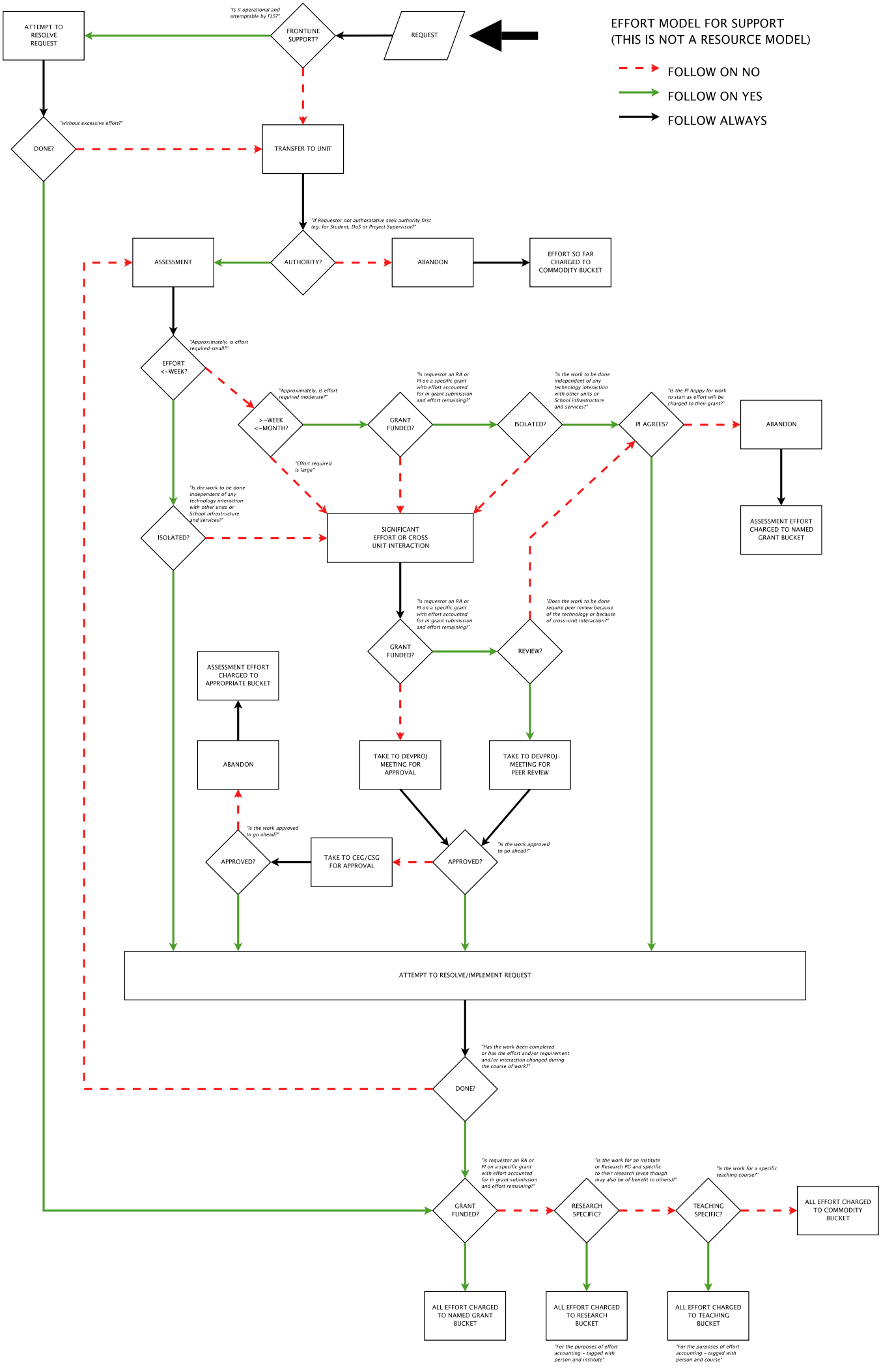
EFFORT MODEL FOR SUPPORT
(THIS IS NOT A RESOURCE MODEL)
FOLLOW ON NO
FOLLOW ON YES
FOLLOW ALWAYS
REQUEST
"Is it operational and attemptable by FLS?"
FRONTLINE SUPPORT?
ATTEMPT TO RESOLVE REQUEST
"without excessive effort?"
DONE?
TRANSFER TO UNIT
"If Requestor not authoratative seek authority first (eg. for Student, DoS or Project Supervisor?"
AUTHORITY?
ABANDON
EFFORT SO FAR CHARGED TO COMMODITY BUCKET
ASSESSMENT
"Approximately, is effort required small?"
EFFORT <~WEEK?
"Approximately, is effort required moderate?"
>~WEEK <~MONTH?
"Is requestor an RA or PI on a specific grant with effort accounted for in grant submission and effort remaining?"
GRANT FUNDED?
"Is the work to be done independent of any technology interaction with other units or School infrastructure and services?"
ISOLATED?
"Is the PI happy for work to start as effort will be charged to their grant?"
PI AGREES?
ABANDON
ASSESSMENT EFFORT CHARGED TO NAMED GRANT BUCKET
"Effort required is large"
"Is the work to be done independent of any technology interaction with other units or School infrastructure and services?"
ISOLATED?
SIGNIFICANT EFFORT OR CROSS UNIT INTERACTION
"Is requestor an RA or PI on a specific grant with effort accounted for in grant submission and effort remaining?"
GRANT FUNDED?
"Does the work to be done require peer review because of the technology or because of cross-unit interaction?"
REVIEW?
ASSESSMENT EFFORT CHARGED TO APPROPRIATE BUCKET
ABANDON
TAKE TO DEVPROJ MEETING FOR APPROVAL
TAKE TO DEVPROJ MEETING FOR PEER REVIEW
"Is the work approved to go ahead?"
APPROVED?
TAKE TO CEG/CSG FOR APPROVAL
"Is the work approved to go ahead?"
APPROVED?
ATTEMPT TO RESOLVE/IMPLEMENT REQUEST
"Has the work been completed or has the effort and/or requirement and/or interaction changed during the course of work?"
DONE?
"Is requestor an RA or PI on a specific grant with effort accounted for in grant submission and effort remaining?"
GRANT FUNDED?
"Is the work for an Institute or Research PG and specific to their research (even though may also be of benefit to others)?"
RESEARCH SPECIFIC?
"Is the work for a specific teaching course?"
TEACHING SPECIFIC?
ALL EFFORT CHARGED TO COMMODITY BUCKET
ALL EFFORT CHARGED TO NAMED GRANT BUCKET
ALL EFFORT CHARGED TO RESEARCH BUCKET
"For the purposes of effort accounting – tagged with person and institute"
ALL EFFORT CHARGED TO TEACHING BUCKET
"For the purposes of effort accounting – tagged with person and course"