
- 33.5 Completed Purchase Order Form Example
- 33.6 Completed Purchase Order Adjustment Form Example
- 33.7 Completed Receiving Report Example

34.0 PROCEDURES:

- 34.1 Needs Assessment: Personnel should perform needs assessments for the research project on an ongoing basis. As part of the planning process, needs assessments allow personnel to estimate the amount and sort of resources necessary to fulfill research objectives. This entails tracking inventory and in-house expertise. Comparing what is available to what is needed helps increase efficiency, reduce costs, and meet grant requirements within the timeframe outlined in the terms of the agreement.
- 34.2 Purchase Order Preparation: Once a need is identified, the requesting department must fill out a Purchase Order Form and submit it to the Procurement Office. Ask the Office Manager/Coordinator where to find this form. It should have five copies attached (original vendor, acknowledgment, accounting, accounts payable, and procurement).

Quotes: Before submitting the form, personnel must obtain at least three quotes from different vendors or contractors. The quotes must provide in writing the estimated cost of the good or service to be purchased.

Vendor Selection – Based on these quotes, select a vendor with the best combination of cost, benefit, and location. Vendors must be located on Guam unless the particular good or service is not available on-island.

Purchase Order Form – Complete the following sections of the Procurement Form using the department's typewriter:

- a. Purchase Order Number
- b. G.I. Account Number
- c. Shipping Instruction
- d. Vendor
- e. Vendor No.
- f. Date of Expiration
- g. Articles or Services
- h. Justification
- i. Qty.
- j. Unit
- k. Unit Price
- l. Amount
- m. Total

- n. Requesting Dept.
- o. Procurement Officer
- p. Certifying Officer
- q. Approving Officer

34.3 Purchase Order Approval – Once the above items are filled in, attach the quotes to the completed Purchase Order Form and forward the packet to the Office Manager/Coordinator for review. If correct, the Department Head should sign the form, and the Office Manager/ Coordinator should then provide instructions for personnel to route the packet for further authorization from the proper Approving, Certifying, and Procurement Officers.

34.4 Purchase Order Processing Time – Processing time from Procurement Office to Comptroller takes about at five (5) working days, provided all required documents are attached. Processing may take longer during certain times of year, including registration, year-end closing, budget preparation, and audit.

34.5 Purchase Pick Up/Delivery – The approved Purchase Order may be “open” or “closed.” Open Purchase Orders should have an authorized buyer who may select supplies from the vendor, and present the approved form at check out. This must be done during regular office hours. The vendor will then send an invoice to UOG’s Financial Affairs, who in turn will pay the vendor. Upon receipt of the product or service, personnel must complete a Receiving Report. Copies of the original Purchase Order and invoice/receipt must be attached to the Report and forwarded to the Office Manager/ Receiving Agent for signatures and routing. Personnel should make copies of all forms and receipts involved in this process for documentation.

34.6 Purchase Order Adjustments – If the amount requested in the original Purchase Order differs considerably from the actual need, personnel must complete a Purchase Order Adjustment Form. Use original purchase order as reference to complete the adjustment form and follow similar procedures to those outlined above for processing and approval.

35.0 RELATED REFERENCES:

Version:
Effective Date:

Last Reviewed Date:		
TITLE: Inducting New Personnel		
SOP #:	Page: 2 of	Effective Date:

36.0 PURPOSE:

The purpose of the following SOP is to provide instruction and ensure consistency in the application of established processes for orienting new employees.

37.0 SCOPE & APPLICABILITY:

This SOP applies to all new employees and their corresponding Project Coordinators and Office Manager/Coordinator.

38.0 RESPONSIBILITIES:

39.0 DEFINITIONS:

- 39.1 Statement of Work
- 39.2 Grant Proposal
- 39.3 Outcomes (also referred to as “Deliverables”)

40.0 FORMS & MATERIALS:

41.0 PROCEDURES:

- 41.1 Formal Job Acceptance – The Office Manager/Coordinator will call selected job candidates via the number provided by the applicant on the application form. During this call, the candidate will receive a job offer. Upon acceptance, they will receive direction to obtain Police and Court clearances, as well as to provide results of a Tuberculosis test. These items should be brought to UOG’s Human Resources Department to finalize the hiring process. Once the candidate meets these criteria in good order, the Office Manager/Coordinator will call with a start date for the new employee, who will then report to Human Resources on or before this date to sign the remaining paperwork, including the official job offer letter.
- 41.2 Start Date Reception – After visiting the Human Resources Department, new employees should be greeted by the project’s Office Manager/Coordinator on the first day they report to duty. The Office Manager/ Coordinator should offer a tour of the immediate facilities, confirm that necessary paperwork has been submitted to the Human Resources Department, and introduce them the project’s lead personnel, particularly the Project Coordinator.

