



**R E S U L T W O R K S**

Transforming Strategy. Delivering Success.

# People, Process, and Technology

Keys To Lab Informatics Success

Pittcon Presentation

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## Today's Research Environment Is More Demanding Than Ever

- Globalization Drives The Need For Harmonization Of Workflow Processes, System Applications, And Databases
- Economic Pressures Require Organizations To Work Smarter In How They Manage Their Portfolio Of Informatics Projects
- Consolidation and Change In A Regulated Industry Create Unique Challenges
- As Dependency On Technology Increases, User Requirements Become Increasingly Complex
- Pace Of Change Is Faster And Organizations Must Be Responsive





## ... And Informatics Projects Are Not Getting Any Easier

**31%** of projects are cancelled before completion

**53%** will cost **189%** of their original budgets

**42%** of planned features delivered when completed

**16%** are completed on-time and within budget

**Source: The Standish Group International  
Industry-wide Software Project Statistics**



**RESULTWORKS**

Transforming Strategy. Delivering Success.



“As I sat there listening to IT project updates with all the new technology we are deploying, I wondered what our researchers would say about how well their real problems are being addressed.”

Chief Operating Officer  
Major Biotech Company



## Responding To The Challenge

- Researchers Are Not Always Certain Of What They Want or Need
- Life Sciences Technology Groups Are Expected To Be Responsive To Business and Technology Changes
- User Requirements Must Be Balanced With Business Needs, Available Technology, A Systems Approach And Timing To Create A Successful Environment
- Requires New Approaches And Methods For Working Collaboratively With Users

**THE CHALLENGE:  
INFORMATICS AND IT FOCUS ON TECHNOLOGY ....  
RESEARCHERS FOCUS ON THEIR WORK**



## Keep Focused On What You Want To Achieve .... Results



### People

- Involve Strong Cross-functional Teams To Get the Best Ideas For Solution Selection
- Focus On Making Researchers More Effective

### Process

- Facilitate Business Process Collaboration and Harmonization To Promote Usability And Research Value

### Technology

- Leverage Point Solutions As Part of Bigger Vision
- Facilitate an Understanding of What is Possible

**Achieve Results With A Balanced Approach Which Integrates User, Process and Technology Requirements**



## Use A Framework Approach That Is Consistent And Scalable

### Establish a Results Driven Methodology

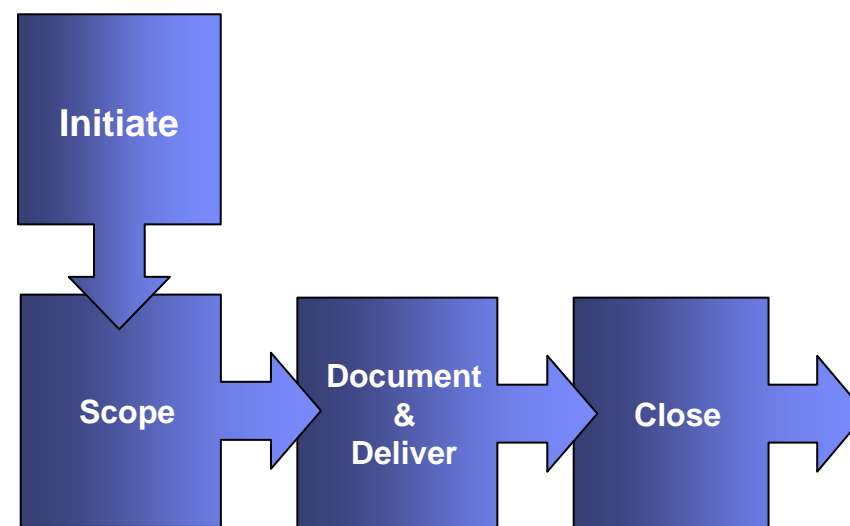
- User, Process and Technology Focused *Result Sessions<sup>SM</sup>*
- Sponsorship and Leadership
- Effective Project Management
- Simple, Repeatable and Consistent

