

RIM Implementation Best Practices

1. Leverage established RIM processes and resources

a. Select a tool that evolves with you

- Choose a solution that's configurable and scalable for future growth
- Map out where your organization is going next

b. Develop a culture that embraces change

- Evaluate business processes frequently as regulations continue to develop
- Deploy processes that are agile and flexible
- Leverage employee knowledge and activate them as champions

c. Standardize to accelerate across R&D

- Take advantage of authoring templates to ensure consistency across submission content and facilitate submission readiness
- Leverage boilerplate text for faster authoring
- Use submission management and tracking templates to streamline efforts

2. Consider business and technical needs in parallel

a. Increase communication between business and IT

- Overlap business and technical efforts to minimize re-work
- Establish core team members that understand both existing business processes and what your new tool can do

b. Evaluate current and future needs

- Involve end users in the design and configuration stages
- Develop a cutover plan and timeline to transition between systems
- Identify the initial use of your new system and focus on that as the first goal

c. Help your end users understand the value of the new system

- Highlight what efficiencies and other benefits will be gained
- Implement role-based training

3. Embrace a hands-on approach

a. Use practice exercises for training and testing

- Walk through day-to-day activities in the new system starting on Day 1
- Re-use exercises for downstream user acceptance testing

b. Pretend you're planning your next submission

- Input real data (not dummy data) to enhance the training experience

c. Take full advantage of the sandbox environment

- Keep your sandbox open past the initial go-live to run use cases