- 41.3 Personnel Introductions – The Project Coordinator and Extension Associate(s) should take the new employee around CNAS rooms 228, 230, and any other offices where relevant personnel are stationed, such as the Graduate Studies, and introduce them to their colleagues. During this time, the Project Coordinator should inform the new employee of their colleagues’ names, titles, roles, experiences, current responsibilities, and other information relevant to the project’s operations.
- 41.4 Facilities Tour – New employees should receive a tour of main work areas and related facilities. Important areas to point out include the photo copier, supply shelf, conference room, kitchenette, coffee/water station, mail boxes, standard forms compartment, bathrooms, computer/work station, and holding place for the key to Room 230. Eventually, it will also be important for new employees to know where to find UOG’s Accounting and Procurement Offices, the Dean of CNAS/Cooperative Extension Service, and the Senior Vice President of Graduate Studies – all located on-campus –as well as the Project Liaison’s Office at the Governor’s Complex.
- 41.5 Research Overview – The Project Coordinator and/or Extension Associate(s) should provide a history of the research project, an overview of its goals and projected outcomes, an explanation of selected research methods, a summary of progress made to-date, an outline of outstanding tasks, and an understanding of the new-employee’s role and expectations within the context of the study. For reference and review, new employees should receive copies of the grant proposal, statement of work, research graphics and promotional materials, village monographs, summary of research analysis and findings, and a link to the data portal.

42.0 RELATED REFERENCES:

Version:
Effective Date:
Last Reviewed Date:

Part II. KMC Data Access

Users can contact the KMC by web (email or online), phone, post, or in-person. All questions and comments regarding data issues or requests for personal assistance should be directed to the designated POC described above.

TITLE: Accessing KMC by Web		
SOP #:	Page: 1 of	Effective Date:

43.0 PURPOSE:

The purpose of this SOP is to provide guidance when editing existing content and carrying out the general maintenance of the KGI Portal. The portal is housed under the University of Guam external website operating under the content management system, Drupal. This procedure instructs the user how to access the KMC. The KMC offers a web-based application that delivers Guam generated information and datasets to the end-user. The KGI Portal uses the UOG IT infrastructure and follows all policies, procedures and conventions for maintaining UOG web sites and services. This includes related web content, privacy, security, access, and maintenance.

44.0 SCOPE & APPLICABILITY:

This SOP applies to those who possess the authority to facilitate regular portal operations to include: format upkeep and adjustment, adding data product materials, preservation of shared information channels, and posting updates of KGI activities.

45.0 RESPONSIBILITIES:

This SOP will ensure that the knowledge-based system operating as the University of Guam's KGI Portal delivers continuous improved information access and sharing to the public.

46.0 DEFINITIONS:

- 46.1 Website Administrator: The Administrator role has full site access and is the only role which can create/ delete pages, change layouts and fully administer the website.
- 46.2 Web Content Manager: The Web Content Manager will be designated by the Program Leader, and will have access to edit content within all assigned pages to the Knowledge@Guam Initiative. This role also moderates all edits made by Web Content Creators.
- 46.3 Web Content Creators: The Web Content Creator will be designated by the Web Content Manager, and will have base level roles with access to edit the assigned

pages within the KGI Portal. These edits can only be published by the Web Content Manager after their approval.

46.4 Media: Images and documents uploaded to the KGI Portal.

47.0 FORMS & MATERIALS:

47.1 Helpdesk Request Form

48.0 PROCEDURES:

- 48.1 External Portal Access – Users can access the online data portal via an internet-connected device, such as a computer or smartphone. In a web browser, enter www.uog.edu/kgi into the address bar or by navigating with UOG’s domain to the Cooperative Extension Service’s subpages, then to Knowledge@Guam.
- 48.2 Internal Portal Access and Permissions – User access to the Drupal CMS site must be requested from the UOG computer center. Request are to be made through UOG’s HelpDesk at helpdesk.uog.edu
- 48.2.1 Full-time personnel will receive an official UOG email address which is to be used to for all work-related electronic communication with the University. Use of this email address when requesting to obtain access to a designated webpage under the UOG website will expedite the process of receiving Web Content Manager Permissions.
- 48.2.2 Part-time personnel who are also students of the University may have the option to utilize their student UOG email address to request access to the webpage. Access will be limited to Web Content Creator permissions.
- 48.3 Drupal CMS Training – A brief one day training session is required for both full-time and part-time personnel who receive permissions to the University of Guam external website. Training dates and times are organized at the UOG Computer Center.
- 48.3.1 Login Information – The Computer Center personnel facilitating the training session will issue out user names and passwords. The url to login to the drupal site (dev.4) is dev4.uog.edu/user. Input your username and password to gain access to the site.
- 48.3.2 Navigating the dev4. site – After successfully logging in to the dev site you will now be able to make edits to the KGI portal. The url to navigate to the KGI portal is dev4.uog.edu/knowledge. Once you are there you can choose to edit, view, or moderate a drafted page.
- 48.3.3 Limitations and Restrictions – The web content manager and creators will only be able to edit pages within in the designated KGI portal domain. Edits

can be made to existing pages that were created by the UOG website administrator.

