



Republic Of Botswana



Ministry of Communications, Knowledge and Technology



**Research Information Management System User Guide**  
*Manual for Administrator, Research Officer and Researcher roles.*  
**July 2023**


Abbreviation	Meaning
BDRS	Birth and Death Registration System
BEC	Botswana Examination Council
BGCSE	Botswana General Certificate of Secondary Education
BOB	Bank of Botswana
BQA	Botswana Qualifications Authority
BRD	Business Requirements Definition
CAPTCHA	Completely Automated Public Turing test to tell Computers and Humans Apart
DIT	Department of Information Technology
DRKB	Department of Research & Knowledge Business
DRST	Department of Research Science & Technology
DSSS	Department of Special Support Services
DOI	Data Object Identity
ETP	Educational and Training Providers
ID	Identity
IGCSE	International General Certificate of Secondary Education
IT	Information Technology
MHA	Ministry of Home Affairs
MNIG	Ministry of Nationality, Immigration and Gender Affairs
MoA	Memorandum of Agreement
MoTE	Ministry of Tertiary Education, Research, Science and Technology
ORCID ID	Open Researcher and Contributor ID
PDF	Portable Document Format
RHEL	RedHat Enterprise Linux
RMU	Records Management Unit
RIMS	Research Information Management System
SSL	Secure Socket Layer
TLS	Transport Layer Security
UAT	User Acceptance Testing
URL	Uniform Resource Locator





# 1 Introducing the RIMS.

The RIMS is a web based system developed by the Botswana Government led by the Ministry of Communications, Knowledge and Technology (MCKT). MCKT engaged services of [Clarivate Analytics \(UK\) Limited](#) to tap into their globally known expertise with the view to profile the national research and innovation landscape. The system is accessible via any of the latest versions of common browsers (Microsoft Edge, latest version of Safari, Firefox, Google Chrome) at [www.rims.gov.bw](http://www.rims.gov.bw).

**Research Information Management System**

Login | Accessibility | English (GB)

Home

Projects

Publications

People

Organizations

Areas


Research Facilities

Funding Opportunities

### The National Research Information Management System (RIMS)


The National Research Information Management System provides details on researchers, research projects and publications taking place in Botswana. There are three main ways of accessing the information. These include selection of thematic research areas, organisational units or staff in the left menu, through a direct search in the search box below or by browsing the information by selecting different filters.

The RIMS also allows researchers to apply online for researchers permits. All researchers must be registered in the RIMS to apply for a research permit.



General search

Search



Areas

All areas

Browse

#### Latest Projects

[INTERNET OF THINGS BASED PLATFORM FOR ELECTRONIC MANAGEMENT OF UTILITIES AND ESSENTIAL SERVICES- E-UTILITIES; Gwangwawa, Norman - Botswana International University of Science & Technology](#)

[REAL TIME COW HEALTH MONITORING IN BOTSWANA EMPLOYING CLOUD COMPUTING; Yahya, Abid - Botswana International University of Science & Technology](#)

[An Evaluation Of The Level Of Naturally Occurring Radioactive Materials In Botswana; Kureba, Chamunorwa - Botswana International University of Science & Technology](#)

[3D Modelling Of Meekat Spiral Galaxies; Angus, Garry - Botswana International University of Science & Technology](#)

[Botswana Magnetotalluric Experiment \(BOMTEX\); Selepeng, Ame - Botswana International University of Science & Technology](#)

#### Latest Publications


[Development Banks & Industrialisation in Zimbabwe; 2017; Journal article](#)

[A Study on Satisfaction in Commercial Banks in Botswana; 2007; Journal article](#)

[Impact of Ambiance Conditions on Customer Satisfaction in the Restaurant Industry: Case Study of Debonairs Pizza Outlets in Botswana; 2017; Journal article](#)

[Is it More Than Eating Spiced & Fried Chicken? Service Quality Institutionalisation in the Fast Food Industry. A Case of Chicken Inn - in Masvingo- Zimbabwe; 2017; Journal article](#)

[Defiance of one size Fits all! Can leaders lead the same across the Globe? A comparative study on effective leadership from a cultural perspective across the globe: Implications of the Globe study on leadership on selected countries worldwide; 2017; Journal article](#)



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## 1.1 Background

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The concept to develop a national RIMS was conceived having observed the operational challenges faced by Government in coordinating research. The challenges include but are not limited to:

