

Strategies for Increasing User Adoption

Effective change management increases the uptake and value of a new RIM system. Maximize the success of your RIM implementation with these best practices for driving user adoption before and after go-live.

01 Secure User Buy-in

Take Steps to Understand Users' Pain Points

Ask Questions Like:

- What's hard to find or do in the current system that you wish were easier?
- What tasks require a lot of manual steps?
- When it comes to upcoming milestones, where could RIM be more useful?

Methods:

- Conduct user surveys
- Host 1-on-1 and group discussions
- Identify team champions



It's really important to know your organization.

Milagros Vitor-Butzen
senior director, regulatory operations
Intellia Therapeutics



02 Develop a Change Plan

Add RIM Features and Users Incrementally

Features	Users
Prioritize capabilities based on user and business needs	Start with a core set of users like Regulatory Operations or Regulatory Affairs
Don't overwhelm users on day one	Add users by role or functional group, e.g. Clinical Writing, Biostatistics, Nonclinical, and CMC
Introduce new features as trust in the system grows	Engage super users to promote broader adoption



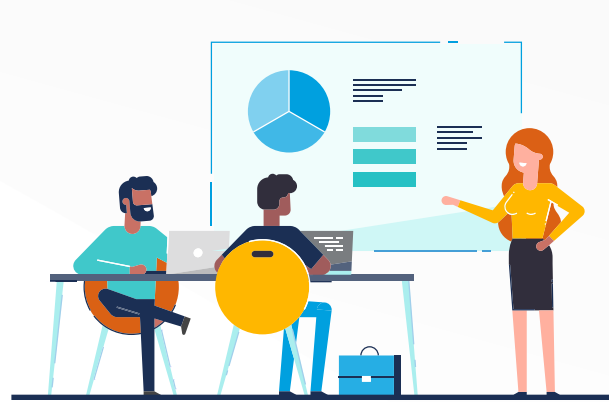
Work with your technology partner on a detailed phase planning approach



You don't have to do everything all at once.

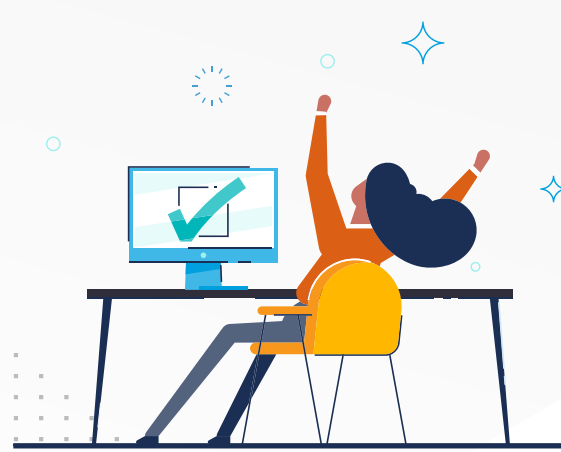
Kirstin Popov
associate director, regulatory operations
Agiros Pharmaceuticals

03 Build Skills With Training



In-Person Experiences

Connect with users in instructor-led courses and regular lunch-and-learns



Learn by Doing

Have users complete tasks themselves during training and screen-sharing sessions



Targeted Training

Develop quick reference cards or short videos for specific activities



Always Available

Set up office hours and an online resource hub for ongoing support



Work with your technology partner on train-the-trainer sessions during implementation and hypercare after go-live

04 Reinforce User Adoption

Create Incentives to Use the RIM System

Stop accepting documents via email or file-sharing sites

Stay on Top of Adoption Challenges

Uncover issues by conducting user experience surveys

Leverage Events that Impact Regulatory

Use an application, inspection, or acquisition as a catalyst

Understand Executive Needs

Create saved views, modified page layouts, or custom reports to ensure data reaches the right audience

Highlight Company-wide Benefits

Reinforce the importance of the new process across the organization



Look for your motivator.

Kelsey Edwards
associate director, RIM and PromoMats
Turning Point Therapeutics, a Bristol Myers Squibb Company

For more information on how the right technology partner can help drive RIM user adoption, [click here.](#)