48.3.4 Web Page Editing Introduction – The Drupal CMS allows for editing to be done as you would edit a word document in a simplified “UOG HTML” Format. The training facilitator will inform you on how to: add text, media, and embedded videos to your webpages, as well as how to designate heading, subheading, and body text. All formatting options can be chosen from the toolbar located directly above the editing dialog box.

48.4 Web Page Edits – The UOG site Administrator will create a set layout for the KGI Portal. It is the responsibility of the Web Content Manager and Creators to edit each page to incorporate the desired final formats and content.

48.4.1 Creating Heading Text – Each page of the KGI Portal will be devoted to a different focus of the KGI; to be distinguished by a heading text. Heading texts can be created by keying in the desired text, highlighting the text, and selecting “Heading 3” in the format selection box located in the toolbar.

48.4.2 Creating Subheading Text – There is an option to create subheadings within each of the KGI Portal pages. Adding in a subheading before different areas of information on a page helps to avoid reader confusion. Subheading texts can be created by keying in the desired text, highlighting the text, and selecting “Heading 4” in the format selection box located in the toolbar.

48.4.3 Creating Body Text – After creating headings and subheadings as needed on a page of the KGI Portal, the Content Manager and Creators will be able to add any type of text they desire in the dialog box. Adding in Body Text in the editing window is done just as you would a word document by using the different features provided in the toolbar.

48.4.4 Uploading Media to “My Files” – While editing a page in the KGI Portal you have the option to load files into the “My Files” folder in your dev4. account. Loading files allows for easier access when embedding them to a page. To do this select the “Add Media” icon with the two mountains in the toolbar. A “Select a File” box will open, you will then click “Choose File”. Locate the desired media from your computer and click open. The file name should appear in the dialog box indicating you have selected the right media file, once you have confirmed this click next.

48.4.5 Labeling Media in “My Files” – After you have successfully chosen the media file to upload to, “My Files” the “Select a File” window will prompt you to label the media file. There are optional areas to fill on that include: Short Title, add an expiration date, and add tags to the files, these areas can be left blank. Areas that are required to be filled in will be the Department box and Date Created. Under Department, Select “Knowledge@Guam

Initiative”, and indicate the current date for Date Created. Once completed click on “Save”.

48.4.6 Embedding Labeled Media from “My Files” – While editing a KGI Portal page you will also have the option to embed media files. Embedding comes after uploading and labeling Media to “My Files”. To Embed the media choose to display as a “Link” in the selection box, under department select “Knowledge@Guam Initiative”, input a Date Created and click “submit” the media will show up on in the dialog box.

48.4.7 Embedding Youtube Videos – To embed Youtube videos onto a page of the KGI Portal the video link is required. Go to Youtube.com and locate the desired youtube video. The link to embed the video is found after you click on the “share” icon, then click the “embed” link. Click on “Show More” just below the original link. Scroll down and under video size select “853 x 480”, and then copy the entire link provided. To paste the link in the edit dialogue box you must first select “HTML” under text format at the bottom of the box. The format of the window will change. Scroll down to the bottom of the dialogue box after all the text and paste the youtube video embedded link. After you have pasted the link switch the text format back to “UOG HTML”. The youtube video will now appear as it will in the published page.

48.4.8 Creating a Link to another address– It is possible to create a link on the KGI Portal to any supporting websites, articles, or documents. To do this locate the link you would like to use and copy the entire url. Once you return to the edit page type the text you would like the link to be displayed as. Once completed highlight the text, click on the “Insert/Edit Link” icon which is the image of a chain link; a tiny window will open. In the “Insert/ Edit Link” window paste your link’s url in the “Link Url” box, Under Target select “Open Link in a New Window” and click Insert. The link will be created once the page is saved.

48.4.9 Format Adjustments- Pages of the KGI Portal can be formatted to be either uniform or unique compared to the rest of the portal. To do this, use the options provided in the toolbar. Actions such as changing the text style, utilizing bullet points or numbering, inserting tables, etc.