1. The local RSTI landscape has no defined and adopted common data format. The current RSTI landscape is flawed with missing or not readily available data on research. Where some data may exist, it is often outdated, existing in different formats with institutional datasets capturing different aspects of research data. From the coordination perspective, credible and up-to-date data is critical. The lack of a nationally adopted RSTI data format presents a problem as collating data to build an informed RSTI outlook is difficult.
2. It is difficult to collate the data into informative information that may drive strategy;
3. The absence of centralised, coordinated information about research inhibits opportunities for collaboration.
4. Research Institutions operate in silos across the RSTI landscape. This current scenario has inherent risks of duplication of effort, under-utilisation of key research equipment across the landscape.

The RIMS, shall make researchers and their work shall more discoverable and more visible, with enhanced opportunities for collaborations and funding. The RIMS shall enable:

1. Profiling of researchers;
2. Profiling of research institutions;
3. Profiling of research activities across the national landscape articulating research inputs (key traits of the researcher populace, weight of efforts towards (R&D, applied, basic) research, efforts in key (or priority) research fields, national budget and expenditures) and outputs (publications, Intellectual Property, rate of bankable knowledge generation);
4. Profiling of research infrastructure utilisation and thus expose collaboration and funding opportunities;
5. Automation of the submission, review, and approval of research permits for all Government agencies. This functionality shall enable the Government to better coordinate the research permit issuance process and bring down the silos between Government agencies.



## 1.2 Who Should Use It

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This guide is intended for users of various backgrounds and assumes no prior knowledge and experience with the RIMS. It covers functionalities available and accessible by various roles in the system:

- ✓ Researcher:
- ✓ Approver (Research Permit)
- ✓ Research Administrator Officers :
- ✓ Researcher Units:
- ✓ General Public

## 1.3 The DRST Helpdesk

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The DRST Helpdesk is a one point service desk for RIMS technical assistance. All queries and enquiries related to the RIMS must be directed to the helpdesk either by telephone or email.

### **Contact Details**

The RIMS Helpdesk has the following operating hours:

- ✓ 07:30 – 16:30 Monday to Friday, excluding Weekends and Holidays.
- ✓ 12:45-13:45 is lunch hour.

Users can log their calls through two (2) communications channels specified below:

- ✓ Helpdesk Telephone Number: +267 396 0171
- ✓ Email Address: ..... [rimshelpdesk@gov.bw](mailto:rimshelpdesk@gov.bw)

### **Nature Of Complaints/Problems For Helpdesk:**

All users may report submit an enquiry or request support via phone, email for the following or related services:

- ✓ Regarding complaints/problems related to entry of new data for researchers, projects, or publications;
- ✓ Application and issuance for research permits;
- ✓ All Login, password and webpage not found, webportal related issues.



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## 2 End User Guide - Public

### 2.1 Purpose

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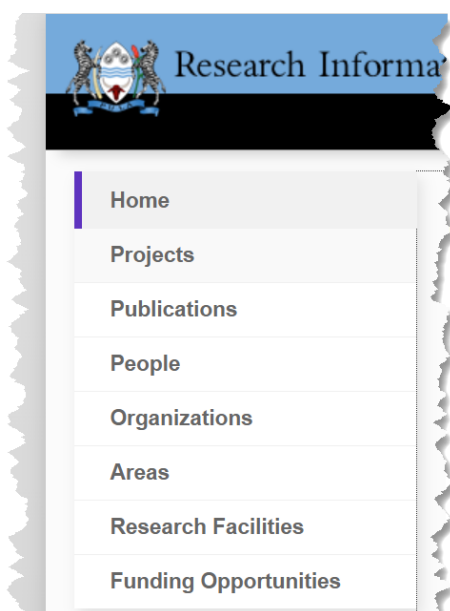
This chapter covers all the RIMS functionalities on the research portal and thus available to the public.

