Anti-Doping Administration & Management System (ADAMS)

Stakeholder Feedback from the new ADAMS Consultation Process

TABLE OF CONTENTS

1. Introduction

1.1 Purpose

This document contains a summary of the suggestions received for the conception of the new ADAMS system, which, as announced, will be ready for use by end-2016.

Please note that some of the suggestions listed in this document aim to illustrate the variety and quality of the feedback received. It should be noted that all suggestions will be prioritized and considered in the development evolution of the new ADAMS system.

1.2 Context

Following the announcement of the new ADAMS development project, WADA issued a request to all ADAMS users to participate in the expansion of the new system. Among other channels opened by WADA, a Web page was created to gather all users' suggestions and input:

http://suggestions.wada-ama.org/suggestions

Users were able to submit their suggestions and observations anonymously.

1.3 Data Gathered

From 13 August - 15 October 2014, a total of 547 suggestions were gathered through the Web page. Some entries had to be discarded, either because they were entered twice by the same user, or not phrased as a suggestion or comment. Some other entries contained more than one suggestion and were split and tallied accordingly. In the end, a total of 503 valid entries were identified – 538, if we include the suggestions made by WADA personnel.

In addition to entering their suggestions or comments, users were asked to identify themselves as an ADO, Athlete or Lab user. They were also requested to enter the name of the ADAMS module to which their suggestion applied. Finally, they were able to assign a category to their suggestion. Users could make as many suggestions as they wished.

The final version of the list of suggestions also contains the ones submitted internally by WADA users. Those have not been tallied in the final statistics.

All suggestions will be reviewed and prioritized by the Internal Group and External User Group, in order to determine which ones will be integrated in the early iterations of the new ADAMS software. Others will be retained for enhancements in future iterations.

2. Suggestions Overview
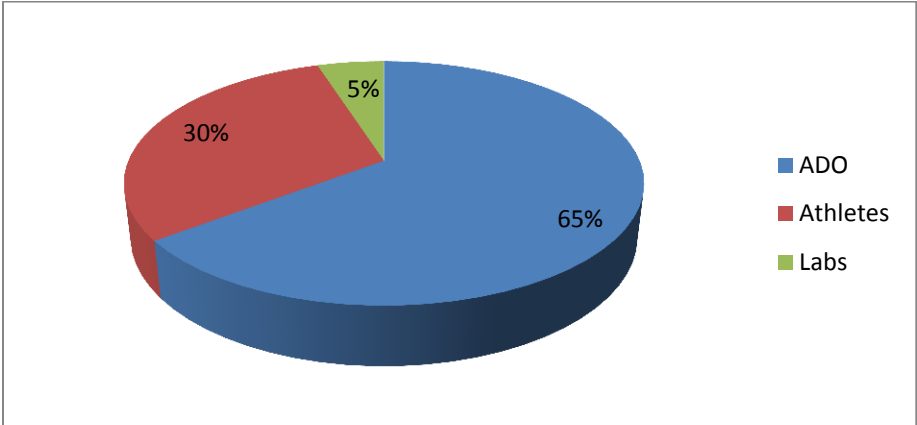
2.1 Demographics

Figure 1 - Suggestions by User Type

As shown in Figure 1, nearly two thirds of the suggestions came from ADO users, and about 30% came from Athlete users. Lab users' suggestions added up to about 5% of the total; at first glance, this may look on the low side, but this is due to a very limited number of users. However, it should be noted that feedback is gathered by the ADAMS team through other channels with this specialized category of stakeholders.

2.2 Out-of-Scope Suggestions

A certain amount of suggestions were made regarding the ADAMS mobile app. Although the mobile application was not in the scope of the suggestions exercise – as it is distinct from the ADAMS Web application – these suggestions were retained for future enhancements to the mobile platform. The majority of suggestions and feedback about the mobile app was very positive.

Some suggestions related to the reporting of bugs in the current issue of ADAMS. These were of course retained in the list, to ensure that special attention be paid to these issues in the current and future versions of ADAMS. For example, many users reported password issues – either not being recognized, impossible to retrieve with the "Forgot password" issue, and so on. This category of issues is under scrutiny in the current version of ADAMS, and enhancements have been duly noted for subsequent versions.

