



## Responsibilities by Role

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### **Triage Person**

- Review Isuggest system on a regular basis for new suggestions
- Assess each suggestion to ensure that it is appropriate
- Direct all suggestions to the appropriate operational area
- Keep administrative owners and business owners up to date in the Isuggest system

### **Administrative Owner**

- Review the Isuggest system on a regular basis for new suggestions that have been assigned
- Chair a working group or other formal structure to review and discuss ideas for possible implementation
- Gather additional information from suggestor as needed to help the working group with the review and decision-making process
- Review with the business owner ideas that the working group recommends for implementation, but needs resources
- Review with the business owner ideas and suggestions that the working group recommends not to implement
- Update the administrative owner and business owner status fields within the Isuggest system when needed, and post updates in the public comment area.

### **Business Owner**

- Review ideas that the working group recommends for implementation, but needs resources
- Review ideas that the working group recommends not to implement.
  - May decide the idea has merit and requests the working group reconsider or develop an alternative solution.

### **Research Advisory Forum (RAF)**

- Review ideas that the working group and business owner recommend not to implement. May decide the idea has merit and recommend the working group to reconsider or develop an alternative solution

### **Research Operations Management (ROM)**

- Review ideas that the working group, business owner and RAF recommended not to implement. May decide the idea has merit and recommend the working group to reconsider or develop an alternative solution.
- Review ideas that have been placed in the “Parking Lot” semiannually for possible implementation.