	WorkFlow	Code	Date	Rev.	Owner
CRG	*Access workflow for service requests*	FP-FM-009	20.07.2021	00	*Head of Core Technologies Programme*
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WORKFLOW

1. User contacts a member of Unit, preferably Project Manager or Head.

2. Project Manager sends to User a link to register in Agendo https://crg.agendoscience.com/ (https://my.agendo.science/files/userguide.pdf). Once User has an Agendo account he/she needs to ask for Permissions to use Services of interest. After Project Manager or Head approves Permissions, User can start creating Projects and submitting Requests in Agendo.
   - Note: For the Genomics Unit, Project Manager sends the instructions on how to place an official request by email at ngs@crg.eu and jumps to step 5. No Agendo instructions apply to Genomics Unit at the moment.

3. User creates Request by selecting one of the Agendo applications.

4. Head assigns Request to Project Manager via Intervenients. At this moment, Request is "Locked."

5. Project Manager reviews Request, modifies it if necessary, and creates an internal project in LIMS if available (e.g., Genomics).

6. Lab/Project Manager or Head prepares a budget and sends it to the user through Agendo. AT this moment, Request is in the status "Pending Group Approval."

7. User (or PI) approves the budget through Agendo. At this moment, Request becomes "Accepted". The budget can now be introduced into Oracle.

8. If required, User brings the samples labeled with the Agendo code within the time established by Unit (e.g., Mon-Wed-Fri from 11 to 13h) or data files through Nextcloud (https://nextcloud.crg.eu). If this is not possible, User needs to notify the one of Intervenients of Request to manage the sending and receiving of the samples or data on a required day and via the means indicated by Unit.

9. Unit starts working on Request (sample preparation, data analysis, etc.). Agendo and LIMS are updated with experimental detail.

10. Project Manager reports the results via Nextcloud and notifies User via Agendo. If necessary, a meeting is held to discuss the results. The budget can now be closed in Oracle.

11. Project Manager sets the status of Request in Agendo to "Complete" and closes the LIMS project if available.

12. Finance Department receives the completed Requests and proceeds with the billing.