### 2.2 Research Portal

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The Research Portal is the publicly accessible module of RIMS that is reachable online at [www.rims.gov.bw](http://www.rims.gov.bw). The portal showcases an overview of research activities and achievements in the country. It is intended for use by the general public, so it is usable without a login. It provides generic searching and browsing of the main perspectives on research activities:

The RIMS provides a number of standard modules for browsing research information. These are:

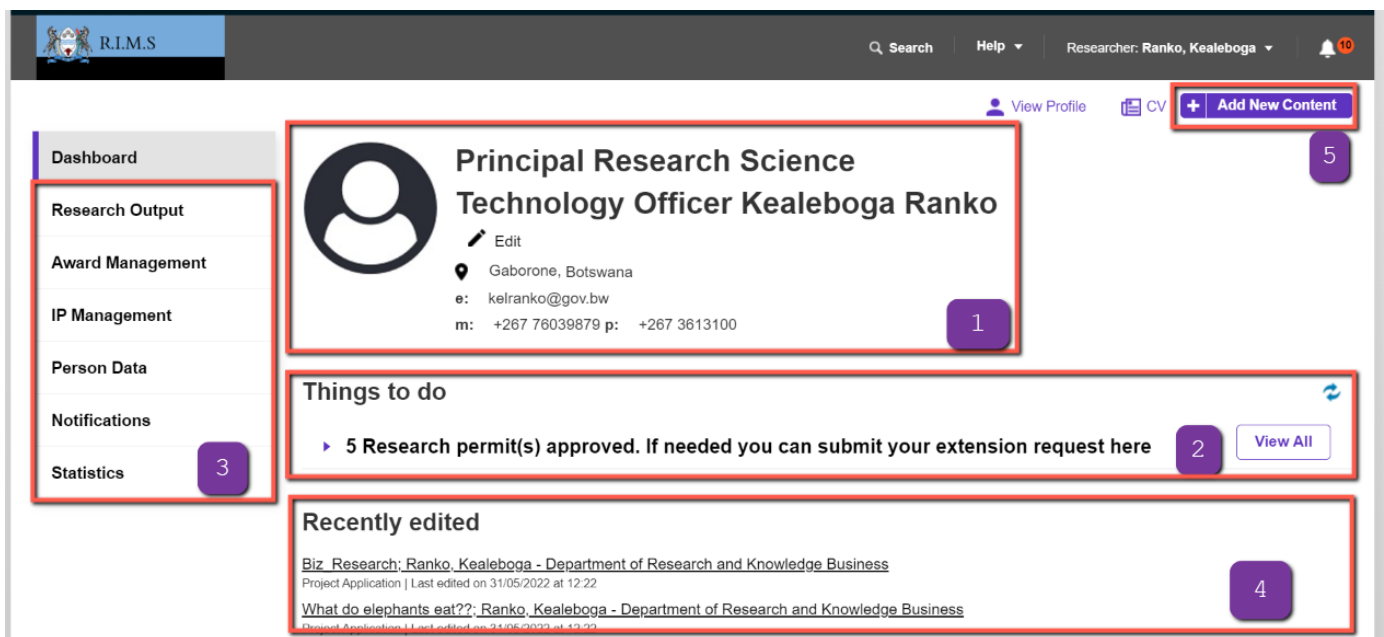


- ✓ Home Page
- ✓ Projects
- ✓ Publications
- ✓ People
- ✓ Organisations
- ✓ (Research) Area
- ✓ Research Facilities
- ✓ Funding Opportunities

## Logged-in Users

### Dashboard

This chapter covers all the RIMS functionalities not available to the public. The functionality accessible by registered logged in by valid username and password. When logged in to the RIMS you start from the Dashboard page as shown below.



1. **My Profile** – This provides a summary of the logged-in user profile.
2. **Things To Do** -The **Things to do**, which are displayed on the start page, provides the user with a shortcut into the corresponding list page already filtered on only those items where any action is required. For example:
  - ✓ The role **Researcher** should be requested under **Things to do** to complete all his or her own publications that are in the workflow status **Non-validated**.
  - ✓ The role **Research Officer** should be requested under **Things to do** to check a new submission for research permit application.
3. **Module Navigation** - The Module navigation is located down the left hand side of the RIMS window. It provides access to the system modules and sub-processes. When you click on a Module heading the sub-processes that make up that Module will be displayed beneath it, slightly indented toward the right.
4. **Recently Edited** – The **Recently Edited** area shows the last items this user has edited. The active links to the previously edited records allow one click access to the same record



