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 submissioncontent 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

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