

R&D Knowledge Assessment

The Situation: How do you know if information exists and where to find information relevant to an experiment or study you are about to conduct? Has something similar been done already? Is there already some source of information that would save research time and enable faster results? Our client had growing concerns that information was not well managed resulting in gaps, redundancies, and too little formality in how information was being managed from Discovery through Product Development.

The Solution: With a high level workflow as the guide, ResultWorks conducted a knowledge capital assessment to determine the content and flow of information throughout R&D. The Result Methodology was applied to collect information from key stakeholders throughout the process. Workflows were developed to determine the information flow and content at each step of the process. From the workflows, information asset profiles were created to document the data content, data ownership, and location (electronic and paper versions) of the asset.

A Knowledge Assessment Result SessionSM was conducted to confirm the process, the information, and the systems. The outcome of the Result SessionSM was an agreed set of process workflow models and supporting information assets. Additionally a list of gaps and redundancies in information and systems used throughout R&D was compiled.

Key Findings:

1. Data is **fragmented** across multiple systems and storage locations
2. Information is often **non-searchable** based on its format, structure, or storage location
3. **Historical data** is not readily available to impact and inform future work
4. **External data** is not brought back into research in an accessible way for future use
5. **Identification and handoff of data** for use in later phases is not always explicit
6. **Summary data** is not always consistent and source location of that data is not clear
7. **More applications and systems are in play** than initially expected by the client team

Key Benefits:

1. **Focus & Objectivity:** ResultWorks was able to rapidly move from work flow, to information flow, to systems issues with limited impact on research activities.
2. **Information & Systems Inventory** was compiled for the first time pointing out knowledge management opportunities.
3. **Gaps & Redundancies identified** are being used to prioritize informatics projects to assure investments in the areas of greatest impact to R&D.



“The process models and information asset documentation has been very well received by R&D and is actively being used to inform our knowledge management strategy and supporting informatics projects.”

– Functional IT Leader

About ResultWorks, LLC

ResultWorks, LLC, a professional services company, specializes in transforming the business strategies of Life Sciences companies into successful technology and process harmonization initiatives. Remarkable results are achieved through skilled facilitation and exceptional management leadership. Consistent quality is delivered across a broad variety of challenging engagements through ResultWorks' signature methodology. The Result SessionSM is the cornerstone of that methodology yielding collaboration and rapid decision-making while balancing process, user and technical requirements.

For more information about ResultWorks, please contact us at Marketing@ResultWorksLLC.com.