HARVARD
MEDICAL SCHOOL | OFFICE OF Research Administration

Office of Research Administration (ORA) Service Level Agreements

General Inboxes
ORA maintains General Inboxes to enable each team to collaboratively monitor and respond to inquiries. All ORA General Inboxes are checked at least once per business day. Review the general inbox descriptions to learn who reviews, when to use and for what purpose.

Research Administration (RA) Dashboard
ORA regularly maintains the status of items within the applicable record in the RA Dashboard. We strongly encourage stakeholders to log into the RA Dashboard for a status update on a pending item, before contacting ORA in this regard.

The dashboard contains information regarding:
- GMAS "Other" Requests (excluding new/competing renewal & supplement proposals, NIH RPPRs, & JIT requests)
- Pending award notices
- Pending agreements in progress with ORA

Awards Management Team
NIH Awards
Processed on a first-in-first-out basis. Once all approvals in GMAS are cleared, and all budget and subaward documents are provided by the department, we aim to activate NIH awards in GMAS within one business week. Awards can be expedited if there are extenuating circumstances stemming from NIH or outside of the PI's or Department's control. Check the RA Dashboard for the status of your NIH award or request. ORA makes every effort to submit prior approval requests and respond to inquiries in accordance with the NIH Grants Policy Statement or other timelines provided by NIH, usually within one business week.

Subawards
Outgoing subawards are processed on a first-in-first-out basis. There is a perpetual queue with significant seasonal variation (roughly 30 to 90+ at any given time). Subawards can be expedited if there are extenuating circumstances stemming from the sponsor or subrecipient, or outside of the PI's or Department's control. Once ORA receives all subaward documents, we aim to send a draft subaward or amendment to the subrecipient for review and signature (via DocuSign) within two business weeks. Execution of subawards largely depends on the subrecipient. Check the RA Dashboard for the status of subawards. Once fully executed, ORA aims to activate subawards in GMAS within one business week.

Operations
Incoming award notices in GMAS, or other types of messages from sponsors, are logged on the day they are received. ORA processes GMAS revisions on a first-in-first-out basis and we aim to complete them within one business week of receiving a datasheet from the ORA portfolio owner. GMAS revisions can be expedited if there are extenuating circumstances outside of the PI's or Department's control or pressing accounting deadlines. We aim to complete systems access and eRA Commons account requests as soon as possible, ideally by the end of the next business day.

Billing Agreements
Incoming and outgoing Billing Agreements are processed on a first-in-first-out basis. Billing Agreements can be expedited if there are extenuating circumstances stemming from the other party (HMS Affiliate), or otherwise outside of the PI's or Department's control. Once ORA has received all supporting information, we aim to send a draft Billing Agreement to the other party for review and signature within two business days. Execution of Billing Agreements largely depends on the other party. Check the RA Dashboard for the status of Billing Agreements. Once fully executed, we aim to activate *incoming* Billing Agreements in GMAS within one business week. Departments can pay invoices related to *outgoing* Billing Agreements immediately upon execution (these are not entered in GMAS). We aim to assess and respond to questions about Billing Agreements or other salary reimbursement options with HMS Affiliates within two business days.

Grants & Contracts Team
Provided that required system (GMAS, DUA-Agreements, etc.) entry is completed and required approvals have been obtained, the negotiator will make every effort to meet deadlines set by the sponsor or other party in an agreement or otherwise required for project deadlines. For agreements or award actions that do not have a predetermined due date, turnaround time is dependent upon the existing volume of the Grants & Contracts Team, as well as responsiveness from the other party to agreements (sponsor, data provider, subrecipient, collaborator, etc.) or other offices involved in the review. The negotiator will communicate within a reasonable timeframe for follow-up and/or completion and promptly communicate status updates via the Research Administration Dashboard.

Pre-Award Team
Provided the internal submission deadline has been met, the central reviewer will make every effort to submit by the sponsor due date and communicate with the department regarding any impediments to timely submission. For those submissions that do not have a predetermined due date (e.g., Just-in-Time, Post-Submission Application Materials, OTD ISRA proposals), the central reviewer will authorize or submit once they have reviewed all required materials. Turnaround time is dependent upon the existing volume of the Pre-award Team. Central reviewers should communicate with departments to determine a reasonable timeframe for submission.

Research Administration Support Services
The Manager of Research Administration Support Services will respond to all requests for support from HMS departments within two business days of receipt. If the team has capacity to fill the request, the Manager will follow up with a Request Form to elicit specific information about the duration and expectations of the requested assignment.

Research Data Compliance/DUA Support Services Team
The Research Data Compliance (RDC) team will provide research compliance support services to the HMS research community. Compliance support requests can be submitted through email to the Research Data Compliance inbox, which is monitored regularly during business hours. Research Data Compliance Specialists will provide comprehensive responses to inquiries including but not limited to university and school policy interpretation, implementation of requirements from data providers and data privacy regulations, data acquisition and sharing process support, and compliance records and system guidance. We adhere to due dates set by University policies and a compliance specialist will communicate within a reasonable timeframe for follow-up and/or completion and promptly communicate status updates via email.

Research Finance Team
The team monitors its inboxes regularly during business hours and provides comprehensive responses to inquiries regarding university and school policies, processes and procedures, system requirements, allowability, audit, and compliance. We adhere to due dates set by University policies while providing financial oversight, stewardship and compliance for the sponsored research portfolio at HMS.

Research Security Team
The International Collaborations inbox is monitored regularly throughout each business day. The assigned team reviewer will conduct export control reviews and approvals, H-1B visa deemed export control reviews, Restricted Party Screen (RPS) reviews and resolutions, determinations of existing outside activity for inclusion in Other Support, and foreign component determinations promptly upon obtaining all necessary information. For reviews requiring export licenses, the reviewer will submit a license application in a timely manner after receipt of any information required to file the license application and, if needed, consultation with other Harvard offices, such as the Office of the Vice Provost for Research. Provided that outside foreign agreements have been submitted for review by the internal submission deadline, the assigned reviewer will make every effort to complete the review by any stated sponsor due date and will communicate with the department regarding any further information needed to facilitate timely submission. While every effort will be made to meet stated deadlines, turnaround time is dependent on the Research Security Team's existing volume. If there are any impediments to timely completion of tasks, the reviewer will notify the requester and communicate a reasonable timeframe for completion/resolution.

Special Funds Agreements
Provided that required system (Internal Awards Module, etc.) entry is completed and required approvals have been obtained, the negotiator will make every effort to meet deadlines set by the sponsor, the Harvard award program, or other party in an agreement or otherwise required for project deadlines. For those agreements or award actions that do not have a predetermined due date, turnaround time is dependent upon existing volume of the team, as well as responsiveness from the other party to agreements (collaborator, recipient institution, external core customer, etc.) or other offices involved in the review. The negotiator will

communicate within a reasonable timeframe for follow-up and/or completion and promptly communicate status updates via email and/or the Research Administration Dashboard.