

# Research Portal 2.0 Project

## Building a Grants Management solution for the future

**SSHRC Leaders Meeting**  
December 7, 2017



# Background

- SSHRC on-line application
  - *Most SSHRC funding opportunities still using*
- Research Portal 1.0
  - *SSHRC Insight Development Grants*
  - *No further development on RP 1.0*
- Research Portal 2.0 Project
  - *To address the Agencies' need for a solution that meets internal and external user requirements.*

# Project Objective

**SSHRC and NSERC are working together to create a new, modernized, integrated, user-centric solution to help manage the entire grants management process.**

# WHAT IS THE TEAM WORKING ON NOW?



capture **client insights**

We need to better understand client needs and pain points to build a user-centric experience.



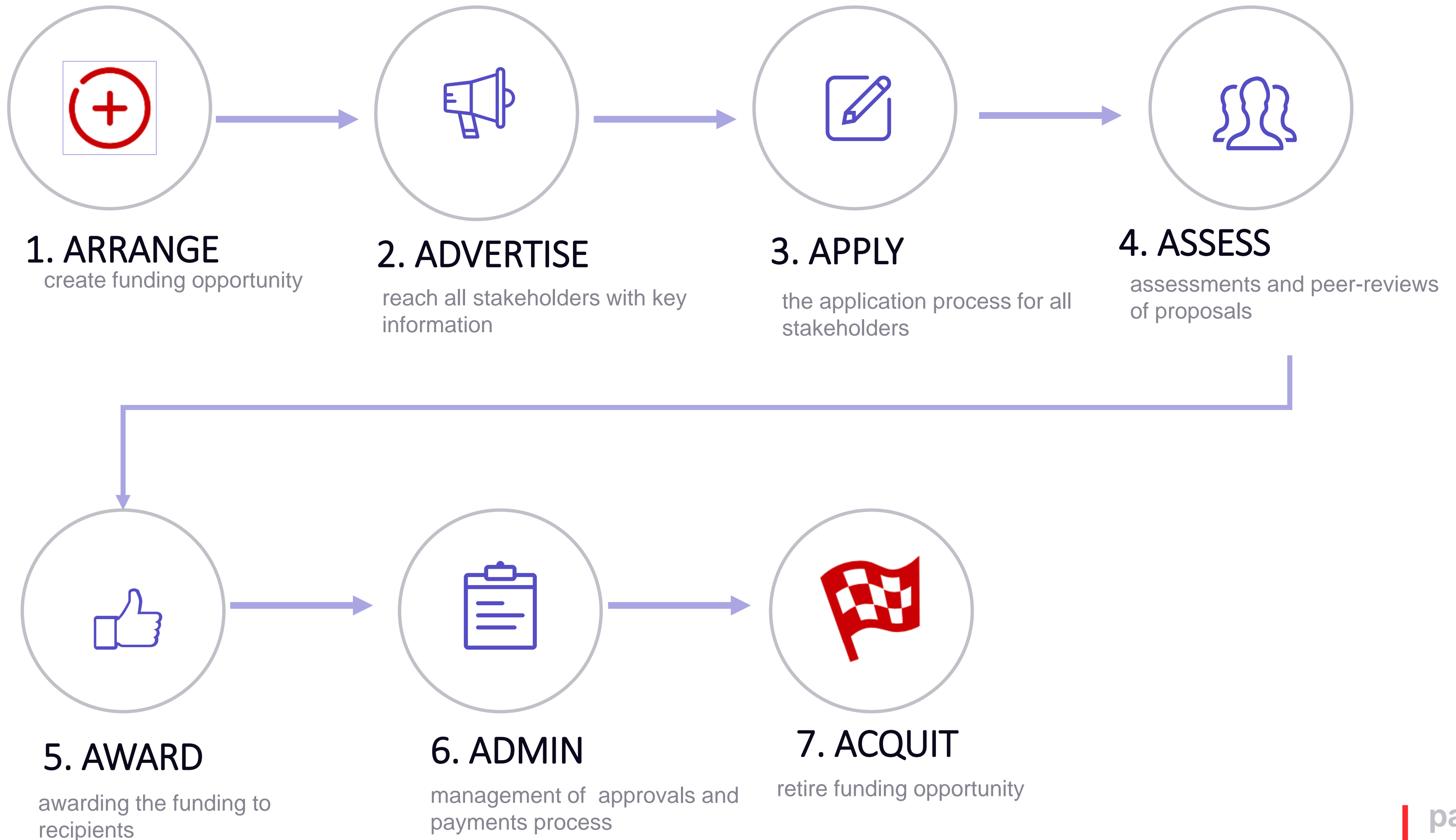
solve **problems**

Bring ideas to the table and start crafting the ideal user experience which will inform the development of the system.