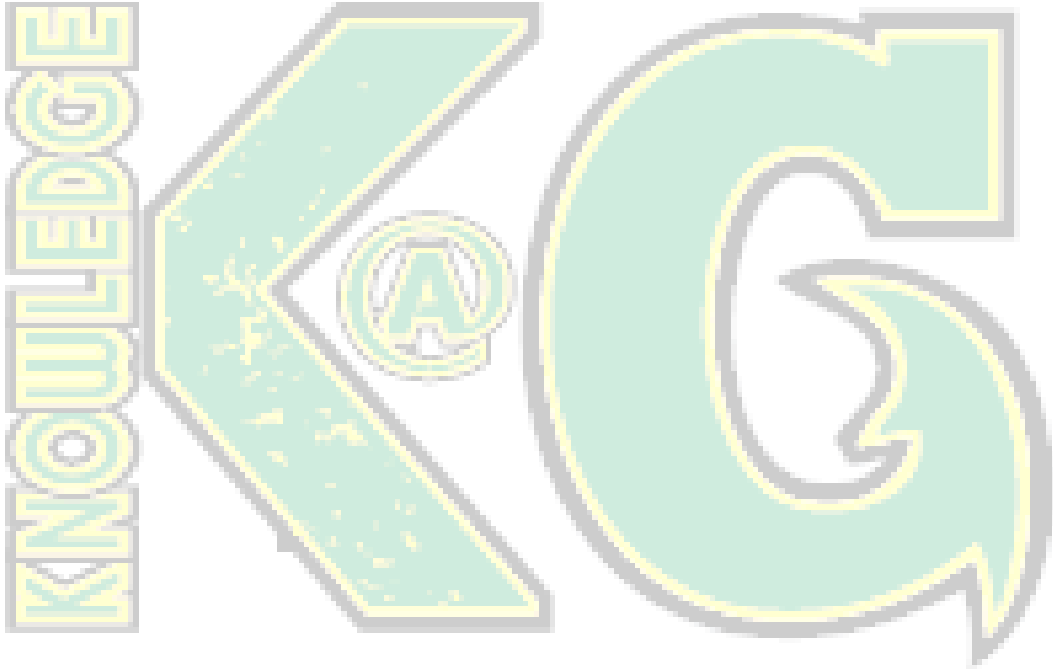
48.5 Saving Web Page Edits – When editing a page of the KGI Portal there are several options to choose from when saving the changes. The options depend on if you would like to post the edits at that moment or wait for a later time. Options may be limited depending on your user account permissions.

48.5.1 Current Draft – When saving page edits that are not ready to be published to the live KGI Portal, select “Draft” under the “Moderation State” box before saving. This option allows you to save the edits and return to them at a later time. This option is open to both the Web Content Managers and Creators.

48.5.2 Review for Publishing – The Web Content Creator will be unable to post edits to pages to the live KGI Portal. Instead they must select, “Needs Review” under the “Moderation State” box before saving. Doing so prompts the Web Content Manager to review the edits before it is published to the live page.

48.5.3 Publish to Website – Publishing page edits to the live KGI Portal can be performed by the Web Content Manager. To do this select “published” under the “Moderation State” box before saving. Once you click save, the edits you made to the page will be posted to the live KGI Portal under the external UOG website which is open to the public.

49.0 RELATED REFERENCES:



Version:
Effective Date:
Last Reviewed Date:

Part III. KMC Data Quality

TITLE: Applying Data Quality Standards		
SOP #:	Page: 2 of	Effective Date:

50.0 PURPOSE:

The purpose of this SOP is to help maintain the usefulness and reliability of quality data sets generated for the purpose of sponsored research and public issues decision making.

51.0 SCOPE & APPLICABILITY:

KGI applies the Census Bureau's Statistical Quality Standards to the activities that produce data products based on information released by the Census Bureau, such as the Village Monographs.

52.0 RESPONSIBILITIES:

All KGI staff members must comply with these standards to the extent possible at present. This extends to contractors and other individuals that receive funding through KGI. In particular, this standard applies to the processes involved in planning the KMC's data program and design.

53.0 DEFINITIONS:

- 53.1 Data Quality Control Standards – KGI follows the U.S. Census Bureau's Statistical Quality Standards to initiate quality control systems and standards. Currently, KGI is in the first phase of the Statistical Control Standards implementation cycle (Statistical Quality Standard A-1).

54.0 FORMS & MATERIALS:

55.0 PROCEDURES:

- 55.1 Adhering to Established Data Standards – As the leading source of quality data about the U.S. population and economy, the Census Bureau has a set of standards to promote the quality of its data products and the processes that develop them. By design, KGI adheres only to the standards that are possible for Guam at this time. This will enable KGI to identify what is needed to fulfill all federal guidelines for quality information.

56.0 RELATED REFERENCES:

- 56.1 For the Census Bureau's Statistical Quality Standard A-1, see: <http://www.census.gov/quality/standards/index.html>.

57.0 PURPOSE:

The purpose of this SOP is to guide the tabulation of statistical data from human-readable data formats, such as hard copy records and Portable Document Format (PDF), to XLS format – an Excel-based, machine-readable data format.

58.0 SCOPE & APPLICABILITY:

This SOP applies to all official data conversion under the KMC from human-readable formats to the Excel-based machine-readable data format.

59.0 RESPONSIBILITIES:

All KGI staff members must comply with these standards to the extent possible at present. This extends to contractors and other individuals that receive funding through KGI. In particular, this standard applies to the processes involved in planning the KMC's data program and design.

60.0 DEFINITIONS:

- 60.1 Data Tabulation – a process of systematically arranging data to generate meaningful information about the performance of different indicators.
- 60.2 Human-Readable Format – a representation of information through a medium that people can read and understand easily.
- 60.3 Machine-Readable Format – a representation of information that web browsers or computer systems can read automatically through a standard computer language or coding system.
- 60.4 Excel Workbook – a distinct file containing one or more Worksheets of data.
- 60.5 Excel Worksheet – a subset of a Workbook that separates one body of data from another while maintaining a single point of access to the catalog.
- 60.6 Batch – a predetermined set of tables from official data sources that divide the total database into manageable tasks for multiple staff.

