



LENS™ Roles and Responsibilities

There are different roles and corresponding responsibilities within LENS which may or may not necessarily correspond with the leadership structure of a work setting. For example, if a staff member of a work setting is interested in and adept at using LENS, they may be asked to become a LENS manager by the work setting managers. The term “manager” with respect to LENS means a greater level of access to LENS functionality and in no way implies work setting managerial operational reporting or responsibilities.

LENS currently has three access levels **Manager with full access**, **LENS Administrators with or without limited access**, **Core Member**, and **Member**. Below is a list of LENS responsibilities by role.

LENS Manager and LENS Administrators Responsibilities

Updates

LENS managers create, edit, pin, make public, delete, and archive updates. Updates are displayed on the Today Page of LENS. Updates can also be selected for display when LENS is in Kiosk mode (screen saver mode). LENS managers can send email reminders to staff to view or be aware of a new update. **Managers can grant or restrict LENS Admins access to create, edit, pin, make public, delete and archive updates.**

Huddles

ONLY LENS managers can create, edit, and archive Huddles. Huddle information such as huddle title, time, duration, frequency, and the remote link is displayed on the Today Page of LENS.

Issues

LENS managers select which Issue Lists will be displayed in the Issue Summary section on the Today Page of LENS. Additionally, only LENS managers can “Flag an Issue for Leadership”, set the default issue list, limit a list to manager-only, edit or add issue labels, and send daily list summaries. LENS managers can also create new Issue tabs.

Aims

LENS managers create Aims, Aims Measures, Aims Strategies, and create Surveys associated with Aims. Additionally, only LENS managers can add, edit, or delete Aims Measure data points.

Surveys

LENS managers send email reminders to staff to participate in surveys (created on Aims Page).

Users

Only LENS managers view and perform the actions (add, archive, and give managerial access (toggle manager) to LENS and download list of LENS users) in the User page of LENS. **Managers can grant or restrict LENS Admins access to approve LENS access for newly added members or core team members.**

Admin

Only LENS managers view and perform the actions in the Admin Section of LENS. In the Aims section LENS create Updates, create Huddles, and highlight Aims to pin to the Aims carousel on the Today page and/or select to display when LENS is in Kiosk mode. Additionally, LENS managers select which Issue Lists to display in the Issues Section on the Today page and select the Today Page layout.



LENS Non-manager/Staff Responsibilities

Updates

LENS Non-managers/staff are responsible to be aware of the Updates, Huddles, Issues Summary, and Aims sections on the Today Page of LENS. Additionally, LENS Non-managers/staff are responsible to suggest Updates to work setting manager to be included in LENS.

Huddles

LENS Non-managers/staff participate in huddles either in-person or remotely via the “join huddle” link.

Issues

LENS non-managers/staff enter issues and add labels, team members, provide comments reflecting the work taken on issues and can move issues from columns. Additionally, LENS non-managers/staff can archive and delete issues and issue lists.

Aims & Surveys

LENS Non-managers/staff participate in surveys and provide data (taking a survey) that generates data points for an Aims measure run chart.

LENS Report Viewer

Reports

LENS Managers can grant access to any LENS Admin and/or core team member access to view the LENS usage report on the Reports Page of LENS. The Reports Page data include changes in LENS engagement percentage, changes in LENS huddle efficiency, new and current issues flagged for leadership, and new and current aims measures counts, and the average number of days issues remain “In Progress” for a selected date range.

LENS Update Editor

Updates

LENS Managers can grant access to any LENS Admin and/or core team member create, edit, pin, display in Kiosk mode, archive, and delete UPDATES that will display on the Today Page and, if selected, display when LENS is in Kiosk Mode. The purpose of granting access is to share the ability to manage the UPDATES in LENS across multiple people.

LENS Access Approval

User Access

LENS Managers can grant access to any LENS Admin and/or core team member the ability to approve access to LENS for new members.