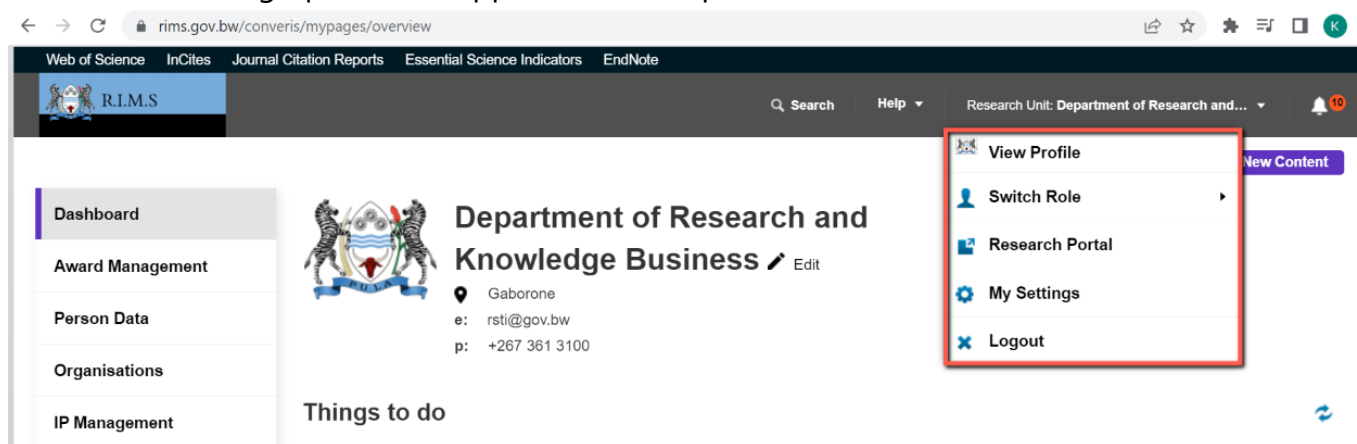
worked on previously. So, for example, if you Save a record at the end of the day but you have not finished working on it, the next day when you log in to RIMS the link to that record will be shown in the **Recently Edited** area, allowing immediate return to the Edit View for that record and completion of your work on it.

5. **Add New Content** - Click the **Add New Content** button at the top right of the screen to open the menu for adding different types of records to the system, e.g. projects, publications, etc. The **Add New Content** button allows creation of those record types for which the logged in user has appropriate rights.

## 2.3 Logged User Menu

. RIMS that is reachable online at

are: The following options will appear in the drop-down menu:



Menu	Description
View Profile	See your internal profile
Switch role	If several roles have been activated for your account, they expand when hovering over this menu item. Click on the role you wish to switch to and you will be taken to the dashboard of that role.
Research Portal	View the RIMS Research Portal.
My Settings	Change a variety of user settings, e.g. change your password.
Logout	End your current RIMS session.

