**POWERTRIALS Service Level Expectations**

**While any clinical trial may use PowerTrials PowerPlans, trials with the following characteristics have to use PowerPlans:**

* **More than 3 health system billable orders**
* **More than 3 participants expected to be accrued**
* **More than 3 visits expected**

**Available PowerTrials order types include: Lab, radiology, ECG, echocardiography, dexa scan and research prescriptions.**

The PowerTrials PowerPlan Administrators will collaborate with the research team to meet their PowerPlan needs. Using the OnCore calendar, the **PowerTrials Admin (PTA)** will identify trials which meet the PowerTrials PowerPlan use criteria.

**PTA** will send a PowerPlan build kick off email from HelpDeskProd.

**PTA** will build PowerTrials PowerPlan in the **TEST** domain based on the **validated** OnCore calendar and send the PowerPlan to the Research Coordinator (**RC)** for validation.

**RC** will validate PowerTrials PowerPlan **within 2 weeks** by checking that the PowerPlan reflects the protocol’s schedule of events. All changes to PowerPlans must be made during validation of the **TEST** PowerPlan. Once the PowerPlan is moved to production (**PROD)**, changes should only be made in case of a protocol amendment.

**PTA** will build PowerPlan in the **PROD** domain based on previously validated test PowerPlan.

**RC** will perform scheduled testing/training of the PowerPlan in the **PROD** domain via Zoom **or** provide remote testing screenshots within **1 week of receipt of the PROD PowerPlan.**

When the **PTA** releases the PowerPlan for your use, the release will include a PowerPlan ordering cheat sheet in the release email.

The PowerPlan team will assist in testing as required or requested, and the **PTA** will schedule testing/training **or** provide remote testing instructions.

* Initial PowerPlan training/testing for new **RC**s will require a Zoom meeting. This takes approximately 30mins.
* Subsequent PowerPlan testing will be done remotely, without **PTA** assistance, unless requested. Instructions will be provided.
* If non-licensed coordinator, **PTA** will schedule with PI or another licensed coordinator.

**Please REMEMBER: RC** will need to **REPLY to ALL to every email**

* This ensures that if a PowerTrials analyst is not in the office, then another analyst can assist. All documentation will be linked to the PowerTrials PowerPlan HelpDeskProd ticket.

**Please let us know if you have any questions or concerns in regards to this process. Our email address is powertrials@uabmc.edu**