SciNote

Summary of SciNote's Quality Assurance Services

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Schedule a 30min call with a SciNote specialist to go through the QA requirements and Platinum plan options more in detail.

Choose your preferred time/date:

Schedule a call

2. Understanding SciNote's QA services

SciNote's IQ - Installation Qualification

Installation qualification's purpose is to verify the SciNote installation was done correctly.

Execution if your organization is using the cloud version:

- Verification is executed by SciNote, and a signed report is sent to your organization.

Execution if your organization is using the locally installed version:

- If your organization installs SciNote locally, the verification is executed by your organization, IQ will be provided to your organization (the IQ protocol should not be altered, only executed)

SciNote's OQ - Operational Qualification

Operational qualification's purpose is to verify that the SciNote application is performing as expected.

Execution if your organization is using the cloud version, or the the locally installed version:

- Verification is executed by your organization, SciNote provides the template which can be expanded with your custom scenarios.

Dedicated separate validation instance

This additional validation instance allows the SciNote team to perform the IQ and your organization to execute the OQ, before deploying a new update of SciNote on the actual production instance.

Controlled software updates and releases

Upon request, the regular SciNote updates can be performed in a non-automatic manner, to meet the QA needs of the organization.

Timeline of QA Services execution

- **IQ - Installation Qualification:**
  Performed right after the installation, before the handover to your organization.

- **OQ - Operational Qualification:**
  Performed after the SciNote instance is set up, before your organization starts using the instance.

Process validation

There is no such thing as an out of the box compliant software, it is always used in the context of the processes **within your organization**.

Electronic lab notebooks need to be validated in the context of your processes. However, a tool can go a very long way to help you and your QA team to save a lot of effort when you do need to go through the validation process.

Need more?

If you need even more, feel free to contact the SciNote team: premium@scinote.net to get further information.

Additional technical aspects and helpful SciNote functionalities:

Data security (physical and logical): prevention of unauthorized access or changes to the system as well as the electronic data, restricted user permissions management, robust encryption standards, regular back-ups of the data, exporting of the data, etc.

Data integrity: Comprehensive data protection from unauthorized access, and changes through access and permission control, a full audit trail that shows all changes to the data, including timestamps and credentials of the person who made the changes, timestamped electronic signatures linked to the electronic records, etc.

Validation: ELN must be suitable for its intended purpose and have consistent intended performance.

Change Control: any changes of the electronic data in the operational ELN should be properly documented. Change control procedures should ensure data integrity.

Support mechanism: It may involve system management, training, maintenance, technical support, and performance assessment to ensure that the ELN is reliable, responsive, and continues to meet stated performance.

Archive: Electronic data should be stored and archived with the defined access control, indexing and the possibility of retrieval. Electronic records should be stored in a format that is readable for the duration of the applicable record retention period

3. SciNote Infrastructure Explained

Cloud hosting and servers

SciNote is a cloud-based software, which means the application is available online. Users access their SciNote instance with their username and password, which allows them to manage their research data and collaborate with others in real-time.

Software installation, development and updates are all part of the service we offer.

It is important to emphasize that cloud hosting does not influence external access to your data – AWS access to customer data on the server is available only via SciNote application based on each user's individual permissions.

Every cloud-based software uses one or multiple servers, which are physical machines where the entire database of the application is safely stored.

We use one of the strongest platform providers for hosting SciNote data - Amazon Web Services (AWS), which guarantees 99.999999999% persistence of all uploaded files and offers state-of-the-art physical protection for the servers and infrastructure.

Cloud: Server locations

Within the SciNote Premium offers, organizations can choose from locations, depending on where they prefer to have their data stored:

- East Ohio, USA
- West Oregon, USA
- Montreal, CANADA
- Frankfurt, EU
- Hong Kong, CHINA
- Sydney, AUSTRALIA

Backups for all SciNote instances are in Dublin, IRELAND, EU. Original database and backups are kept on remote locations on purpose, to ensure data remains unharmed in the unlikely case of natural disasters.

Local installation

Some organizations want to have data stored on their local servers instead, which is mostly due to their internal rules and policies.

For this purpose, we also offer local installation of SciNote with our Premium plans.

However, such organizations then need to have an internal member or team responsible for deployment, maintenance and updates of the software.

Data Storage and Backups

SciNote stores and backs-up data in two ways:

- **PostgreSQL Relational Database**

This database is backed up using automatic Amazon AWS tools on a daily, weekly and monthly basis.

For SciNote Premium instances, we keep the last 35 daily backups, weekly backups of the previous month and all monthly backups.

- **PostgreSQL Relational Database**

For files that are uploaded into SciNote, we use Amazon AWS S3 service.

We replicate all files that are uploaded into SciNote into a separate S3 server in the separate back-up location. The mirroring is done with no deletion, so even if you (accidentally) remove files from SciNote they are still stored in the mirrored data center.

Updates

SciNote software developers and application specialists are constantly improving SciNote.

All new features developed in a certain period are released together with each software update. For cloud customers, all updates are automatic and done by SciNote.

For local installation customers, updates are performed once or twice per year. Even though SciNote provides all necessary information, updates are done by the organization's internal IT personnel. On average, we have a new SciNote release at least once every 3 months.

Controlled software updates and releases:

As mentioned previously, upon request, the regular SciNote updates can be performed a few times per year, to meet the QA needs of the organization.

User roles and permissions

Research data is extremely sensitive and needs to be shared with caution – even within institutions, labs and research groups. Each user role in SciNote has a predefined set of permissions that affects creating, editing, deleting, viewing and access to data within SciNote. Free users can assign 3 different user roles within the team and additionally 4 different user roles for every project. Premium customers have an extra hierarchical layer with an additional user role called Organization administrator.

Next Steps

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2. **Contact us: premium@scinote.net**