2.3 Suggestions by Category

A significant number of suggestions (34%) were categorized by the users as deemed to improve ADAMS' user-friendliness. Further analysis showed that many of these were in fact more related to the "Workflow Improvement" category. Some other suggestions also appeared to be assigned to the wrong category; however the ADAMS Team felt that it was important to retain the original category values shown in Figure 2 below. With this in mind, it is worth highlighting the fact that 28% of suggestions were identified to be about additional functionality, and 17% about workflow improvements. 6% of the suggestions were about security aspects of ADAMS. Users assigned the "Other" category to 10% of the suggestions – regarding, for example, performance issues or universal interface. 5% of suggestions were not assigned a category.
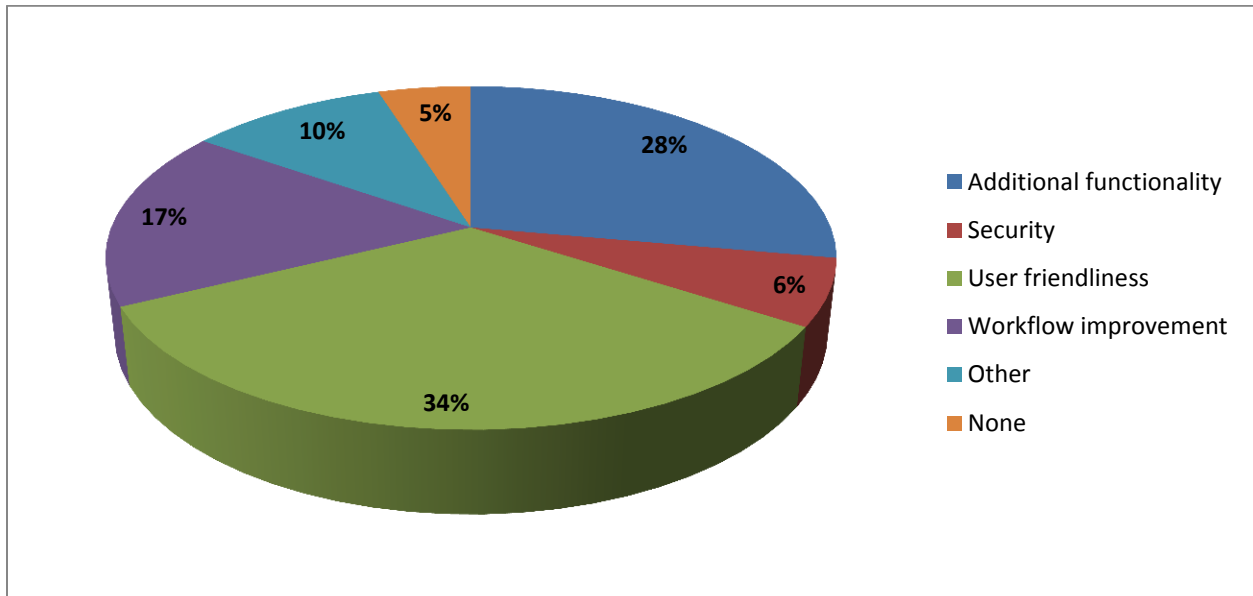

Figure 2 - Suggestions by Category
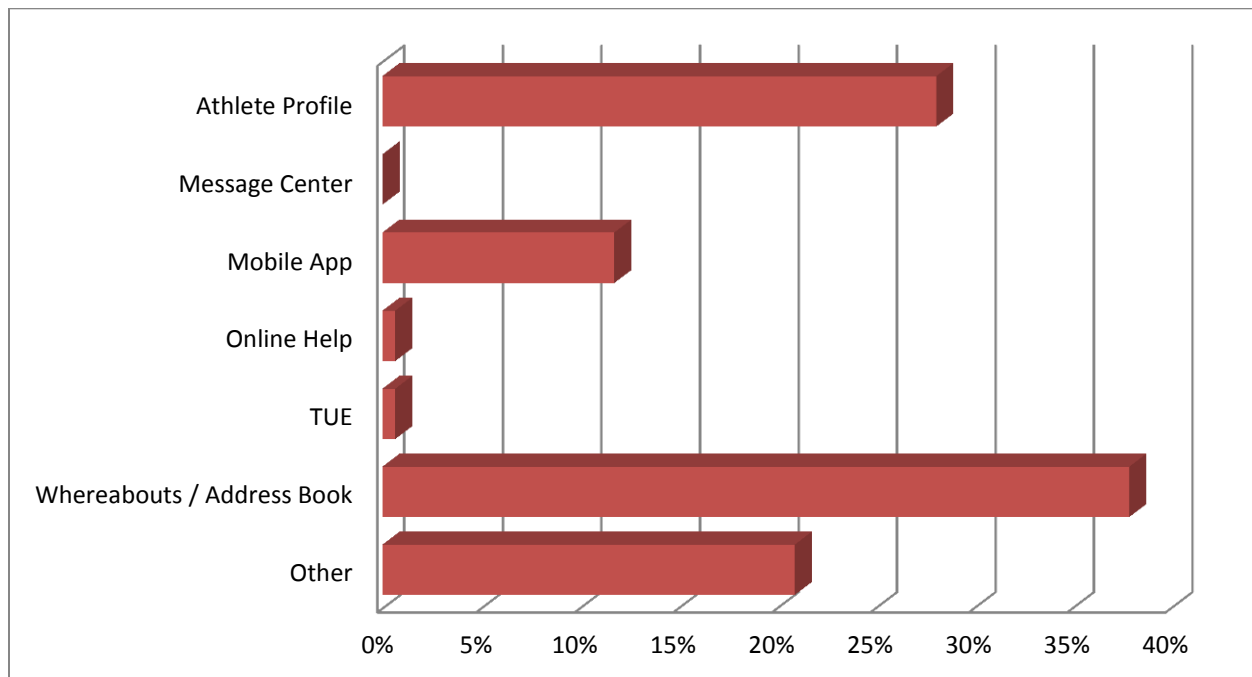
2.4 Suggestions from Athletes (Total 152)

