

# Digital Research Commons Pilot

## Strategic Plan Summary

### Vision

*A connected and capable research community at McMaster University.*

### Mission

*The Digital Research Commons Pilot connects researchers with digital research support through collaborative and user-centred solutions. We improve researchers' access to essential services, resources, and expertise, and enhance research outcomes and service delivery effectiveness.*

### **Goal 1: Engage with the McMaster Research Community to identify evolving needs and opportunities.**

The DRCP will engage with the McMaster research community throughout the project to turn evolving needs into support opportunities, ensure that its mission and objectives align with stakeholder priorities, and share its outcomes and learnings.

**Objective 1.1:** *Engage with the research community throughout the project to update on activities and understand evolving needs; co-develop the DRCP vision and mission and refine activities in response to emerging and changing requirements.*

**Objective 1.2:** *Benchmark the current state of digital research support at McMaster, documenting strengths, weaknesses, and opportunities.*

**Objective 1.3:** *Make recommendations for more coordinated, effective, and efficient digital research support at McMaster beyond the pilot.*

### **Goal 2: Develop Shared Resources and Services through Collaborative Partnerships.**

The DRCP will build and sustain strong partnerships between campus research support units to address complex digital research support needs through shared expertise and efforts. We will work with and amongst support units to develop shared resources, services, and communities that improve researchers' experiences and outcomes.

**Objective 2.1:** *Develop guidance and training resources that address key researcher needs and requirements at various points of the research lifecycle through facilitated collaboration amongst IT and research support units.*

**Objective 2.2:** *Facilitate and contribute to communities of practice and working groups to build knowledge and capacity within the McMaster community and identify opportunities for improved resource development and service delivery.*

**Objective 2.3:** *Collaborate with digital research support units to consolidate and synthesize service and research software licensing information into singular directories.*

**Objective 2.4:** *Compile information about research training opportunities (within and beyond McMaster), leveraging opportunities available through the provincial and national digital research infrastructure organizations.*

### **Goal 3: Facilitate a Cohesive Researcher Experience**

The DRCP will facilitate a cohesive and seamless researcher experience by improving discovery of existing resources and services (within and beyond McMaster) and providing researchers with a service to facilitate these connections, where needed.

**Objective 3.1:** *Provide researchers with comprehensive and consistent information that allows them to discover, evaluate, access, and use digital research support offerings from within and beyond the institution.*

**Objective 3.2:** *Pilot a mediated navigator service for researchers, with a client service interface to assist discovery of relevant services and resources, and consultation to support complex or unresolved needs.*

**Objective 3.3:** *Improve service delivery and researcher outcomes by building interdisciplinary team relationships, harmonizing service standards and workflows, and facilitating collaborative responses to service requests.*

**Objective 3.4:** *Support DRCP team members to collaborate with and contribute to regional, national, and international groups to share knowledge and develop resources that benefit researchers within and beyond the institution.*

### **Goal 4: Formalize Operational Excellence**

As an initiative that builds into and around existing digital research support and facilitates collaboration amongst them, the DRCP will succeed in its outward-facing goals by operationalizing the “five Cs”: Collaboration, Coordination, Communication, Compilation, and Championing.

**Objective 4.1:** *Formalize the strategy, governance, organizational structure, operations, and assessment frameworks for the pilot that ensure its strategic alignment with McMaster’s research enterprise.*

**Objective 4.2:** *Develop and implement a communication plan that improves effectiveness and efficiency by defining the structures, formats, schedules, venues, and audiences for the DRCP's outreach and engagement activities.*

**Objective 4.3:** *Build and support a DRCP team that feels confident, resourced, and capable as they achieve the objectives of this pilot initiative.*