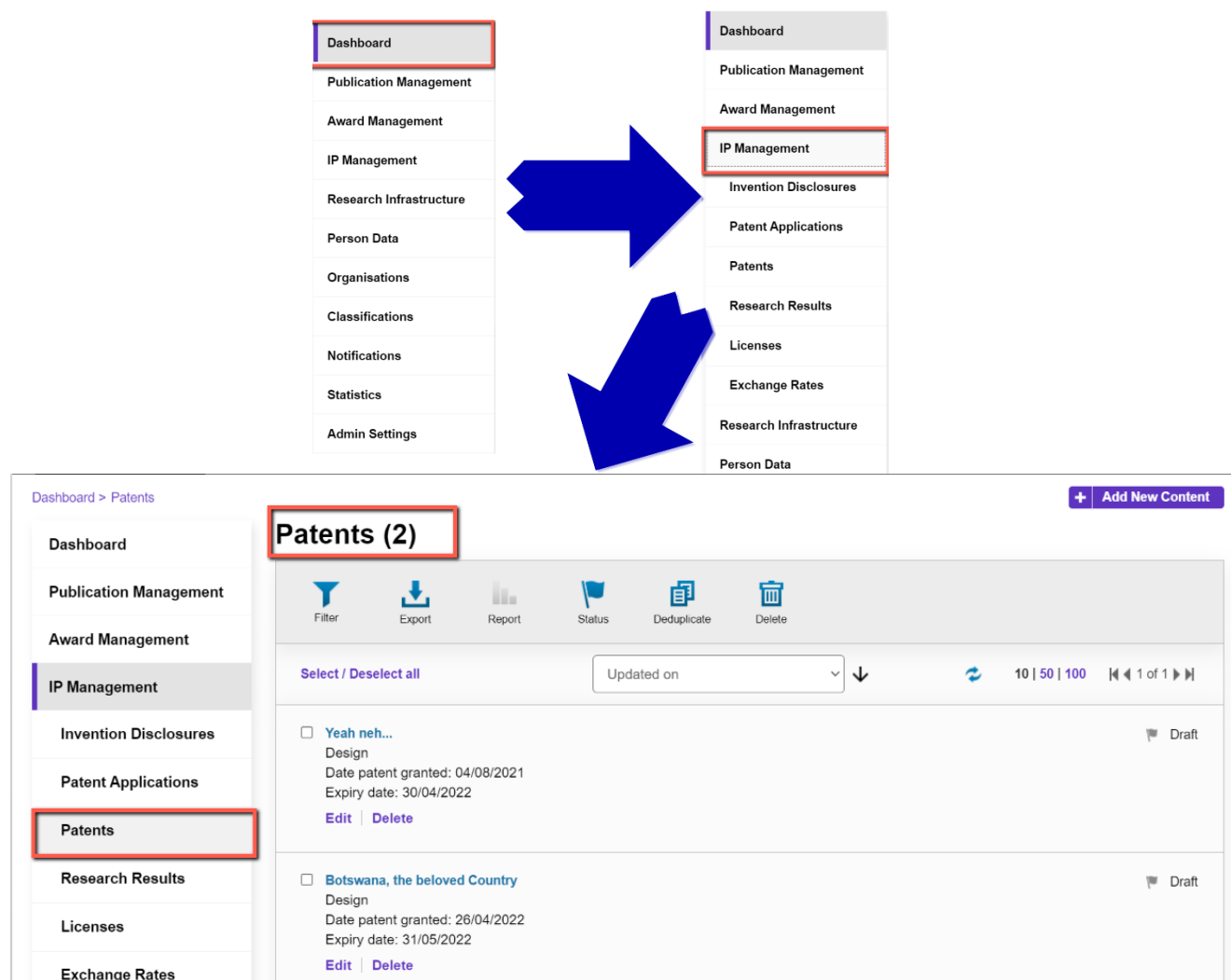




## 2.4 Module Navigation

The Module navigation is located down the left hand side of the system window. It provides access to the modules.

When you click on a Module heading the sub-processes that make up that Module will be displayed beneath it, slightly indented toward the right, as in the picture below.



When you click on a sub-process the main windows will show the List View of all records of that type that you are authorized to see.

Click on the Dashboard link at the top of the navigation bar to return to the main Dashboard display.



## 2.4.1 Add New Publication

The user role Researcher can enter publication data in the RIMS manually or import it. A validation process checks for duplicates and performs other quality checks when publications are imported. A validation workflow ensures that only publications that have been quality checked by the relevant roles are added to RIMS.

RIMS supports search and retrieval from several sources, including Web of Science (lite or premium), Scopus, PubMed, Europe PMC, DNB (German National Library), SwePub (search vice for scientific publications at Swedish universities), Crossref and ORCID. Publications can be searched and imported manually by the researcher or administrative staff, or the module can make use of the auto publication importer feature and automatically import publications belonging to the institution in a nightly cycle from Web of Science.

However, when manually creating a publication, publication meta-data can be imported straight into the input form for the publication, if the DOI of the publication is known.

From the Dashboard, click on the **Add New Content** button near the top right of the screen. Navigate through **Publication Management** and click on **Research Output**. You should see this screen:

The screenshot shows the RIMS interface for adding new research output. On the left, a sidebar contains a navigation menu with 'Add New Content' and 'Publication Management' highlighted. The main content area is titled 'Add new Research Output'. It features a question 'Do you want to import existing data?' with two radio buttons: 'Create Manually' (selected) and 'Import from external sources'. Below this is a table titled 'Select the appropriate research output type'.

Research Output	Information about the selected research output
Journal related publication types	Book related publication types
Conference related publication types	
Book related publication types	
Thesis	
Artistic/Performance	

**The default option is "Create Manually", allowing you to create a new Publication record and fill in the relevant details yourself.**

Once you select the type of Research Output you want to create, from the list shown, you will go directly to the blank Edit page for that type of record. Fill in as much information as you have, navigating through the tabs and up and down just as you do with any browser.

If you know the DOI of your publication, you can fill it in and then automatically get the publication meta-data. For this, fill in the DOI in the DOI field. The button "Get output data" will enable, and a click on it imports the metadata available for this publication.



