

RSP CSWG Business Process #1 (How CSWG will Distribute Workload for Answering Questions in CS Mailbox)

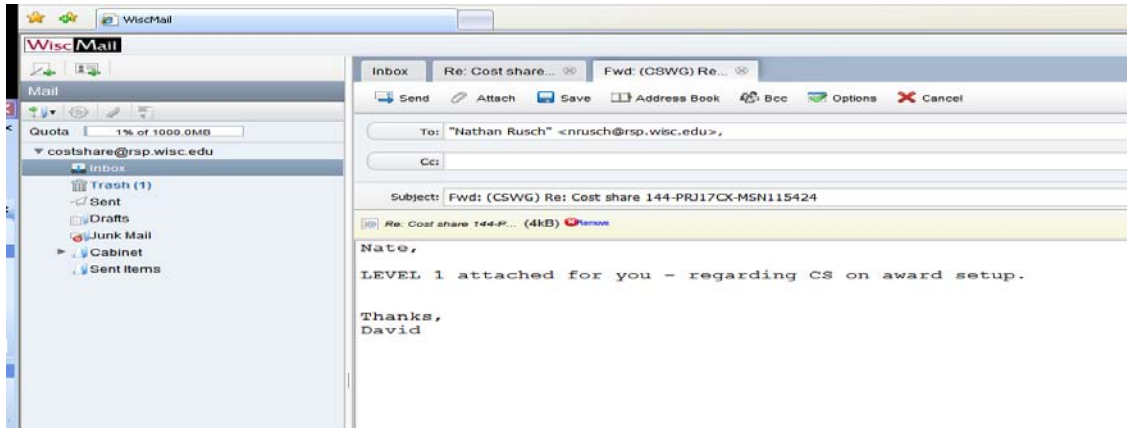
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ISSUE:

The RSP Cost share working group needs a formal process on how the group will approach handling questions from customers. The business process below details how the CSWG intends to answer questions from customers (campus/RSP questions that arrive via email/phone).

PROCESS:

1. Any question from RSP and/or campus should be documented and sent to the CS mailbox (costshare@rsp.wisc.edu).
 - a. Reporters will note in all staff, pre-award meetings and post-award meetings that all questions should be routed to the cost share mailbox. Phone call questions should be summarized into email version and sent. Email questions can just be forwarded.
2. In the cost share mailbox, David Ngo will triage the questions. Jennifer Rodis is the backup.
3. David will review the issues within the questions.
4. On a case by case analysis – David will then forward the question or correspondence onto a CSWG team member for response.
 - a. Methodology for routing is:
 - i. Proposals/budget building (Cheri),
 - ii. Award setup (Nate),
 - iii. Pre-award backup (Jennifer R),
 - iv. Non-fed post-award (Tim),
 - v. Fed post-award (Paul),
 - vi. Cost share and commitment updates (payroll: Nate, non-payroll: Accountant),
 - vii. Cost share bolt on system issues (David)
 - viii. Misc questions (David)
 - b. The team member will receive the forwarded email to their personal email account. The email will have the following details:
 - i. Subject line – will state CSWG
 - ii. Email will be from “Cost Share” or costshare@rsp.wisc.edu
 - iii. Body of the message will indicate level of priority
 1. Level 1 = customer has 0 replies from RSP. Expectation is for the CSWG team member to reply within 1-2 business days
 2. Level 2 = customer has 1 reply from RSP indicating we are looking into it. Expectation is for the CSWG team member to reply within 2-4 business days.



5. David will then file the customer's email in the cost share mailbox cabinet and assume the question will be replied to.
6. The CSWG team member should reply to campus using their personal email account. Upon successful reply, this closes out the situation.
 - a. If during the investigation the CSWG team member finds the question/answer useful, they should bring to the weekly CSWG team meeting for discussion with the group.
 - b. If the question/reply results in documentation that is needed for the file, print out the details/forms and place into the basket to be filed by the Project ID.

FLOWCHART