Figure 3 - Athlete Users Suggestions, by Module

As shown in Figure 3, among all 152 suggestions made by athletes, a large proportion (38%) was linked to the Whereabouts module. Some themes recurred:

- the Whereabouts series were not easy to manage;
- athletes were concerned about entering information that could lead to a missed test, and suggested features that could prevent it - such as notifications, warnings, etc.;
- travel entries were not easy to understand and manage;
- specific improvements to team Whereabouts were suggested;
- some suggestions were made on how to improve the layout, workflow and overall functionality of the Whereabouts.

Several athletes used the "Athlete Profile" to communicate mostly positive (and some negative) feedback that was not necessarily linked to this particular module. This could be due to the fact that the Athlete Profile was the first module listed in the drop-down list, and therefore most selected by athletes. This would explain the high percentage (28%) of suggestions in that category.

12% of suggestions were made about improvements to the mobile app. For example, some athletes expressed the need for a tablet app. Others suggested the option of entering the entire Whereabouts cycle, including submission, through the mobile interface. As mentioned above, all suggestions regarding the mobile application are duly noted for future enhancements; some are already scheduled for an upcoming release.

The majority of athlete suggestions marked as "Other" (21%) were related to different aspects of the application, such as the concern about data privacy, portability to tablets and other browsers, etc.

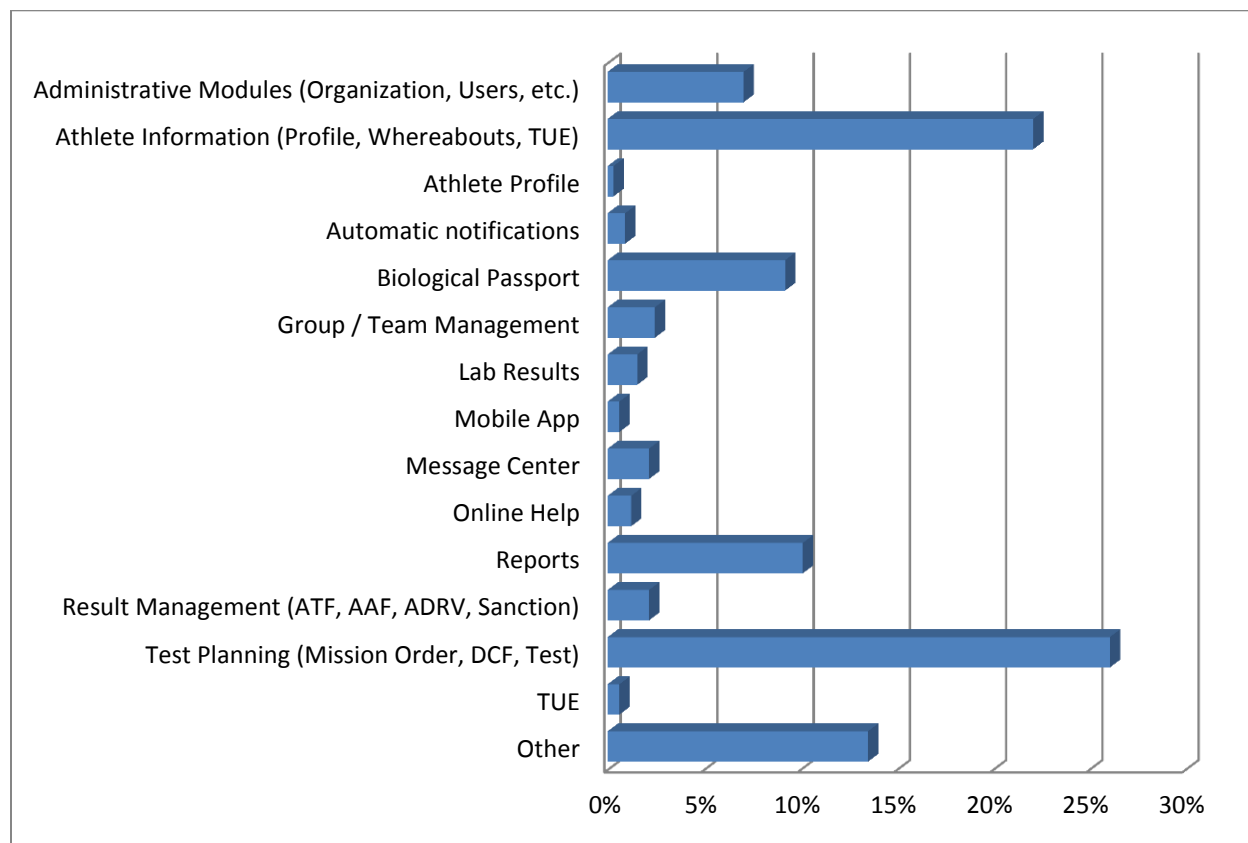## 2.5 Suggestions from ADO Users (Total 326)