- This last option ("**Save & close**") will ask you to choose a status in which to save the record (see picture below) and then return you to the List page for Research Outputs.
- Choose from the available Status steps and then click the "**Done**" button.

In the following List page you will see your new publication at the top of the screen. Note the Status shown as we set it in the previous illustration:

Once you have Saved and Closed the record in this status, you can view it but you cannot edit it any further.

Alternately, by selecting the "Import from" option, you can import publications meta-data from a number of online sources, or from a file. The screen will look very much like this:

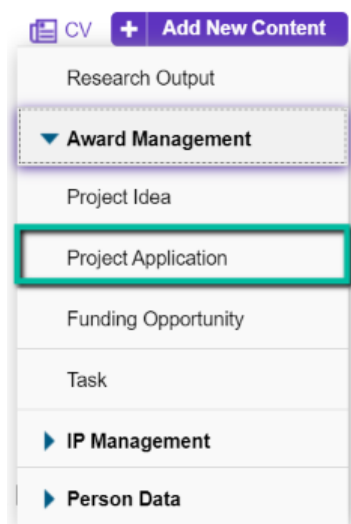
The screenshot shows a web interface for searching publications. At the top, it says 'Maabong, Kago - Botswana University of Agriculture and Natural Resources (Active)' with a trash icon. Below this is a text box explaining the 'Save' function. A dropdown menu labeled 'Select saved search (optional)' is followed by a 'Save' button. Below the dropdown is a tabbed interface with 'General Search' and 'ORCID Search' tabs. The 'General Search' section is active, showing a search form. The form includes a text input with 'Maabong K', a dropdown for 'in field' set to 'authors', and a 'Search' button. Below this is another text input, a dropdown for 'in field' set to 'all', and a 'Clear' button. At the bottom of the form, there are fields for '\*From year' (1900) and '\*to' (2099), and a 'Cancel' button. Five numbered yellow callouts with purple arrows point to specific elements: 1 points to the user name, 2 points to the 'Save' button, 3 points to the 'ORCID Search' tab, 4 points to the 'Web of Science' checkbox, and 5 points to the 'Search' button.

- 1. Search & Select Publication Author:** Select the Author for whom you want to search publications.
- 2. Save Search:** You can also save your search, once you have it all arranged as you want it, and you can reload your saved search from this same screen. This makes it easier and faster to consistently search the same sources for the same information.
- 3. General Search or ORCID Search:** Select to search a list of publication sources or the ORCID.



4. **Search Publications:** Select the online source you want to search. In this example we've used Clarivate owned Web of Science as the source to be searched. As the Researcher creating a new publication record you're already entered in the authors field.
5. **Filter:** You can alter the criteria fields to be searched. You can also adjust the range of years to be searched. If you've only been publishing for ten years then reducing the search range will reduce the time the search takes to deliver results.

## 2.4.2 Create New Research Permit Application



The user role Researcher can create a new application for Research Permit.

1. From the **Dashboard**, click on the **Add New Content** button near the top right of the screen.

2. Navigate through **Award Management** and click on **Project Application**.

3. On the next generated screen, click on **Research Permit Application**.

4. A new **Project Application** (captured overleaf) form page is displayed next with three tabs at the top – Key Information; Research Plans; Approvals; Documents.

Complete all the fields as required. Also note that if a tab contains any mandatory fields, the tab itself will display the asterisk (\*) symbol next to its name to indicate this, just as each mandatory field does.

### Multi-language Fields

Some fields are multi-lingual such as Title in this case (refer to screenshot overleaf). This is a multi-language field. It allows you to record information in any language installed in the system. The RIMS system is installed with British and American English. Click on the tabs to switch between the languages. In each multi-language field you can use any characters normally shown on the keyboard designed for that language.

At the bottom of the Edit page are three buttons.

Clicking the "**Cancel**" button will remove any changes you have made (since the last time the record was Saved), and return to the List page.

Clicking the "**Save**" button will save any changes you have made to the record, and remain in the Edit page.



The Approvals tab ordinarily remains disabled for the Researcher role. The information on this tab can only be edited by Research Units that have been granted authority to edit the information.

Add new Project Application

### New Project Application

Not internally visible In preparation

Key Information \*

Research Plans \*

Approvals

Documents \*

Application Details \*

Type of project application  
Research Permit Application

Application Reference Number  
This is a system-generated number used to identify this application  
337

Type of R&D Project \*  
Select Type of R&D Project

Title \*  
English (GB) \* English (US)

Cancel

Save

Save & close

Clicking the **"Save & close"** button will save the changes you have made, and allow you to select a status for the record, and return to the List page.