### Provide Forums To Resolve Conflicting Demands

- Portfolio Planning & Program Selection
- Research Process Assessment
- Program Implementations
- Solution Adoption

### Scale Approach As Needed

- Strategic, Technical, Tactical Program Implementations
- Global, Department or Workgroup



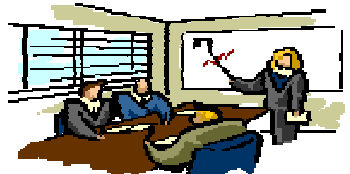
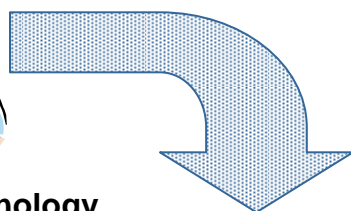
**ResultWorks' Solution Framework**



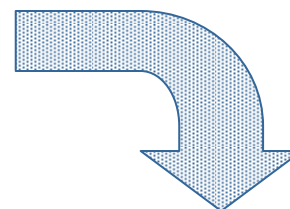
## Result Sessions<sup>SM</sup>: A Critical Component



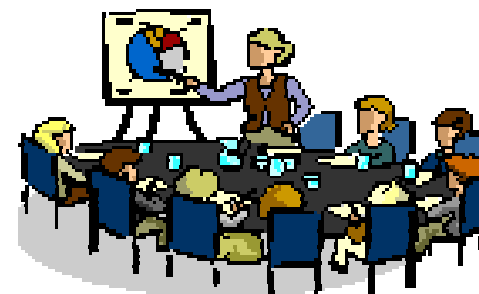
**Business & Technology  
Process Stakeholders  
Bring Their Respective  
Areas of Expertise to  
the Team.**



**Result Sessions Focus  
on Balancing User and  
Business Process  
Requirements In  
Concert With  
Technology**



**Expedites Agreements On  
Best Approach While  
Considering Both Workflow  
and Technical Design**



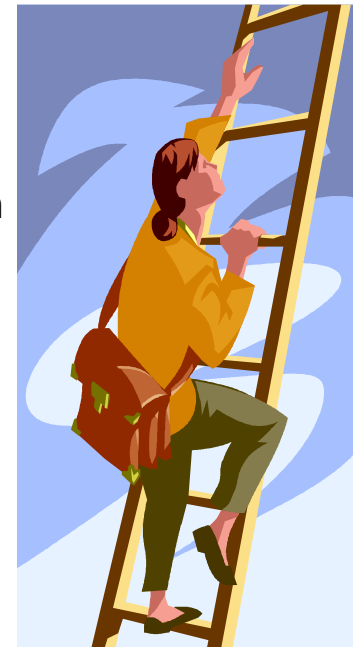
**Structured Communications  
Provide A Mechanism For  
Ongoing Communication &  
Follow Through**



## Apply The Framework To Strategic Programs

### New Model For Looking At The Portfolio Of Programs

- Portfolio Needs Identification
- Prepare For Prioritization And Selection
- Result Session: Stakeholders & Informatics Participation
  - Business Value Drivers
  - Process For Decision Making
  - Budget Considerations
  - Facilitation
- Document Outcomes & Tactical Plans
- Sponsor Approvals



**Selecting The Right Program Is The Starting Point**



## Apply The Framework To Informatics Programs

### Use Methodology To Drive Program Implementations

- Solicit Key Stakeholders Who Will Speak To Research Needs
- Build Broad Interest Through Participation
- Ruthless Preparation Of A Strawman Solution
- Result Session<sup>SM</sup>: User and Technical Participation (Cross-functional, Cross-site)
  - Test User Requirements Supported By Technology
  - Include Stakeholders In Prioritizing Tradeoffs
  - Establish A Process For Driving Decisions
  - Facilitation
- Document Outcomes
- Sponsor Approvals