## OUTCOME:

**Prototype of a new grants management system, embraced by both researchers and administrators.**

# Better understanding of user needs, motivations and frustrations in their interactions at different stages.



# Some of the key actors

## external



Applicants



Reviewers



Research Grant  
Officers



Scholarship Liaison  
Officers



Business  
Officers

## internal



Program  
Staff



Awards /  
Post Admin



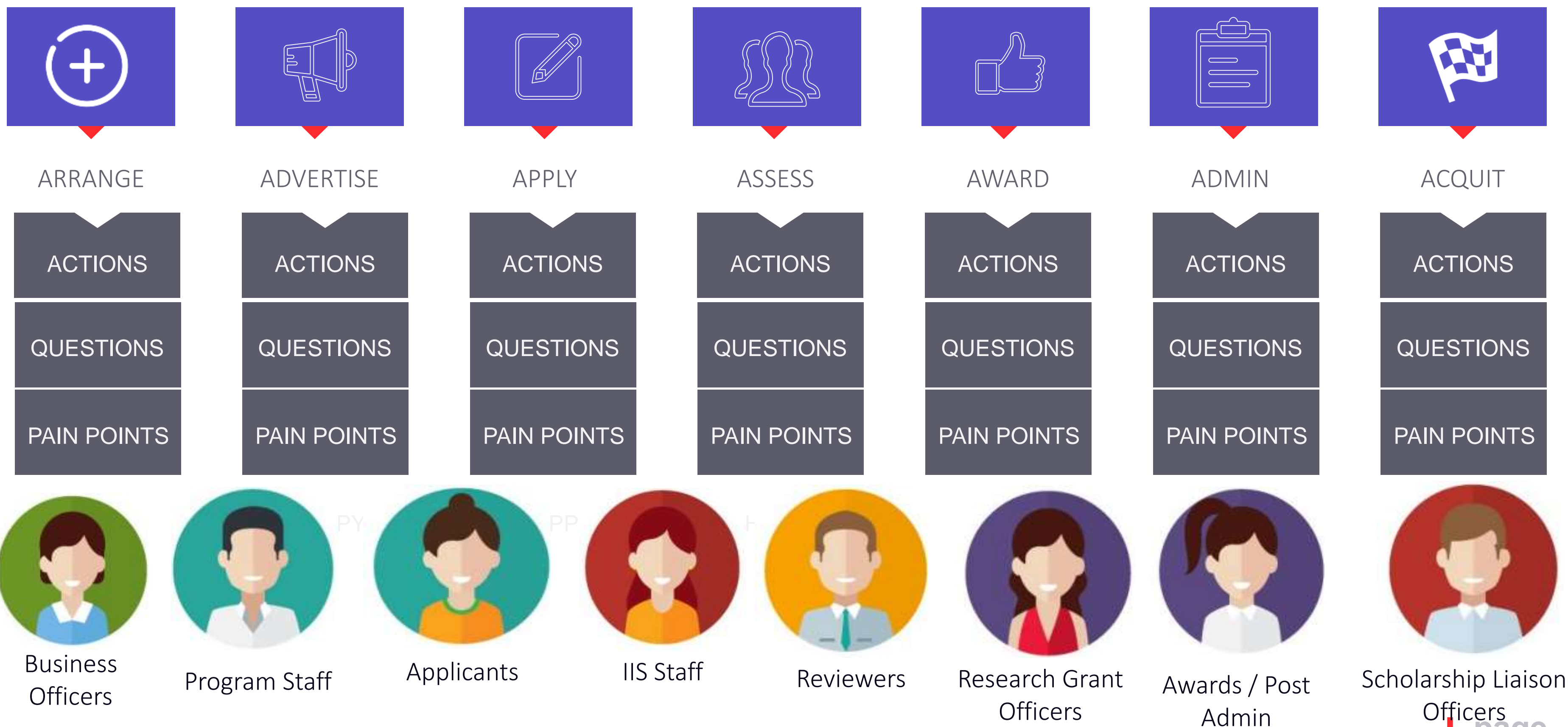
IIS Staff



# Client Journey Mapping

A visualization of the major interactions shaping a user's experience of the system, so that design teams can use this information in creating the solution.

## Persona experience



Thank You