Figure 4 - ADO Users Suggestions, by Module

Among the 326 suggestions submitted by ADO users, 26% were about the Test Planning module. They included multiple enhancements to the Mission Order functionality: search, printing, Quick DCF enhancements, appearance and behavior of many form elements, better integration with Whereabouts, etc. Others were about procedural aspects of the Mission Order process, the evolving relationship between Testing Authority, Sample Collection Authority and Result Management Authority, managing multiple DCOs, etc. In the same module (Test Planning), other suggestions targeted more specifically the test planning process: for example, some expressed the need for information sharing, a better coordination between organizations testing the same athletes, DCO assignment based on geographical proximity with athletes, etc. Another aspect of the Test Planning module that was the object of suggestions was the relationship between DCF and Tests in ADAMS. Most Test Planning suggestions were well detailed and provided valuable input.

The second module with most suggestions (22%) was the Athlete Information module, which included profile, Whereabouts, and TUE management. ADO users suggested specific enhancements for a better management of the Registered Testing Pools; adding data elements to the athlete profile (including for example social media channels); managing doctors and agents with non-athletes profiles; creating a separate Whereabouts category for 60-minutes testing slot, etc. Some of the Whereabouts suggestions made by ADO users echoed the ones made by athletes, for example regarding the travel entries or the series management.

The Reporting module (10% of ADO users' suggestions) is to be redesigned in the new ADAMS software. Among other points to improve, users mentioned the performance, a more intuitive interface, a better integration of data elements (columns) between different reports, as well as other aspects of the reporting process.

The functionality developed in the Biological Passport module is more recent in ADAMS, still the module was the object of a fair amount of suggestions (9%). Those concerned mostly how the users interacted and interpreted the results shown in the passport: enabling comparative mechanisms between athletes, integrating whereabouts information, passport custody rules, etc.

Among the 7% of suggestions made in the Administrative module, some regarded the frequent occurrence of duplicated athlete records and the merging process enhancement; enhancements to access rights management, audit capabilities, training and documentation, translation, group management. Some users mentioned the need to harmonize tasks that required both an administrator and a regular user session simultaneously.

Many suggestions (13%) were of a more global nature and were assigned the Other module value. Some examples would be the performance and availability issues, better search capabilities, portability (supporting Safari and Chrome), a few aspects covered by the universal interface to be developed in the new ADAMS, etc.

Although less numerous in other modules, many suggestions were noticed as very pertinent. For example, some were made about improvements to the Message Center and notifications, management of athlete groups and team sports, a better integration of the Result Management components (from AAF to ADRV and sanctions), streamlining of TUEs, as well as improvements to the user guides, training and online help.

