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InfoEd upgrade results in a collaborative success [1]



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The recent upgrade to the research administration and compliance software application, InfoEd, was completed seamlessly, thanks to the collaborative efforts of the UIS teams, campus partners and the software vendor. Extensive planning began in August 2023 and led to a successful go-live in spring 2024.

Key highlights from the upgrade include:

- Enhanced stability and fixing bugs.
- Improved configuration tools — leading to fewer support tickets.
- Increased security.
- Better user experience.

This project continues providing a regular cadence of future upgrades and gives the research administration team time to focus on customizations and improvements beyond the upgrade.

Several factors and teams contributed to this upgrade's success. Minimal issues were reported during the warranty phase, reflecting effective pre-launch testing and preparation. Coordination by the UIS project management team, production quality assurance sessions, and effective communication strategies all contributed.

The campuses, electronic research administration (eRA) support teams and business office staff conducted rigorous testing before the go-live to confirm that all critical functionalities and standards were met.

The UIS eRA Development team provided exceptional support, expediting inquiry handling and ensuring seamless connectivity. The vendor's expert support further facilitated the resolution of any issues identified during testing.

Overall, the upgrade project's success highlights the effectiveness of collaborative efforts and meticulous planning, setting a foundation for future advancements in research administration software.

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