Faculty and Staff,

Effective 1/23/2023 the following services will now be requested through the University of Idaho ticketing system, rather than via email or a phone call to the Office of Sponsored Programs.

Based on stakeholder feedback, OSP has worked to find ways to promote timeliness while enhancing audit-compliant recordkeeping and providing transparency to faculty and staff.

Please provide feedback to osp@uidaho.edu, and it will be shared as appropriate.

Services to be offered via the Ticketing System, OSP Module:

- **Initiate a new index under an existing grant code** – OSP Post Award
- **Initiate agreement or amendment processing** – OSP Post Award
- **Initiate a gift vs grant determination** – OSP Administration
- **Initiate processing of a non-funded agreement (Master, MOU, non-funded collaborative, etc.)** –Contract Review Unit
- **Initiate progress/technical report review and approval/submission** – OSP Post Award
- **Request for training from OSP** – all OSP units
- **Request assistance from OSP Post Award** – OSP Post Award
- **Status inquiry to OSP** – all OSP units
- **Subaward or subaward amendment request** – OSP Contract Review Unit
- **PI leaving/transfer/retirement process** – OSP Post Award
- **Waiver request – F&A, cost share, APM 45.22** – OSP Pre-Award Team
- **Request a letter of institutional commitment – (for in-process proposals)** – OSP Pre-Award Team
- **Submit a revised budget – (for submitted proposals only)** – OSP Pre-Award Team

We plan to add more services in the future.

The OSP ticketing system module can be found here:
https://support.uidaho.edu/TDClient/40/Portal/Requests/ServiceCatalog?CategoryID=143

Please note that as of the date listed above, OSP staff will not be able to assist you with the above processes unless a ticket is submitted. If assistance is needed, please reach out to Chelsea Franklin at osp@uidaho.edu or 208-885-6651 and she can help walk you through how to submit a service request.

Thank you,

Sarah Martonick

Interim Director, OSP