



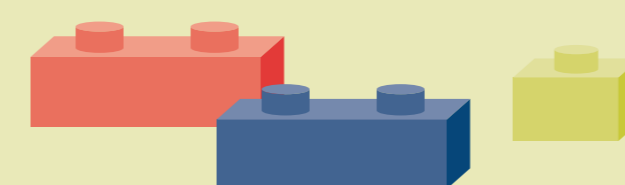
# Service Design: How Improving Research Data Management Services Increases Research Data Quality

Attention is often focused on ways in which researchers can be supported in improving their data quality, however, it is also important to understand the crucial impact of the RDM services themselves on ensuring the overall quality of research data<sup>(1)</sup>. There is evidence to suggest that by utilising approaches from IT Management e.g. ITIL and maturity models, RDM service providers can cooperatively adapt to the RDM requirements of their researchers, and analyse, further develop, and sustainably modify their services<sup>(2)</sup>.  
FDNext will build on this evidence to develop RDM Service Portfolios for Service Providers.



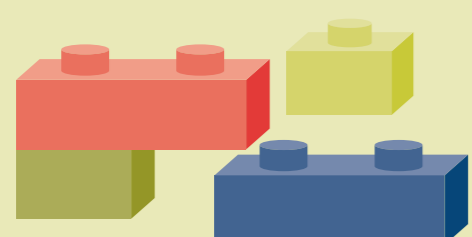
## 1: Analyse

In many institutions RDM services and service providers are disconnected from each other and not governed directly by RDM needs. Each RDM service is useful, but researchers are often confused as to what is available and where to go for support<sup>(3)</sup>. This can lead to research data which is of a lower quality.  
The FDNext project will survey RDM service providers in German-speaking institutions to understand what RDM services are currently being provided.



## 2: Assess

By mapping the RDM practices within an institution and undertaking a maturity model practice-based self-assessment, RDM service providers can better understand which services are fully developed and which are “immature”<sup>(4)</sup>.  
The FDNext project will analyse ways in which institutions have already undertaken evaluations in order to produce use cases and templates.



## 3: Adapt

With a map of existing RDM services and needs forming a portfolio, RDM service providers can begin to adapt existing services to create a more mature service landscape, e.g. IT and libraries could collaborate to provide support regarding long term storage.  
The FDNext project will create a practical template collection for RDM processes which will allow institutions to map their various services and cooperatively adapt them.

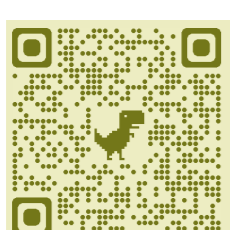
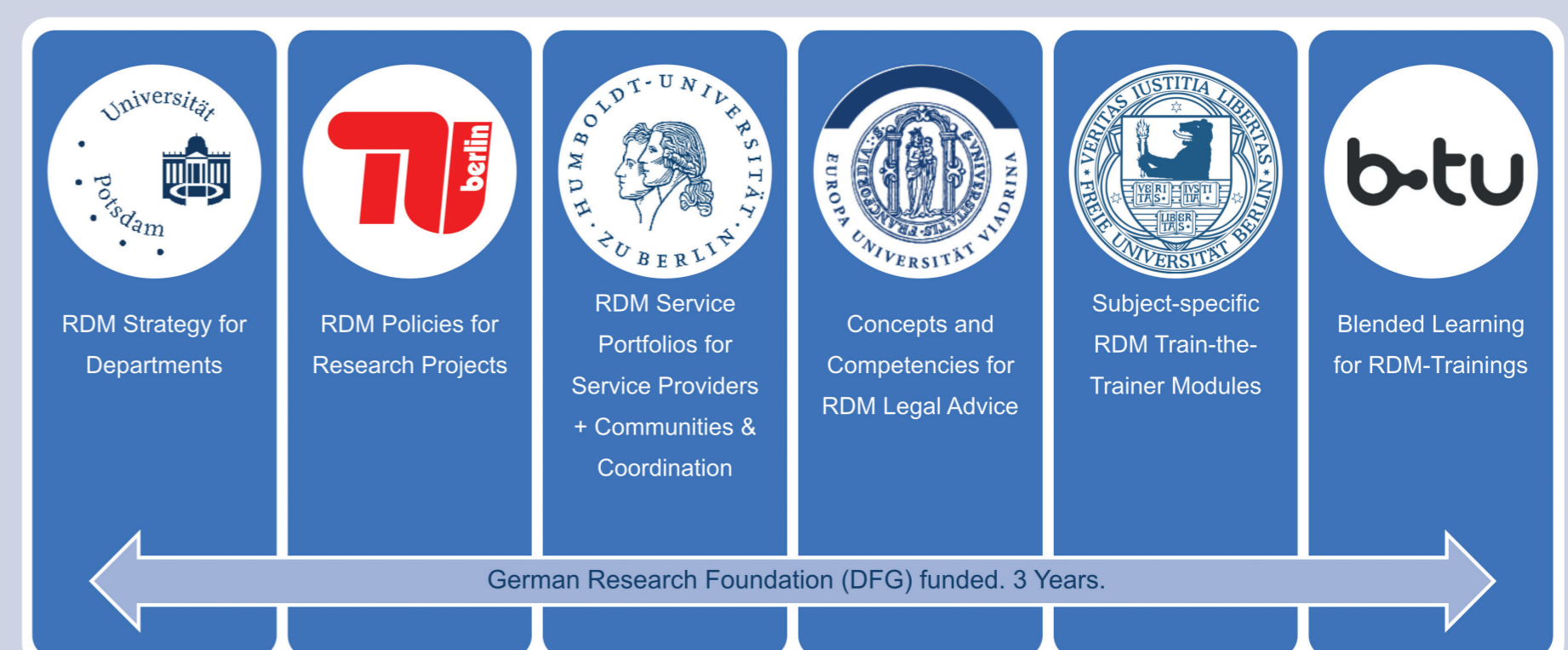


## 4: Sustain

The benefits of these IT management techniques means RDM services are now moving to a more mature model in which there is a user-led sustainable RDM infrastructure<sup>(5)</sup>.  
The FDNext project will produce an openly available, reusable reference model which will allow institutions to create their own RDM service portfolios.

**The aim of FDNext is to improve Research Data Management (RDM) practices by examining current challenges and developing easy-to-use, freely available tools, materials, and training for RDM.**

Follow the QR code to find out more (in German).



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1 RfM – German Council for Scientific Information Infrastructures: Building Sustainable Data Services. (2020). RfM Discussion Paper on the Enhancement of Research Data Infrastructures. Göttingen, 6 p.  
2 Wannemacher, Klaus, et al., editors, (2008). ITIL Goes University? Serviceorientiertes IT-Management an Hochschulen. Konzepte Und Erste Praxiserfahrungen. HIS.  
3 Jones, S., Pryor, G. & Whyte, A. (2013). 'How to Develop Research Data Management Services – a guide for HEIs'. DCC How-to Guides.

Edinburgh: Digital Curation Centre. Available online: <http://www.dcc.ac.uk/resources/how-to-guides>  
4 Cox, A. M., & Pinfield, S. (2014). Research data management and libraries: Current activities and future priorities. Journal of Librarianship and Information Science, 46(4), 299–316. doi:10.1177/0961000613492542  
5 A number of examples of this approach are discussed here: Grynock, Tess. 'Implementing Research Data Management Services in a Canadian Context.' Dalhousie Jou