

Different Models, Same Challenges: A Conversation on eResearch Operations

Edoardo Tescari, Shaun Grady, Julie Iskander,
Jacky Cho, Anastasios Papaioannou



Melbourne Data Analytics Platform (MDAP)

Collaboration | Computing | Research Impact



Who: a team of 20 Academic Specialists with different domain and digital expertise



Why: “different” by construction, piloting a new eResearch model at Melbourne Uni



Funding:

- 50% from all 9 Faculties
- 25% central pool*
- 25% cost recovery



Impact: various reporting requirements, # of projects / grants / training sessions, research outputs, NTROs, ...

*Melbourne Collaborative Research Infrastructure Program (MCRIP)

eResearch Platforms & Services

Information Technology Unit



Who: Two teams of 12 full-time staff with expertise ranging from research computing and storage specialists, to AI experts, to training/awareness/engagement experts.



Why: UTS eResearch Platforms and Services: 1) Research Computing; 2) Research Data Storage & Management; 3) Training; 4) Advisory & Support; 5) Survey tools; 6) Adoption of AI in Research; 7) Some other platforms



Funding:

- a) eResearch budget
- b) Central IT budget
- c) Office of DVCR
- d) Research groups/centres/faculties



Impact:

- a) Reports, dashboards
- b) Stable, scalable & sustainable Infrastructure
- c) Efficiency in support requests
- d) Engagement & Involvement in high-level Faculty and UTS-wide Committees

Research Computing Platform (RCP)

Bioinformatics and Computational Biology Division



Who: A cross-disciplinary team of 9 software engineers combining expertise in bioinformatics, data science, and computer science.



Why: To bridge the gap between ITS and researchers, providing expertise in HPC, data management, and tools/workflow/pipeline development.



Funding: 50% core-funded by WEHI Centers, Labs, or Initiatives, and 50% supported through cost-recovery projects



Impact: Training and drop-in delivered, research projects engagement, infrastructure reliability, and regular surveys.



Research Technology Services (ResTech)

Who

ResTech is an integral part of the research framework for all UNSW researchers. and fellow researchers!

Our team comprises of 26 technical experts and former researchers who have a deep understanding of the researcher experience.

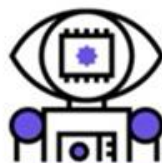
Funding

We are primarily centrally funded through the PVC-Research infrastructure portfolio

Our infrastructure is a mix of centrally funded and co-investment from researchers



Compute



Data



Community

Why

Our Team provides personalised advice and services on **research data** and **high-performance computing** to support the research community through **free training on a range of data tools (such as NVivo, Python, R coding, etc.)** as well as networking opportunities with industry representatives and fellow researchers!

Impact

- Compute resources allocated
- Research data volume/infrastructure under management
- Training attendance, courses delivered



Research Translation & Healthcare Improvement

Who:

57 professional staff across 7 domains:

- Data Management & Health Informatics
- Biostatistics
- Clinical Trials
- Health Economics
- Research Impact
- Medical Imaging
- Scientific Services (Pathology & Labs)

Why:

Provide full-service research support to researchers primarily from University of Newcastle, Hunter New England Local Health District

Funding:

100% cost-recovery on a user-pays system

Impact:

Research training, grant proposal, advice and support, REDCap administration, design, and support, Economic and Impact analysis.

Question 1

Who is on your team – and why? How are we structuring our teams to meet growing and changing needs? What skills are we prioritising, and how do we balance technical, academic, and support roles?

Question 2

Where does the money come from – and how do we keep the lights on? What funding models are sustainable?

Question 3

**How do you prove your value? How do we communicate our impact to leadership?
What metrics matter?**

Conclusion

Let's continue this conversation after the conference...



redcap.link/eresearchops