### 2.4.3 Assess Research Permit

Each application for Research Permit has a status. Any change in permit status triggers email notification to the applicant.

The user role 'Research Unit' can view and therefore evaluate a new application for Research Permit.

1. Logged on to the RIMS as 'Research Unit';
2. From the **Dashboard**, click on the **Award Management** button and proceed to click on **Project Application** as shown on the next page;





3. The next generated screen displays a list Research Permit Applications that have been received by the currently logged-in organisation research unit officer;
4. To access and asses a Research Permit Application, locate the application by proposal title and Principal Investigator name.
5. Click on **edit** on the research permit you wish to view and evaluate.

Dashboard > Project Applications

**Project Applications (6)**

Filter Export Report Status Relate Deduplicate

Select / Deselect all Updated on 10 | 50 | 100 1 of 1

<input type="checkbox"/>	<b>The Next Artificial Intelligence - The next dilemma?; Application Number: 332</b> Ranko, Kealeboga (Department of Research Science & Technology) Research Permit Application (20/05/2023-31/05/2025) <a href="#">Edit</a>	Not internally visible Approved
<input type="checkbox"/>	<b>The Design and development of Matsieng - Botswana's first certified Artificial Intelligence humanoid; Application Number: 333</b> Ranko, Kealeboga (Department of Research Science & Technology) Research Permit Application (20/05/2023-03/05/2024) <a href="#">Edit</a>	Not internally visible For review by Evaluation Committee at Permit Issuing Organisation
<input type="checkbox"/>	<b>Ms; Application Number: 288</b> Hanchard, Neil (Botswana-Baylor Childrens Clinical Centre of Excellence)	Not internally visible Approved

6. The next page brings up the submitted proposal. The research permit evaluation team can now assess them application for research permit online.
7. Browse the **Key Information**, **Research Plans** and **Documents** tabs to appraise the respective research permit application.

The **Key Information** tab contains the overall information about the permit application, including the application reference number, title, principal investigator details, field of research or discipline and co-researcher team details.

The **Research Plans** form captures all the key information about the research proposal. Please note all fields denoted with an asterisk (\*) are compulsory and must be filled in.

The **Documents** tabs gives access to the uploaded documents such as the scientific proposal, CV etc.

8. Click on the **Approvals** tab to record assessment information.

## 2.4.4 Download Research Permit

Each application for Research Permit has a status thus any change in permit status triggers email notification to the applicant. Therefore the applicant shall

## 2.5 Data Properties Configuration

The screenshot shows the 'Projects (202)' interface in the RIMS system. A 'Set Visibility' dialog box is open, allowing users to configure the visibility of selected items. The dialog has two main sections: 'Set' and 'To'. The 'Set' section has two checkboxes: 'Publicly visible' and 'Internally visible'. The 'To' section has two radio buttons: 'Visible' and 'Not visible'. A red box highlights the 'Live' status option in the 'To' section. The background shows a list of projects with a table header and a list of project titles.

The visibility rules determine which content is made visible to all internal users or external users via the research portal respectively, and which status the content has to be in. Visibility is defined per entity and it cannot be distinguished for different dynamic types. Visibility rules are applied to content irrespectively of individual user role rights.

Visibility of specific content can be manipulated by entitled user roles, offering individual control over visibility where this is necessary. The visibility defined by the user overrides the settings defined in the visibility rules configuration. If the visibility of an item is changed manually, the manually set visibility prevails.

- Internally visible **content is visible to logged in users in RIMS. Users can search these entities using [header search](#) and can access the browse pages of such content.**
- Publicly visible **content is visible to all users of the Research Portal.**

## 2.6 Adding new/Editing Visibility Rules

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To view the Visibility Rules, open **Admin Settings -> Configuration -> Visibility Rules (under Module Settings)**.

The visibility rules are also accessible from the entity configuration overview page.

The overview page shows the visibility rules for every entity in the data model. If new entity types are added to the data model, Converis automatically creates the respective visibility rule.

## USER CREATION FORM

Click on the link below to access and download the user creation form;

<https://docs.google.com/document/d/1yFkGZBmgWFsxSoax0KJtmF4O-wxulOFj1SnXky-fUMZg/edit?usp=sharing>



