



## Definitions

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### Role

Suggester – individual submitting idea for implementation.

Triage – individual reviewing and assigning all incoming suggestions to the appropriate operational area(s). There is one designated individual at each MGB affiliate responsible for the triage process.

Working Group & Administrative Owner –Administrative owners and/or managers/directors primarily responsible for an operational area. Regularly reviews suggestions submitted by the research community with their team.

Senior Administrative Group Review – a meeting of senior research administrators charged with reviewing suggestions declined for implementation by working groups. Responsible for advising leadership on administrative policies and procedures impacting the research community.

### Status by Role

#### Triage

Redirected – suggestion is not related to an operational improvement area that participates in Isuggest. Suggestion(s) will be communicated to the appropriate department/administrator.

Canceled– a suggestion will not be considered for implementation due to either inappropriate content or the idea being an individual transactional issue (e.g., my paycheck is wrong).

Active – idea triaged to the appropriate operational area for review and possible implementation.

#### Working Group & Administrative Owner

Yes, Pending Implementation – the working group has decided that the idea will move forward and is in the process of being implemented.

- Timeframe: 0-3 months, 4-6, 6+ months

Implemented – implementation of the idea has been completed.

Parking Lot – resources not available for implementation at this time. Idea will be reevaluated in the future for possible implementation.

- Move to active within (x) months

No, Resources Unavailable –would need significant resources that are unavailable for the foreseeable future. Ideas/suggestions will be forwarded for senior administrative review.

No, Not Technically Possible – current system/process does not allow suggestion to be implemented.

No, Against Policy/Regulations/Law – implementation of suggestion would violate one or more policies, regulations, or laws currently in place.

No, Other – if you select this option, please add additional information in the comments section regarding why the suggestion cannot be implemented.

No, Pending Senior Administrative Group Review (SAR) – administrative owner validates working group decision not to implement. SAR will discuss the working group’s decision not to implement.

Alternative Solution Proposed – Working group reviewed the idea/suggestion and provided an alternative solution.

#### Senior Administrative Group Review

Not Implemented – group validates decision not to implement the idea. The decision is final.

Active – group decides that the idea has merit and should be reconsidered by the working group. Idea is returned to the administrative owner for reconsideration as an active suggestion.