iLab Update

As Associate Dean for Research Integration, I am pleased to share an update regarding the Perelman School of Medicine's work with iLab. iLab is the web-based management tool we've introduced to support operations for many of our biomedical research core facilities. As we launch this exciting new phase, we are committed to developing an effective, streamlined system that allows our core facilities to provide services, expertise and training as efficiently as possible.

To date, PSOM has supported the integration of iLab and CAMS via targeted technical collaboration. With our core facilities, we have identified issues, and are dedicating significant attention and resources to iLab's success. We recently onboarded Curtis Embree as project manager, a full-time systems expert who is now serving as our iLab liaison within the PSOM community.

37 of the top 50 institutional recipients of NIH funding are already utilizing iLabs. As we shape our structure and processes, I look forward to joining this growing community and tapping into the robust network and community that iLab fosters.

Lou Soslowsky
Associate Dean for Research Integration

Introducing Curtis Embree

Welcome to the first iLab update for Penn Medicine Cores and Labs. I'm the new point person for iLab. The iLab project continues to have the Core Committee's support and sponsorship, and it's moving ahead under their general guidance.

I've met with many of you to review your experience with iLab thus far. I appreciate your input and suggestions. In the weeks ahead we will address any issues specific to your core. If I we haven't met, and you'd like to, please feel free to contact me to set a time. You can reach me at:

Curtis.Embree@pennmedicine.upenn.edu.

We're focused on stabilizing the iLab system and its integration with Penn systems before bringing additional new cores online. In the coming weeks we will address issues that all cores have, and plan to work directly with any cores that have specific needs. We look forward to keeping you up to date on what's happening in iLab, including new features and progress on existing issues.

News and Updates

Duplicate Accounts: The permanent fix will be in iLab production starting Sept. 15th. In the meantime we have a temporary solution that finds any new duplicates, and the corrections are applied each weekend when iLab is down for maintenance.

CAMS Interface Phase 2: The next step in integrating iLab with CAMS is also scheduled for Sept. 15th. This will eliminate the nightly feed to BEN. iLab billing events will be sent to CAMS, and CAMS will compile them for BEN. We've added processing for refunds, and for external invoices to be sent to CAMS. More details will be coming as the go live date approaches.

CHOP: You heard it here first, (or second), CHOP is going live with iLab at the end of the summer. We are working with CHOP and iLab to insure that it's seamless for CHOP and UPenn researchers to sign in and make requests to either CHOP or UPenn cores.

New Interlock Functionality: We are adding new functionality in iLab to interface the equipment scheduling and calendars directly to your machines. With an interlock device added to your equipment, the user will sign into iLab to gain access to the equipment. iLab will automatically record who used the machine and how long

their session was. With that info, iLab will either add it to an existing request, or create a new request. More details coming as we install and test the interlock.

Important Information

1. The iLab default is to charge for cancelled or missed equipment reservations. To prevent these from appearing in your billing event, you must "no charge" the reservation.

2. Be sure to check that all CHOP PIs are set for internal prices. They will be charged external pricing by default.

3. Looking for an easy way to find unpaid invoices? Check out the invoices listing. On the far left of the iLab screen, under the heading "core facilities," click the link labeled "invoices." When the report appears, in the "Filters" column on the left, click the arrow to open the "Status" filter. Choose the checkbox for "Not Yet Paid."

---

iLab Support and Help

3 easy steps:

1. Use the iLab help site to find answers and request help. Click the word HELP in the top right corner of the iLab screen to get started. You can browse their 'How To" PDFs, watch a webinar, submit a help ticket, and/or review tickets you already submitted.

2. Curtis will also be copied on every help ticket submitted. If we don't get a satisfactory answer from iLab, you can contact him and he will follow up. If you have an urgent problem that needs immediate attention, you can also contact Curtis directly.

3. If your concern is bigger than a help ticket, additional iLab resources are available on request. Contact Curtis and he will arrange anything from additional training to re-designing all or part of your iLab site.