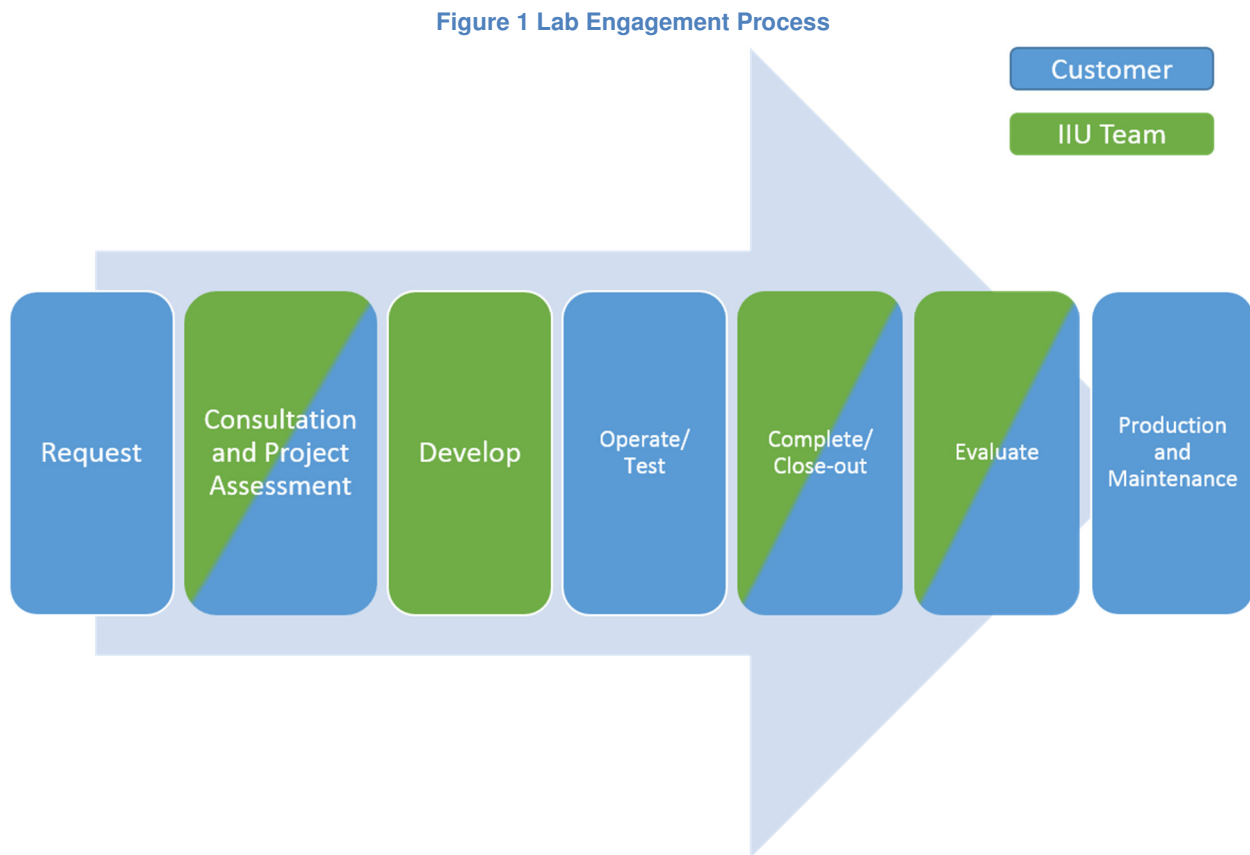


## Product Development Process

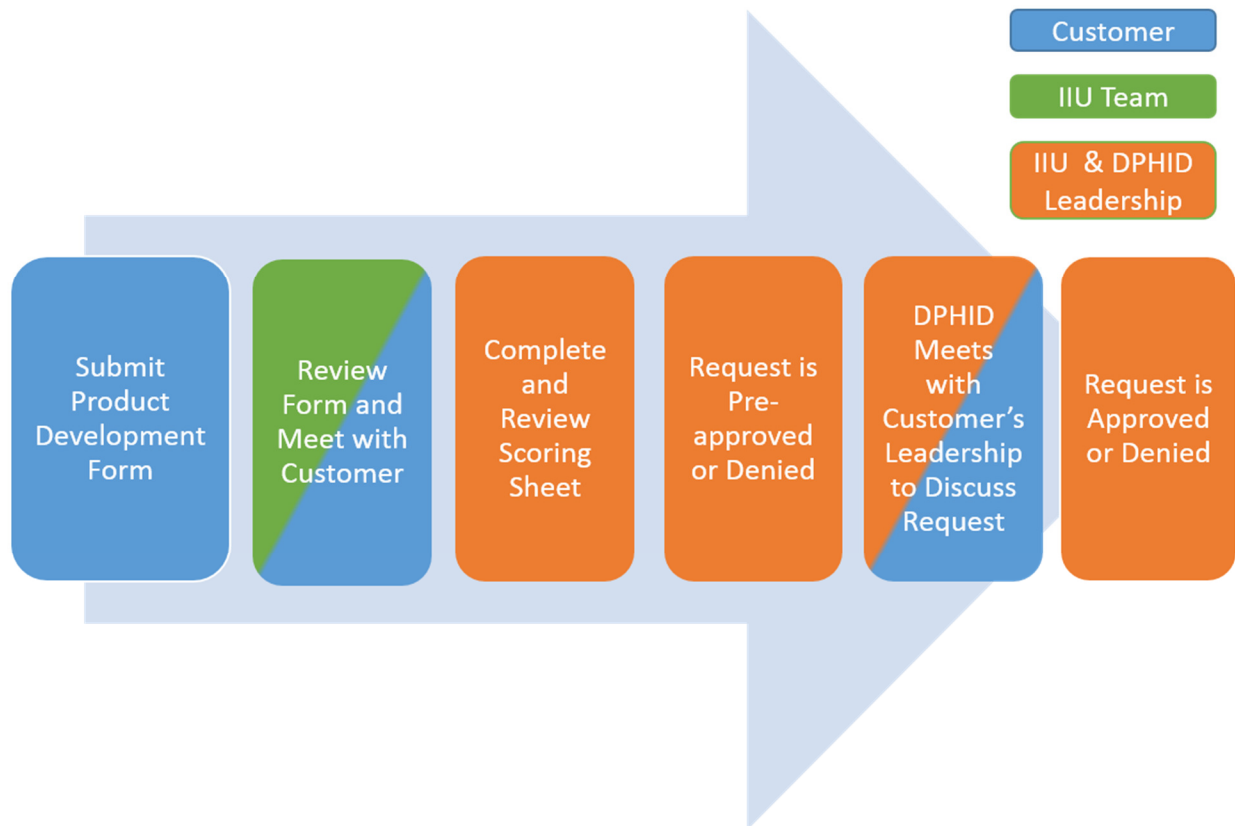
Lab engagements are designed to answer specific informatics questions and to develop products within a short duration. Engagements are intended for product creation and testing and **does not include production or maintenance support**. Typical engagements last from 3-6 months and can be extended if necessary.

The activities of the program team requesting an R&D project and the Lab Team are briefly displayed in Figure 1. This is not a rigid structure but serves as a guide for how a typical R&D project should progress. Near the end of the engagement, IIU will schedule a brief interview to record the outcomes and collect feedback for how IIU can improve.



Requests are approved using set evaluation criteria (see Product Request Scoring form). IIU leadership completes the Product Request Scoring form based on information from the Product Development form, discussions with the customer, and input from IIU leadership. Once the scoring sheet is completed and reviewed, the request is pre-approved or denied. If the request is pre-approved, a meeting will occur with the customer's leadership to set expectations and ensure buy-in.

Figure 2 Lab Engagement Approval Process



#### Engagement Requirements

- **The IIU R&D Laboratory cannot use data that contains information about health status, provision of health care, personally identifiable information (PII), or payment for health care that can be linked to a specific individual.**
- Engagements are not to create production systems, nor connect to production systems (with the exception of, for example, low impact informational web services, to be determined on a case by case basis).
- Please refer to the IIU R&D Lab Security Policy for details on security procedures and rules of behavior. *(should link to policy, will send once revisions are made)*