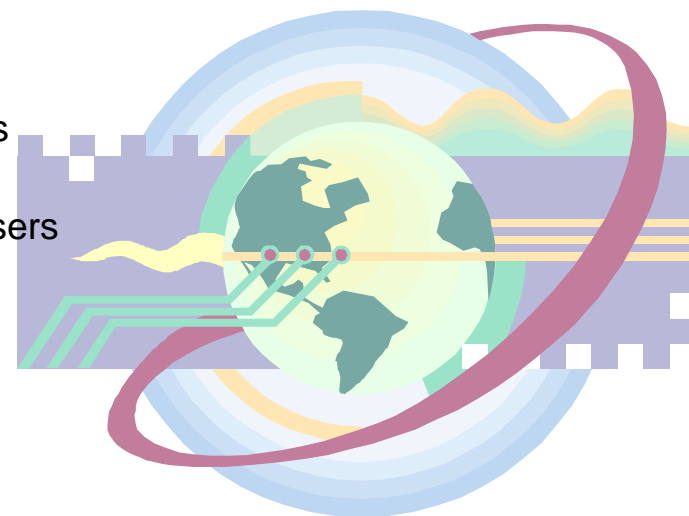
**Extracting User Requirements Supported By  
Technology Leads To Better Appreciation Of Both**



## Apply The Framework To Research Processes

### Optimize Research Processes By Exploring a Bigger Picture

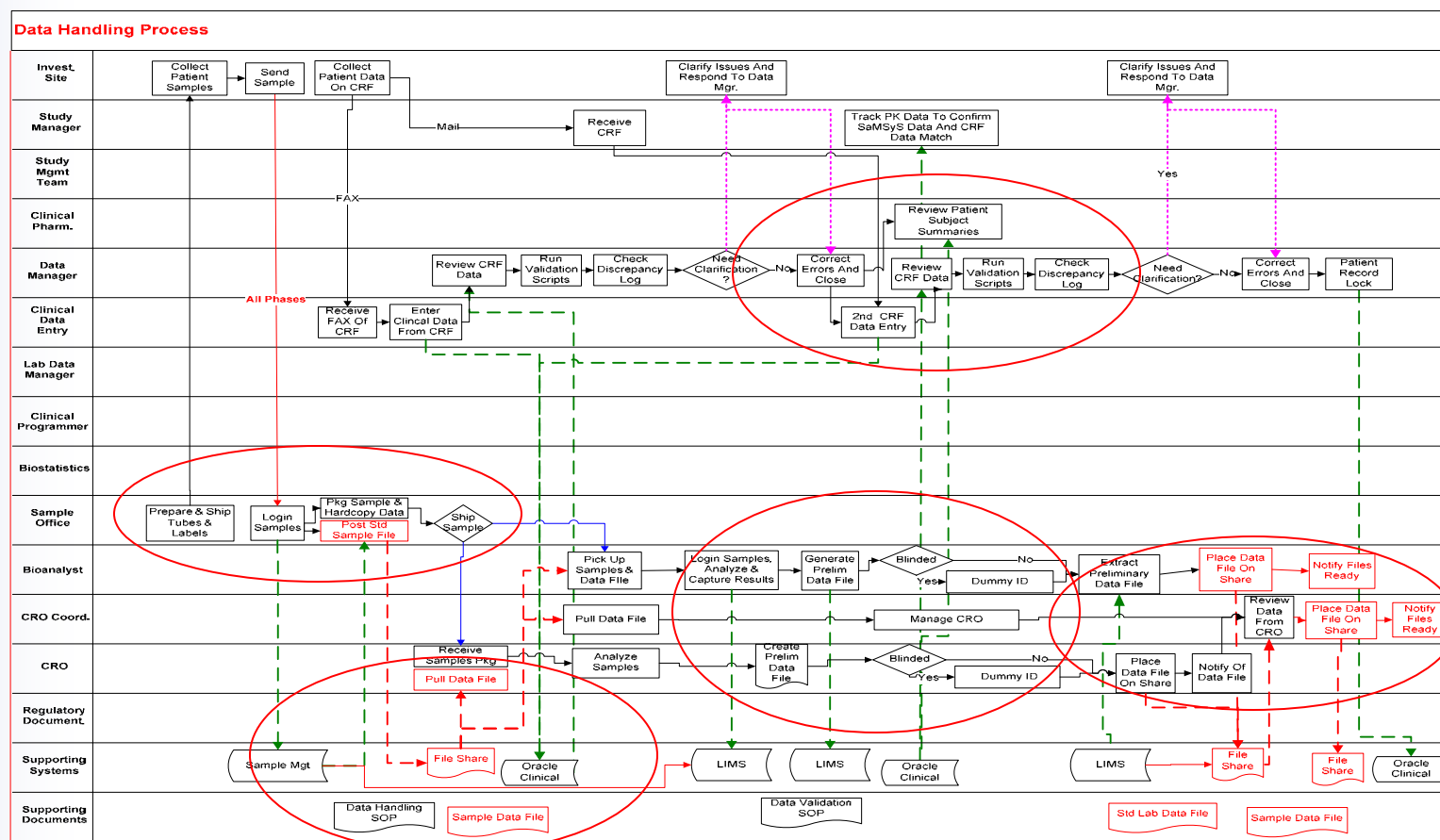
- Identify Processes and Improvements That Support Business Goals
- Result Session<sup>SM</sup>: Research Business Owners (Cross-functional, Cross-site)
  - Understand “White Space”
  - Identify “Quick Hits” – Processes That Cut Across Departments/Sites
  - Use Technology To Enlighten Possibilities For Users
  - Facilitation
- Document Outcomes
- Sponsor Approvals