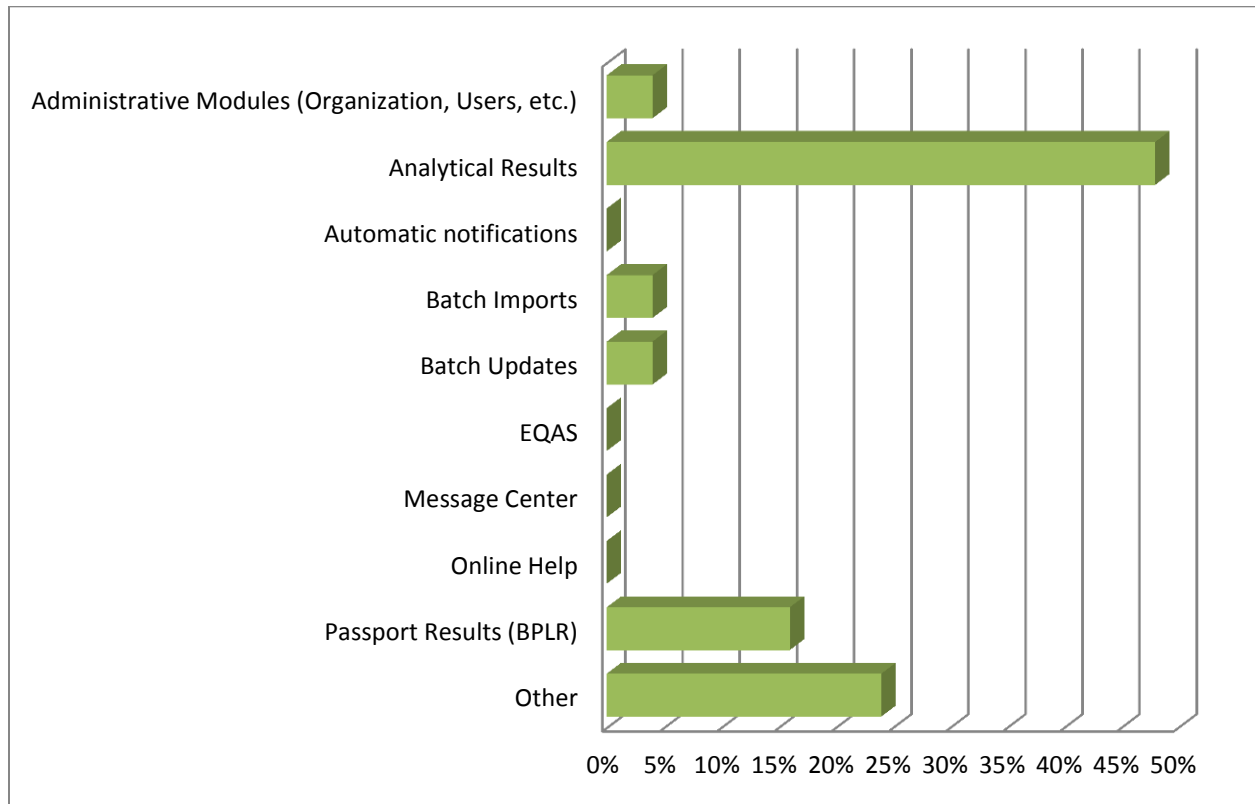## 2.6 Suggestions from Lab Users (Total 25)

Figure 5 - Lab Users Suggestions by Module

Because labs represent a more specialized audience within the ADAMS users community, it would seem reasonable to expect a less substantial contribution to the suggestion process, in terms of volume. Nonetheless, some very specific and valid suggestions regarding the lab modules were received – 25 in total.

They ranged from changes to specific fields and behaviors on the lab result forms in ADAMS, to a more streamlined data entry process. It should be noted that the requirement for improved batch processing, which is planned to be addressed in the universal interface component of ADAMS, are well understood and supported by WADA.

3. Conclusion

WADA was impressed and pleased with the volume and quality of the suggestions received.

The majority of the suggestions gathered in the process are already in scope for the requirements of the new ADAMS system. These aspects of the new ADAMS system are defined in the requirements, or included in the general enhancements covered by WADA's Request for Proposal document. For example:

- Multiple browser/platform support
- A better reporting module
- A universal interface for data exchange with other systems
- Improved search features
- Elimination of modal pop-up windows, etc.

To reiterate, all suggestions will be reviewed and prioritized by the Internal Group and External User Group, in order to determine those suggestions that will be integrated in the early iterations of the new ADAMS software. Others will be retained for enhancements in future iterations.