61.0 FORMS & MATERIALS:

- 61.1 Microsoft Excel software

62.0 PROCEDURES:

- 62.1 Creating Data Fields Template – A database should be designed using Excel to ensure that it captures all the information that is required of the protocol. It should directly reflect the content of U.S. Census Profiles and other official data sources related to Guam. Before entering numbers into the cells, researchers should set up a template that includes all of the headers, sub-headers, and specific field names of the data to be inputted. In a given worksheet, rows should represent different data fields (e.g., household income, ethnicity), while columns should represent iterations of these field according to different variables of interest (e.g., year, village).
- 62.2 Worksheet identification – Staff should create sufficient worksheets within the Excel Workbook file to cover each batch of tables. Each batch number should be entered on the corresponding worksheet tabs.
- 62.3 Entering Statistical Calculations – To input statistical data and calculations, do the following:
- 62.3.1 Leave the data cells for all “Persons and “Totals” blank.
 - 62.3.2 Once all the supporting data has been inputted, enter the equations as follows: =SUM(....+...).
 - 62.3.3 Then select the first box of all persons and the totals. On the bottom right corner a BOLD + will pop up.
 - 62.3.4 Drag the equation all the way down from top to bottom till you reach the last line of the table.
 - 62.3.5 Type in the numbers on the chart in all other categories. The totals will add up correctly. If the numbers in the total or all persons doesn't match the Census file, re-check your inputs associated with that calculation, as well as the calculation itself for errors.
- 62.4 Reviewing Statistical Tabulations – After each batch has been inputted into Excel, the inputter should trade their batch with that of another inputter. The person who input the data into Excel should not be the same person who performs the final review of the batch for quality control purposes. Once the reviewer checks each number, field, and calculation, and highlights any errors, they should send the checked version to the Project Coordinator for finalization and compilation.

63.0 RELATED REFERENCES:

Version:
Effective Date:
Last Reviewed Date:

TITLE: Conducting Focus Groups		
SOP #:	Page: 2 of	Effective Date:

64.0 PURPOSE:

The purpose of this SOP is to guide the conduct of focus group sessions by the research team.

65.0 SCOPE & APPLICABILITY:

This SOP applies to all research staff and participants during focus group sessions.

66.0 RESPONSIBILITIES:

It is the responsibility of the Principal Investigator and Project Coordinator to designate research responsibilities among the team during the dry run. Staff should have a clear understanding of their roles and responsibilities while conducting focus group sessions.

67.0 DEFINITIONS:

N/A

68.0 FORMS & MATERIALS:

- 68.1 Participant Registration Form
- 68.2 Research Packets
- 68.3 Consent Forms
- 68.4 Name Tags
- 68.5 Easel Pads and Stands
- 68.6 Digital Voice Recorders
- 68.7 Laptop Computer
- 68.8 Projector
- 68.9 Writing Supplies
- 68.10 Ranking Decals
- 68.11 Transcription Guidelines

69.0 PROCEDURES:

- 69.1 Greeting and Registering Participants – At least one member of the research team should be designated as the registrar of participation and documentation. This person should be located near the venue's entryway at a registration table. They should greet each person as they enter, instruct them to sign in, provide them with name tags and research packets, and answer any questions they may have about the session.

- 69.2 Obtaining Informed Consent – When an investigation project has actively recruited participants, (e.g. for interviews or user testing), researchers should ensure that each participant signs and returns a consent form and is given an information sheet. This should be done during the registration process.
- 69.3 Documenting Research Proceedings – Focus group sessions should be recorded in four main ways: easel notations, audio recordings, written responses, and photographs.
- 69.3.1 Easel notations should capture the main points conveyed by participants’ oral responses to guide conversations and ensure accurate interpretation of comments. Easels are also used for ranking priority issues among participants.
 - 69.3.2 Audio recordings should begin at the start of the presentation, pause during breaks, and note the time, date, and context of the session. For best results, recorders should be placed in the middle of the group within a few feet of respondents, and be adjusted if needed.
 - 69.3.3 Written responses should be encouraged by facilitators throughout the sessions, and captured in the space provided in the printed questionnaire.
 - 69.3.4 As soon as the session finishes, the research team should collect all written responses from participants, including surveys and evaluations, and label them with the group type and date; copy audio recordings onto at least one additional hard drive/memory disk; take photographs of easel notation pages and gather them together once captured; and scan all written responses into a digital format.
 - 69.3.5 In the days following, the Project Coordinator should divide the audio recordings into sections for transcription by staff. These transcriptions should follow the Transcription Guidelines provided.
- 69.4 Explaining Research Intent and Ground Rules – The opening remarks should introduce participants to the research objective, project history, and accompanying staff members. This must include an explanation of the voluntary, anonymous, and confidential nature of the study. The facilitator should describe the purpose of the in depth interview, organization of the session, approach being used, quality assurance and documentation formats, and expected outcomes of the overall study.

