



TO: HRS Planning and Prioritization Committee Business Unit Owners

EFFECTIVE: December 12, 2019

RE: HRS Enhancement Request SOP

Dr. Liz Klonoff, the Vice President of Research and Dean of the College of Graduate Studies, has allocated a pre-approved budget amount for improvements to the Huron Research Suite (HRS) modules. These improvements are typically identified as customizations and therefore are not included as part of the functionality provided in the delivered software. This budget facilitates on-going support to ensure business operations remain and gain effectiveness and efficiencies the system was intended to provide.

The budget is intended to be used on an as-needed basis. Prioritization of the work will be completed by the HRS Planning and Prioritization Committee (HRS PPC), then submitted by Dorothy Yates, Associate Vice President of Research, to Dr. Klonoff for final approval. This framework is intended to streamline and accelerate the process of completing these improvements by having funds available, when needed, and based upon the process in this SOP.

The HRS PPC is a group of business owners within the Office of Research, along with members from a set of departments, and is chaired by the Associate Vice President of Research. The HRS PPC is charged with the sustainment and continuous improvement of the HRS electronic research administrative (eRA) system. Leveraging data driven decision-making, the committee is asked to recommend improvements to the system, based upon a set of agreed upon criteria established in the best interest of the institution.

**Please submit enhancement requests to [GRITServiceDesk@ucf.edu](mailto:GRITServiceDesk@ucf.edu).**

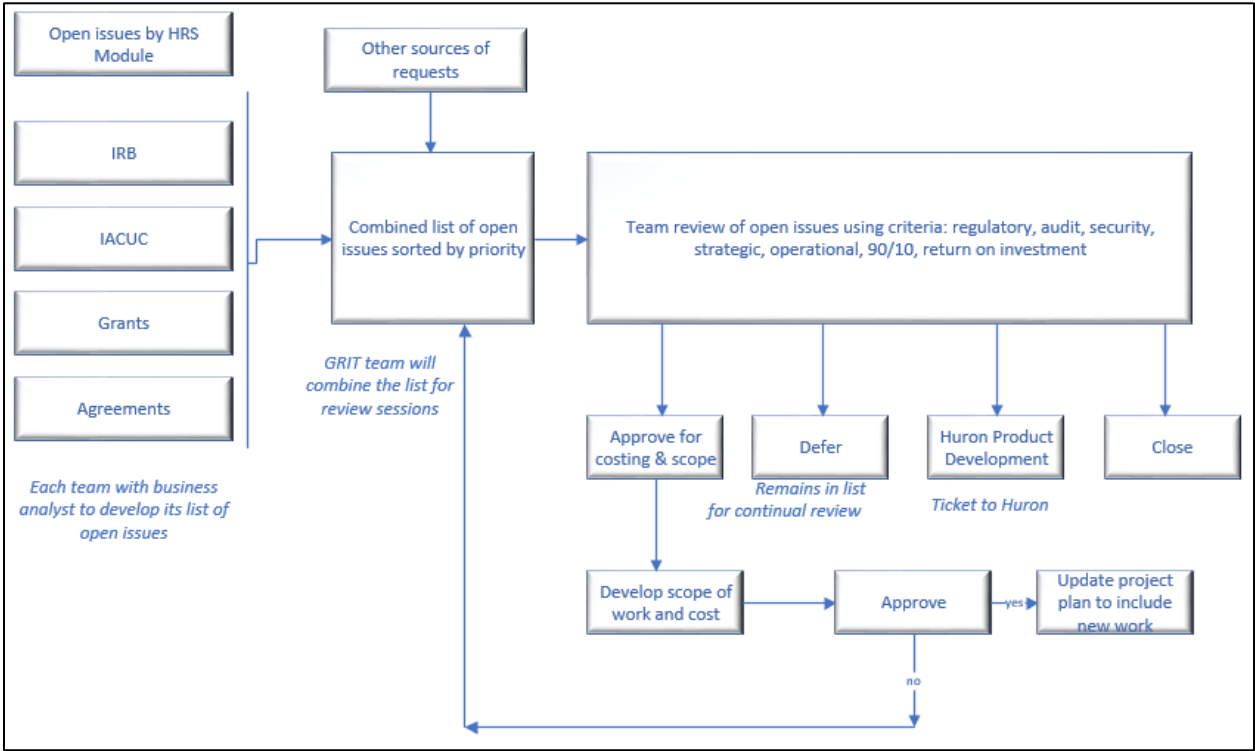
**A Business Analyst from GRIT will coordinate with you to gather additional information and determine next steps.**

# HRS Enhancement Request SOP

Requests are triaged according to the following criteria:

- Regulatory – Federal, state, local, accreditation
  - New compliance regulations
- Audit – Findings or recommendations from audits
  - Segregation of duties
- Security
  - Physical or cyber security
- Strategic – Directives that have an institute-wide impact
  - \$250 Million Research Goal
- Operational – Necessary to sustain reliable and dependable systems
  - Vendor driven upgrades
- 90/10 Rule
  - Population impact versus cost
- Return on investment
  - Increase PI satisfaction and service delivery

Planning and prioritization of enhancement requests will be triaged according to the following decision routing and criteria process:



The Business Units are represented as follows:

- Chair – Dorothy Yates, Associate Vice President of Research
- Business Unit Owners –
  - Director of Research Development: Winston Schoenfeld
  - Pre-Award Office: Jennifer Shambrook, Celeste Rivera-Nunez, Stephanie Rodriguez-Makhlouf
  - Post-Award Office: Michelle Greco, Mary Davis, Brenda Jackson
  - Subawards Office: Tameria Mace
  - Contracts Office: Jeff Warner, Amber Thorne
  - Office of Technology Transfer: Svetlana Shtrom
  - IRB Office: Renea Carver, Gillian Bernal
  - OAW: Cristina Calcano, Debbie Altomare
  - Compliance: Doug Backman, Daniel Sierra, Sarah Farrell
  - Research Foundation: Kim Smith, Terri Bigham
  - Proposal Development: Josh Roney
  - DARF: Tamara Gabrus, Greg Norris
- Graduate & Research IT (GRIT) –
  - Business Services – Chad, Macuszonok, Chris Meholic, Jennifer Walters, Christine Silver, Wil Cornelio, Nick Rufrano, Lidya Abdelmalak, Lesley Roberts
  - Reporting & Analytics – Jason Kuhns