**Result Sessions<sup>SM</sup> Leverage The Expertise  
Of Research And Informatics Stakeholders**



# Research Process Opportunities



In Order For A Set Of Applications To Be Optimized Across An Organization, The Organization Needs To Understand The “The Big Picture”



## Enable Realization of Goals For Users, Management and IT

- **Solution Adoption**
  - Carry Front End Planning Through to Delivery
  - Promote Adoption Of New Systems and Processes
  - Engage Focus Groups To Refine Systems
- **Communication For Change**
  - Frequent Sponsor Messages
  - Leverage Implementation Energy Into Adoption
- **Change Management**
  - Tailor Change Planning By User Groups
  - User Involvement Whenever Possible
  - Focused Training Programs Incorporating New Technology and New Processes





## So What Is Needed To Transform Informatics Strategies Into Reality?

- Understand That Cultural And Organizational Changes Are Required
- Adopt An Approach With
  - **Sponsorship**
  - **Leadership** and Direction
  - **Stakeholder** Participation
  - **Process** Optimization
  - **Technology** Infrastructure
  - A Framework Methodology
  - Facilitation To Make It Happen





## Benefits Of Using A Framework Approach

- **The Use Of Result Sessions Facilitates Understanding**
  - Between Users and Technologists
  - Global or Cross Site Harmonization
- **Assess Workflow Impacts, Process Changes And Address Them Early On To Promote Adoption Of Solutions**
  - Stay Focused On Meeting Research Requirements and Objectives
  - Understand Potential Improvements and Go After the “Quick Hits” That Broadly Benefit the Organization (ROI)
- **Technology Infrastructure**
  - Use Tools and Applications To Crystallize Business Needs
  - Allows Users To Envision What They Need And How They Would Work



## Focus On Providing Informatics Programs That Solve Business Challenges

Provide What Is Really Needed And Focus On Results ...

- ✓ Research Process, Workflow and System Harmonization
- ✓ Best-In-Class Use of Compliant Technology Solutions Aligned With Business Needs
- ✓ Process and Technology Solutions That Fit The Informatics Vision While Being Responsive To A Changing Environment
- ✓ Change Management Programs To Ensure Process and System Adoption During Implementation and Beyond



“IT Alignment and Collaboration With The Business Is Essential To The Success Of Both IT and The Business It Supports”

“Achieving IT and Business Alignment”  
People3, A Gartner Group



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