70.0 RELATED REFERENCES:

Version:
Effective Date:
Last Reviewed Date:

Part IV. KMC Data Analysis

TITLE: Analyzing KMC Data with the CCF		
SOP #:	Page: 2 of	Effective Date:

71.0 PURPOSE:

This framework serves as the guide for developing village baseline indicators and monographs. Each POC and WG member will refer to the CCF for all KMC-generated information.

72.0 SCOPE & APPLICABILITY:

Community-based data provides an opportunity for citizens to access timely, accurate, and relevant information to understand the various public issues that shape their villages. KMC adopts the Community Capitals Framework (CCF) developed Cornelia and Jan Flora (2008).

73.0 RESPONSIBILITIES:

This section provides for the support mechanism and processes to support the desired KMS network among the KGI workgroup. This system seeks to address how best to capture and share the ideal mix of community-centric information that is occurring on a periodic basis.

74.0 DEFINITIONS:

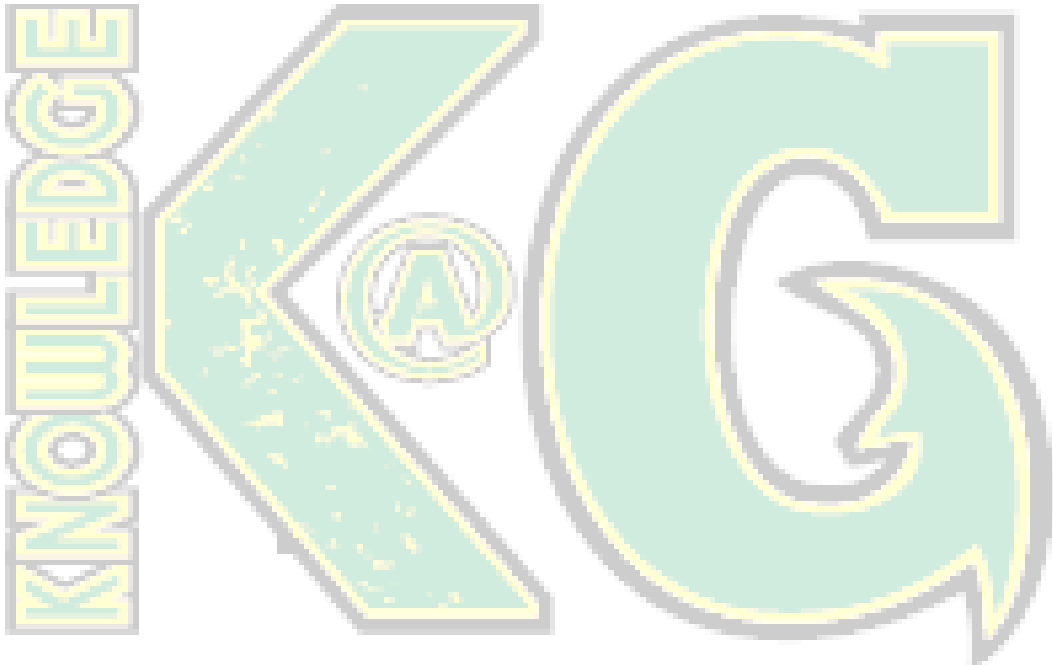
75.0 PROCEDURES:

- 75.1 Using the Community Capitals Framework – The following relates to understanding community public issues, development of village profiles, general studies, community-based studies, community-asset maps, assessment of community needs. Enabling organizations and their data users and creators to address their common data and information interests, challenges and responsibilities require a platform for communicating and addressing their Knowledge management needs.
- 75.2 Understanding “Livable Communities” – Common features in community development- Managing Change: Clues to Community Survival.

76.0 FORMS & MATERIALS:

77.0 RELATED REFERENCES:

77.1 Source: Luther, V., & Wall, M. (1988). *20 clues to rural community survival: A community case study project*. Lincoln, NE: Heartland Center for Leadership Development.ive community spirit.



Version:
Effective Date:
Last Reviewed Date:

TITLE: Generating Program Information		
SOP #:	Page: 2 of	Effective Date:

78.0 PURPOSE:

This section provides for the guidelines and supporting procedures on updating, compiling community-based information and to allow both data creators and data users to obtain information.

79.0 SCOPE & APPLICABILITY:

80.0 RESPONSIBILITIES:

81.0 DEFINITIONS:

82.0 FORMS & MATERIALS:

83.0 PROCEDURES:

83.1 KGI-Generated Data – Following a community-based Information System, the KMC develops Village Profiles and Baseline Indicators to measure variations in place-based quality of life over time.

83.1.1 Developing Village Baseline Indicators – These will serve as the beta community reference that reflect the CCF references and intended to serve as a comparative reference across the 19 villages. The beta VI's initially will be developed or sourced from readily available government or recognized data sets, or generated from surveys. VI's groupings will follow the CCF and the recommended livable communities' reference.

