



Research Security Software

G-Cloud 15 Service Definition Document

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Introduction

At Infonetica, we empower the world's leading researchers with an ecosystem of software products that make their lives easier, so they can focus on delivering the groundbreaking research of tomorrow.

Supporting over 2 million research projects across 14 countries, Infonetica's products support the end-to-end lifecycle of a research project including: research grant and funding applications (Pre-Award), Post-Award, research governance, research security, research ethics review, data protection impact assessments, export controls management, research project due diligence, research contracts management, clinical trial management and compliance training for researchers.

Infonetica's "Research Security" module is a dedicated cloud-based solution for **managing trusted research and research security processes across the research lifecycle**. It supports institutions in identifying, assessing and managing research security considerations, including export controls and international collaboration risks, in a structured, auditable and consistent way.

"Research Security" enables research organisations to:

- Identify research projects requiring research security or export control assessment
- Support compliance with trusted research and export control requirements
- Capture and assess collaborator, project and activity risk information consistently
- Guide researchers through research security requirements at the appropriate stage
- Coordinate reviews across governance, compliance and research teams
- Maintain clear records to support audit and regulatory assurance
- Improve visibility of research security activity across the organisation
- Embed research security into existing research governance processes

Summary of Functionalities

- Configurable workflows for research security and export control assessments
- Structured forms to capture project, collaborator and activity information
- Support for export control considerations across multiple regulatory frameworks
- Role-based access for researchers, administrators and reviewers
- Guided assessment prompts to support consistent decision-making
- Centralised record-keeping for research security and export control activity
- Audit trails of actions, decisions and approvals
- Dashboards providing oversight of research security assessments
- Integration with wider research governance and ethics management systems
- Secure cloud hosting with ongoing maintenance, updates and support

Workflow

- Create complex workflows with very little training and no programming knowledge
- Create multiple workflows within the same environment
- Create and configure interactive forms and workflows
- Update workflow and forms at any time
- Use logical branching to simplify research proposal completion

Collaboration

- Set access levels for collaborators
- Researchers can collaborate on due diligence activities
- Supervisors can comment or review reports and data before submission
- Legal, compliance teams can input on contract terms

Automation

- Automated classification of applications into high risk and low risk based on the partner and the questionnaire filled by the PI
- Automated routing to different faculties/departments and committees for action or approval
- Automated notifications and emails when key milestones are met
- Automated alerts when deadlines are approaching or missed
- Automated version control with storage of previous application versions
- Automated collation of reviewer comments into template letters

Communication

- Standard communication templates
- Automated communication
- Editable letter and email templates
- Correspondence feature to allow applicants and reviewers to communicate within the system

Documentation

- Central repository of all applications and associated documents including:
 - Application versions
 - Amendment forms
- Version control

Forms

- Configurable forms with a range of question types
- Filter questions and dependencies
- Dynamic forms
- Completeness checker
- Help, FAQ and user guide functionality

Review Process

- Reviewers can be assigned to (or removed from) committees and applications
- Rule-based automatic application assignment to reviewers or committees can be configured
- Reviewers can be assigned based on workload
- Multiple reviewers could simultaneously work on the same documentation
- Reviewers can quickly and easily track changes between submissions
- Documentation can be annotated by reviewers
- Reviewer annotation can be set as only visible to other reviewers
- Virtual review meetings can be held
- Documentation/findings/data can be escalated to a higher-level reviewer
- Reviewer comments can be moderated

Admin Process

- Research Security reports can be reviewed
- Content and/or reports can be validated/invalidated
- Comments can be added
- Changes can be requested and reviewed
- Reviewers can be assigned
- Conflicts of interest can be registered
- Applications can be assigned to meetings
- Application types can be changed
- Applications may be re-routed to different committees/reviewers/faculties (escalate/de-escalate)
- Comments can be registered “closed”
- Comments may be moderated prior to feeding back to Applicant
- Decisions can be registered
- Forms and workflows can be created and configured
- The system can be personalised with custom role-related desktop views

Dashboard

- Dashboards for applicants, research administrators and reviewers
- Timeline tracker
- Reporting dashboards with data and trends on KPIs
- Personalised content, showing only applications the user is involved with

Reporting

- Reporting on any data within the system
- Output in several formats such as pdf, html, csv, word as well as via API
- Set and share standard reports
- Schedule recurring reports

Audit

- Audit trail of all activity on applications, including:
 - Applicant changes
 - Reviewer activity
 - Timestamp
 - Identity of user
 - Emails sent
 - Alerts sent
 - API calls made
 - Documents accessed by users
 - Reports run
- Page visits by user, time and date visited

Alerts & Reminders

- Automatic alerts and reminders
- Timeline recording
- Alerts for reports
- Alerts for overdue reviews
- Alerts for overdue resubmissions

Interfaces

- Integration with other existing systems such as HR, finance and grants systems
- Consume and output information from/to other software through APIs

System

- Choice of an open or closed system
- Web-based, accessible from any device with a browser
- Supports single sign-on

Data Protection

- GDPR compliant

Support

Training

- Training for administrators
- Train-the-trainer sessions
- Introduction training to reporting
- Provision of training environment

Helpdesk

- Support via email, telephone and Jira online ticketing system
- 9 am – 5 pm Monday to Friday excluding bank holidays
- Defined escalation and response routes
- Appointed point of contact

Data Migration

- Facility for easy data migration of research database from other systems

Infrastructure

Service

- Hosting in the cloud to comply with data protection and sovereignty
- Redundancy and overprovisioning for a reliable and uninterrupted service

- SLA (Service Level Agreement) with 99.9% uptime
- 24x7 monitoring and alerting

Integration

- Transactional and batch REST APIs
- Bulk import service for efficient data migrations
- Single Sign-On: ADFS, Azure AD and Native SAML2 iDPs such as Shibboleth

Security

- ISO 27001 certification
- Cyber Essentials Plus accreditation
- Regular independent penetration tests and audits
- Data encryption at rest and in transit

Updates

- Regular updates driven by feedback from the Infonetica global customer community
- Optional release preview environment
- Empowered product engineering team approach going beyond agile