



Socio-technical Systems and Call Centres : a Case Study Investigation

This project is not yet funded.

Funding body: ESRC

Lead organisation: University of X

Other organisations: Financial call centre A; Financial call centre B

Project dates: 02 Jan 2012 to 30 Apr 2012

Budget: £25,000.00

1 Existing data sources

1.1 An explanation of the existing data sources that will be used by the research project (with references).

2.2.2 What existing datasets could you use or build upon?	N/A
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2 Gaps between the currently available and required data

2.1 An analysis of the gaps identified between the currently available and required data for the research.

2.3.1 Why do you need to capture/create new data?	There are currently no data available that facilitate my research objectives.
2.4.1 What is the relationship between the new dataset(s) and existing data?	N/A

3 Information on the data that will be produced by the research project

3.1 Data volume and data type, e.g. qualitative or quantitative data

2.1 Give a short description of the data being generated or reused in this research	35 semi-structured interviews will be carried out with financial call centre managers, employees and customer service representatives (CSR's). The interviews will be audio-taped.
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3.2 Data quality, formats, standards documentation and metadata

2.3.3 Which file formats will you use, and why?	I will make use of standard formats for my dataset and audio files.
2.3.4 What criteria will you use for Quality Assurance/Management?	Interview participants will have the chance to sign-off on the audio transcripts to ensure that the information is accurate.
2.5.1 Are the datasets which you will be capturing/creating self-explanatory, or understandable in isolation?	Yes
2.5.2 If you answered No to DCC 2.5.1, what contextual details are needed to make the data you capture or collect meaningful?	N/A

3.3 Methodologies for data collection

2.3.2 Describe the process by which you will capture/create new data	The interviews will be carried out face to face. Transcripts will be created following the interview.
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4 Quality assurance and back-up procedures

4.1 Planned quality assurance and back-up procedures (security/storage)

5.2.1 How will you back-up the data during the project's lifetime?	The data will be stored on the PI's laptop during the life of the project. Once the project has been completed, the data will be deposited with ESDS.
5.3.1 How will you manage access restrictions and data security during the project's lifetime?	Only the PI will have access to the data during the project.
5.3.3 Give details of any other security issues.	N/A

5 Management and archiving of collected data

5.1 Plans for management and archiving of collected data

6.1 What is the long-term strategy for maintaining, curating and archiving the data?	The data will be deposited with the ESDS upon completion of the project.
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6 Difficulties in data sharing

6.1 Expected difficulties in data sharing, along with causes and possible measures to overcome these difficulties. (You may wish to include explicit mention of consent, confidentiality, anonymisation and other ethical considerations.)

3.1.1 Are there ethical and privacy issues that may prohibit sharing some or all of the dataset(s)?	Yes
3.1.2 If you answered Yes to DCC 3.1.1, How will these be resolved?	Transcripts will only be seen by the participants involved in the interview and the PI. The transcripts for deposit to ESDS will be anonymised.

7 Copyright and intellectual property

7.1 Copyright and intellectual property ownership of the data

3.2.1 Will the dataset(s) be covered by copyright or the Database Right? If so give details in DCC 3.2.2, below.	Yes
3.2.2 If you answered Yes to DCC 3.2.1, Who owns the copyright and other Intellectual Property?	The PI owns the copyright for this data.

8 Responsibilities for data management and curation

8.1 Responsibilities for data management and curation within research teams at all participating institutions

7.1 Outline the staff/organisational roles and responsibilities for implementing this data management plan.

The PI will be responsible for all aspects of data management during the life of the project. ESDS will be responsible for long-term management and curation of this data.

Signature _____ Date _____

Print name _____ Role/institution _____

Signature _____ Date _____

Print name _____ Role/institution _____

Signature _____ Date _____

Print name _____ Role/institution _____