83.1.2 Developing Village Monographs – The Key Indicators Survey (KIS) is designed to help meet the monitoring and evaluation needs of programs involved in population and health activities in developing countries, especially to produce data for small areas (regions, districts, catchment areas) that may be targeted by an individual project, although they can be used in nationally representative surveys as well. The KIS tool includes questionnaires, interviewer's manuals, guidelines for sampling and a tabulation plan.

83.1.3 Disseminating Village Monographs

84.0 RELATED REFERENCES:

Version:
Effective Date:
Last Reviewed Date:

TITLE: Discovering Public Information on Guam		
SOP #:	Page: 2 of	Effective Date:

85.0 PURPOSE:

The purpose of this SOP is to guide the discovery and analysis of public information on Guam.

86.0 SCOPE & APPLICABILITY:

87.0 RESPONSIBILITIES:

88.0 DEFINITIONS:

- 88.1 Authority – Any department, agency, bureau, commission, or other unit within the federal or local government of Guam that is established under the law to oversee different aspects of society. Together, these authorities form a system that creates and enforces public policies and builds and maintains relations with the public.
- 88.2 Requester – Someone who asks a public Authority for information about the public.

89.0 FORMS & MATERIALS:

90.0 PROCEDURES:

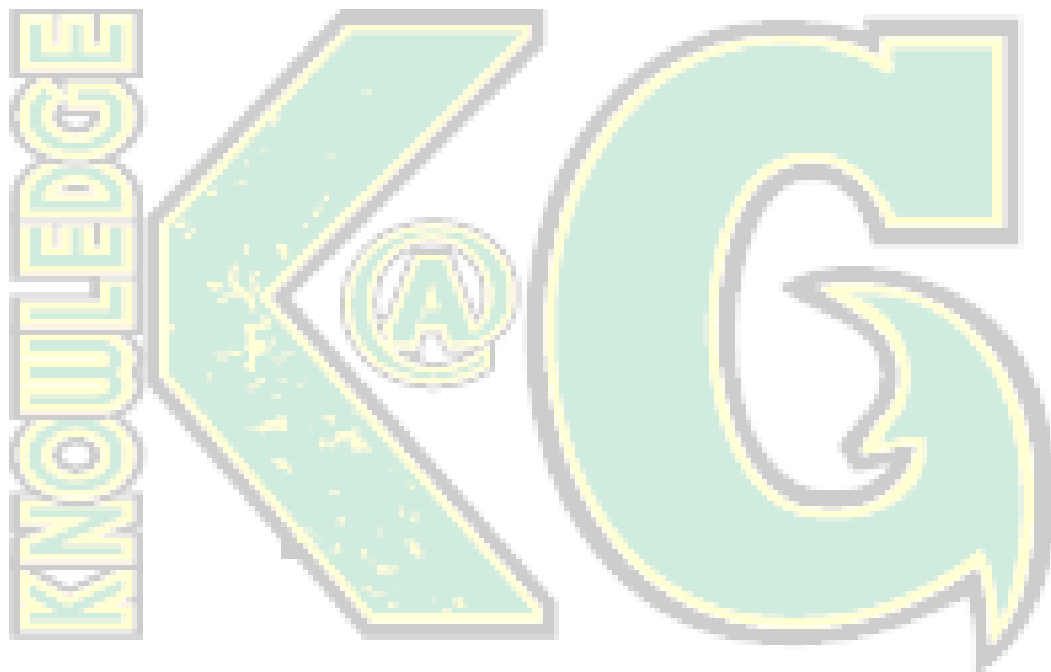
- 90.1 Rights to Access Public Information – The Freedom of Information Act (FOIA) and Open Government Law give the people of Guam the right to access any recorded information held by a public Authority. Some information may not be given because it is exempt, for example, because it would unfairly reveal personal details about somebody else.
- 90.2 Types of Information Covered by Law – Access rights cover recorded information, including:
- 90.2.1 Information held on computers
 - 90.2.2 Emails and printed or handwritten documents
 - 90.2.3 Images, video and audio recordings.
- 90.3 Determining What Information Is or Should Be Available – Public information sources can be discovered using several methods, including:
- 90.3.1 Finding out the mission of an Authority, whether by calling them or looking on their website. Missions indicate the types of services provided by Authorities, as well as the information they may keep.

- 90.3.2 Visiting the Law Library or the Bureau of Statistics and Plans to see what Authorities have published. If the Requester finds publications on related topics, but not the specific information they're looking for, then it is likely the publishing Authority has this information. Authorities are required to make certain information available to the public by a preset date, such as "Citizen Centric Reports."
- 90.3.3 Following local media (e.g., newspapers, radio stations) provide information leads. Following current events could help determine what Authorities are working on or responding to in the community at a given time, which they must have information on to resolve.
- 90.3.4 Browsing government budgets and legislation are helpful as well. Both require extensive research, public hearings, and other information to justify where tax money goes and why laws are passed. Authorities must provide annual reports to the Governor to justify expenses, and these are open to the public.
- 90.3.5 Contacting Mayors' Offices can determine where to find information that concerns a particular area of Guam. They should know which Authorities are working on certain issues in their community.
- 90.3.6 Noting the fields of information on the forms that Authorities collect from customers to receive services. This may require visiting Authorities, though some have online forms.
- 90.4 Tips for Requesting Information – A request for information can be in the form of a question, rather than a request for specific documents. Requesters should look for the information desired on the Authority's website before contacting the Authority. If unsuccessful, Requesters should:
- 90.4.1 Contact the Authority before submitting a formal FOIA request in case the desired information is already available, though not online.
- 90.4.2 Ask to speak with the "Public Information Officer" or equivalent.
- a. If they don't know of such a person, ask to speak with their supervisor or whoever is in charge of fulfilling FOIA requests.
- 90.4.3 Identify the information they want as clearly as possible. Authorities don't have to answer the question if it would require creating new information or giving an opinion that is not already recorded.
- 90.5 Tips for Preparing FOIA Requests – Some Authorities provide instructions for submitting a FOIA request on their website, including ways to submit it and who to direct the inquiry to. If provided, Requesters should follow the Authority's instructions. If not, Requesters should:

- 90.5.1 Submit a written request that describes in as much detail as possible the information they want and the format they want it in (likely limited to hard copy, email, or in-house inspection).
- 90.5.2 Include their name, address, and telephone number, and explicitly mention the Freedom of Information Act.
- 90.5.3 Send the letter to the mailing address of the Authority, and include “ATTN: FOIA Request” in the subject line.

90.6 Further Considerations –

91.0 RELATED REFERENCES:



Version:
Effective Date:
Last Reviewed Date:

TITLE: Generating Customized Data and Surveys		
SOP #:	Page: 2 of	Effective Date:

92.0 PURPOSE:

This section provides the standard procedures, methodologies, and approach to guide the areas of custom data and survey research process made through the KMC. This includes development of proposals to address special data collection needs related but not limited to the CCF.

93.0 SCOPE & APPLICABILITY:

The KMC survey center will serve as the technical assistance arm of the KGI for entities that lack the capacity to develop surveys, conduct focus groups, process data sets.

94.0 RESPONSIBILITIES:

95.0 DEFINITIONS:

96.0 PROCEDURES:

- 96.1 KMC Data Asset Map – A data asset map identifies the data users and data creators, who may have technical skills and other statistical expertise or training that may be useful for the KGI and KMC programs
- 96.2 Requests for KMC Products – Access to KGI-KMC data will be provided through KGI-KMC.
 - 96.2.1 KMC data products will be created from a variety of sources not limited to existing GovGuam statistical systems, open source, private sector cooperators, and local/federal.
 - 96.2.2 Source of the request:
 - GovGuam
 - Federal Agency
 - Private Sector
 - Other Cooperators
- 96.3 Custom Data and Survey Research Process – Establishing the guidelines for official KMC data sets include the following areas:
 - 96.3.1 Collecting KMC Data
 - 96.3.2 Reporting KMC Data
 - 96.3.3 Providing Feedback to KMC Stakeholders

- 96.3.4 Security of KGI Knowledge system, data and programs
- 96.3.5 Backup and hardcopies

96.4 Establishing KMC priority and timelines – This section aligns with the KMC data request process and serves as guidelines for the KMC to follow were appropriate and may be amended as necessary by the KMC core support group and or authorized KMC workgroup member.

- 96.4.1 KMC priority 1-Time sensitive
- 96.4.2 KMC priority 2- By specified date
- 96.4.3 KMC priority 3- Not time sensitive

96.5 Data Sharing Agreements – A Data Sharing Agreements (DSAs) and Memorandum of Understanding (MOUs) Intragovernmental Agreements Memoranda of Agreement (MOA)/Memoranda of Understanding (MOU)

96.5.1 The KGI-KMC should be included in the coordination for review to ensure that the proposed use and/or disclosure of data comply with applicable GovGuam and UOG requirements. In cases where a study is supported through a collaborative research, the KGI-POC and CW workgroup will review generated reports and datasets for recommendation to the KMC databank. The KMC-POC workgroup will defer to existing policies, regulations and other related data support requirements.

97.0 FORMS & MATERIALS:

98.0 RELATED REFERENCES:

Version:
Effective Date:
Last Reviewed Date:

TITLE: Establishing KMC Contracts		
SOP #:	Page: 2 of	Effective Date:

Non-proprietary Research

All KGI-KMC generated data, products, reports and results of surveys will be made available to all KGI-KMC workgroup members, cooperating organizations to use, prepare related reports, distribute, display for the purposes of promoting the KGI overall goals and objectives.

Proprietary Research

The KMC may consider working on proprietary research projects. Such work will undergo the KGI-KMC workgroup review and recommendations with final approval by the University of Guam. Technical information resulting from such projects will be guided by the terms of agreement and limited to the approved listing of those authorized to have access or use the results and/or data sets.



Version:
Effective Date:
Last Reviewed Date: