

NEW IRMS Workshop

The new IRMS “Open Forum” Workshop.

Insight Through Interaction

Online Business Applications has been trying new things at our annual IRMS workshops and we are always striving to make them as beneficial as possible for all of our clients. This year is no exception. In partnership with a few of our expert IRMS users, we decided to try something completely new for the autumn IRMS workshop this year. This year's workshop is going to be an *open forum session* only.

What does this mean for our users?

This means that this is going to be a day of OBA lead, open discussion between IRMS users. There will be an unrestricted agenda for discussing anything from business processes to global documents. This unique twist on our workshop will be a great opportunity to network with colleagues, discuss business processes, and find out new creative ways to increase productivity in your department.

At this workshop, don't expect to see Joe showing new features of IRMS or Andy teaching you how to maximize your query results in the same slide-show format. There will be absolutely no OBA presentations. Therefore, make sure to come prepared with discussion topics and questions for the group. As always, the OBA support team will be present to answer any technical questions and help validate the accuracy of the discussions.

Details

What:

The IRMS Open Forum Workshop

When:

October 9th, 2009

Where:

Chicago Marriott Downtown
Magnificent Mile Hotel, IL
540 North Michigan Avenue
Chicago, Illinois 60611 USA
1 (800) 228-9290 or (312) 836-0100


Additional details and registration available online at www.irmsonline.com.


For questions and comments please contact Kirsten Carson at kirsten.carson@irmsonline.com or 630-243-9810 x220





The role of Project Managers at OBA



 As OBA has increased the number of clients to more than 70, the number of ongoing projects has also increased. There are currently over 20 ongoing projects being worked on simultaneously within our organization. These projects include new client installations, upgrades of current clients, customizations and enhancements to IRMS, new modules and new products, upgrades of internal IT infrastructure, enhancements to our Software as a Service, and more. In order to accommodate all this activity, OBA now has more than 30 employees. Managing all these projects has become a major factor in the success of our products, our services, and of the company.

It is now the practice of OBA to assign a Project Manager to every internal or external project. We currently have 3 project managers and will be increasing that number soon.

Two PM's are dedicated to upgrading existing clients and implementing new clients. Their responsibilities include but are not limited to:

- Constant communication with the clients' project manager.
- Establishing project schedules and making sure milestones are being met.
- Arranging staff availability for meetings, site visits, training, etc.
- Securing development time for requested functionality enhancements.
- Ensuring that the clients' needs are met and are satisfied with the progress.
- Managing the scope of the project so as to not exceed agreed upon budgets.

Another PM is dedicated to managing point releases and new version releases of IRMS.

Their responsibilities include but are not limited to:

- Gathering potential enhancement candidates from the support and implementation teams.
- Meeting with the selection committee and determining final selections for inclusion.
- Establishing project schedules and monitoring to ensure milestones are met.
- Arranging staff availability for development, testing, documenting, and internal training.
- Managing the scope of the release to ensure predefined timelines are met.

Going forward, clients who request enhancements, have software issues requiring system modifications, request upgrades, and so forth, will be assigned a project manager to lead the effort. We hope these arrangements will increase client satisfaction and enable us to meet client expectations in the future.

The Scenario

You are the head of a Medical Information Department and current economic difficulties are presenting many operational and financial challenges for your department and organization. With limited budgets it is difficult to compete for internal and external resources and on top of that the timeframe that those resources become available to you is often long, causing greater headache

How do you move forward with all these challenges and constraints and provide the best service you can to your stakeholders?

The Article

For a variety of reasons including economic changes and the need to increase innovation most technology based industries including increasingly pharmaceutical, Biotechnology and Medical Device companies are looking into migrating their IT platforms to a new model called SaaS or Software as a Service.

SaaS expands the previous ASP (Application Service Provider) model and means that the software company takes care of hosting, upgrades, validation and a variety of other tasks which internal IT departments prefer not to be saddled with.

Many biotech and pharmaceutical companies from large to small, regional to international, have medical communications and other information departments which cannot devote great internal IT resources to managing their databases. These functions often prefer the greater flexibility, reliability, localization, stability and cost savings of a SaaS solution, allowing them to focus on their core competencies, communicating scientific, medical and other information to internal and external customers and



Software as a Service

managing product knowledge that goes with it

An added benefit is that the level of complexity and overhead required for managing servers such as Citrix internally is eliminated and as a consequence of these technical, financial and logistical factors we at OBA are seeing a surge of interest in our Hosted Service Model. Online now houses several of its client's servers at its secure data centre. The data centre features compliance with ANSI/TIA data centre standards, video surveillance and direct alarms to law enforcement. Couple this with the features of IRMS and the industry knowledge, know how and resources of Online Business Applications it easy to understand why this solution is becoming so popular.

For Further information please contact Kirsten Carson on ex 220 or at kirsten.carson@irmsonline.com

New Employees

John Ferguson - Business Analyst

John is a Business Analyst at OBA and assists in the configuration and analysis of new implementations and upgrades for OBA's clients. Previously, he was the Sales Training Manager for Globalcom, a Chicago based telecommunications provider, a position that he held for over two years. Prior to that he was a Sales Trainer for CDW Corporation, a technology value added reseller headquartered in Vernon Hills. John graduated from Iowa State University with a degree in Finance and currently lives in Chicago's Logan Square neighborhood.

Michelle Kucera - Project Manager

Michelle was recently hired as OBA's new Project Manager. Michelle has 11 years of experience spanning across the following fields: Business Communication, Training and Development, Security Communication, Information Technology, and Project Management. She started her career as a Sergeant in the Marine Corps. Upon being honorably discharged in 2002, she has worked in a variety of different industries with individuals of all backgrounds. Based on her extensive experience, she understands the big picture as well as all of the individual details that are necessary for a successful project!

Reed McLaughlin - Account Manager

Reed McLaughlin was hired as OBA's new Account Manager. Reed, along with his wife and two daughters, just recently moved to Naperville, Illinois from Tampa, Florida, where he worked for many years in the customer service end of the homebuilding industry. Reed was born and raised in the Boston area and is an avid sports fan, especially for his beloved Red Sox, Patriots and Celtics. Reed's other interests include playing golf, going to the beach and spending time with his family. Reed is excited to be a part of a winning team at OBA and looks forward to the successes in the future.

Mansoor Hussain - Release Manager

Mansoor Hussain, originally from Pakistan, has lived in Chicago for the last 12 years. He is married and has three kids. Hobbies include gardening, playing online chess and scuba diving. His computer career started 21 years ago with good old Cobol, later moving to Oracle, Microsoft Access and SQL Server. His most recent assignment was converting a MS Access application to C# and SQL Server. He is excited to be part of the OBA team.

Elliott Cutler - Developer

Elliott's background is in mathematics, computer science and engineering and was hired as a Developer at OBA. In his free time he collects antiques, books and has other several hobbies.

Sargon Gifargis - IT Services Professional

Sargon is currently working on some new, exciting changes at OBA including helping to increase growth with sizable virtualization, along with increasing revenue with data systems that effectively increase uptime. Perimeter Security, Network Architecture and Administration are some of Sargon's specialties. While speed and efficiency are network critical – horsepower is critical in his “car-hole” – In his off-time he enjoys rebuilding street rods and spending time with friends and family.

Cathy West - QA Associate

Cathy West joined OBA as a member of the Quality Assurance Team. Cathy holds a BA degree from Benedictine University and an AS degree in Computer Science from College of DuPage. Cathy has 20+ years of Software Quality Assurance experience. In her spare time she enjoys travelling, reading and spending time with her family.

Carl Pettit - Tech Support Associate

Carl has over 5 years experience in Training and Curriculum Development with a Fortune 100 company. He will be joining the OBA team as a Tech Support Associate. He looks forward to learning so many facets of OBA and IRMS. In his personal life, Carl has been married to his wife, Michelle, for 5 years and the couple has two sons. Justin is 5 years old and Cole just celebrated his 1st birthday in February. When not at work, Carl enjoys spending time with his family and his bikes. Carl has been an avid BMX bicyclist for 15 years and still spends much of his free time building, riding, and racing his bikes.

New Employees Continued

Angelo Buscaglia - *Project Manager*

Angelo is the Release Manager responsible for coordinating and project managing activities that provide enhanced applications to our customers. In the past he has managed Data Management teams at Premier, Inc. and was the Project Director at the Illinois Hospital Association. He has an MBA from the University of Illinois at Chicago and Bachelors from John Carroll University. When Angelo is not working, he enjoys camping and spending time with his children and their activities.

Sonie Abraham - *.NET Developer*

Sonie has a Master's degree in Computer Applications from India. Sonie was hired as a .NET Developer to the OBA development team and is currently working on Content Management web application

Suzanne Battista - *QA Associate*

Suzanne has recently joined OBA as QA Associate. Her background includes quality assurance, implementation and technical support. She has worked with software that complies with USPS postal regulations, data encryption and biometric identify software solutions. She looks forward to managing IRMS projects large and small. In her spare time she referees her 6 year old daughter and 7 ½ year old son so they don't kill each other!.

Jill Norberg - *QA Associate*

Jill Norberg has joined OBA as a member of the Validation Team. Jill holds a BA degree from SUNY Brockport, as well as a Certificate in Technical Communication from the Rochester Institute of Technology. She has also completed coursework toward a BS in Software Engineering at the Rochester Institute of Technology, and is currently seeking SAP certification Jill has 15+ years of Validation and Software Quality Assurance experience. In her spare time, she enjoys travelling and reading

Upcoming Events

9th Annual DIA Annual Conference for Contemporary Pharmacovigilance and Risk Management Strategies

Washington DC
January 11-14, 2010

CBI Pharmaceutical Contact Center Event

Philadelphia, PA
January 27-28, 2010

23rd Annual DIA Annual Conference for Electronic Document Management

National Harbor, MD
February 17-19, 2010

22nd DIA Annual Euro Meeting

Monaco
March 8-10, 2010

IRMS Spring Workshop

March 12-13, 2010
Scottsdale, AZ

21st Annual DIA Annual Workshop on Medical Communications

March 14-17, 2010
Scottsdale, AZ

46th Annual DIA Annual Meeting

Washington DC
June 13-16, 2010

PIPA Conference 2010

TBD – July 2010

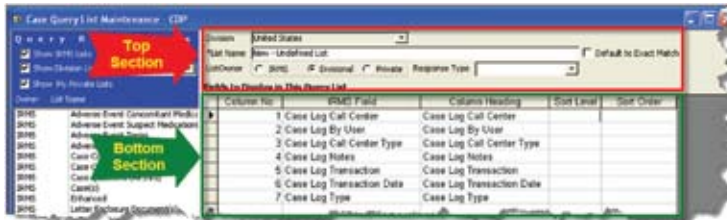
4th Annual DIA Clinical Forum 2010

TBD – October 2010

Creating a Custom Query in IRMS

Incorporated within IRMS are advanced Query features that allow users to define their own Query Result Lists, setup Lists for Divisions that can be shared with other associates, and develop private queries that can also be shared with other users. These IRMS capabilities are very useful in the event that the IRMS predefined Query Results Lists do not include fields that your business may need or when Queries need to be shared with other associates within the Division. They enable the user to query a list that contains only the required information and keep the user from having to sift through large amounts of excess information to find what they need, saving time and headache.

Building custom Queries begins in Case Query List Maintenance, which is accessible via the IRMS Tools menu under the Query List Maintenance selection. Case Query List Maintenance displays as shown:



You'll notice the Case Query List Maintenance screen is divided

into two sections. The left side displays the existing Query Lists and Owners.

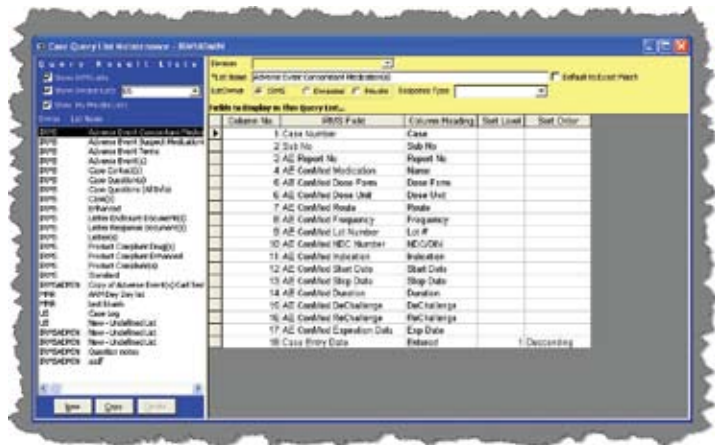
The right side defines the Query Result List for the selected list type. In addition to the Query List types displayed, additional Query lists can be created.

Custom lists can either be created from new or copied from existing lists. Only Query Result Lists owned by the User can be modified by that user. Other Query Result Lists, however, can be copied, renamed, and modified as necessary by the User. It is important to note that setting up Division Query Lists can only be performed by users who have privileges to create Division Query Result Lists defined in Group Security.

Creating or modifying a Query Result List starts by doing one of the following:

- To create a new Query Result List, click New.
- To copy an existing Query Result List, point to an existing List in List Name and click Copy to create a new Query Result List from an existing one.
- To modify an existing Query Report List, point to and click on an existing List in the List Name.

The Query Result List Definition section for defining a new or copied/modified list is shown.



The top section allows the user to define general information about the Query Report List such as the List Name, whether or not the Query will Default to Exact Match, the List Owner, and the Response Type(s) to be included in the list. If the Default to Exact Match checkbox is selected, the query will return only the Contact or Question that matches the criteria. The Response Type pick list selects the type of responses to be included in the Query Report List when Responses are included. If the Response Type is left blank, Verbal and Standard Responses will be included in the query.

The bottom section allows the user to define the fields, field heading labels, display order, sort order and sequence for the Query Result List. Column No determines the order the fields will appear in the query. Enter a number that ranks the fields in the order the fields should appear. The IRMS Field is the data element displayed in the query. Point to the pick list and select a field to display. Column Heading is the label displayed with the field selected and can be changed if needed. The Sort Level determines the order the data is sorted in the query. '1' is the highest sort level. If the data should be sorted, enter the number which indicates the hierarchy for sorting. The Sort Order determines whether the field is sorted in ascending or descending order. If the field is sorted, select either "Ascending" or "Descending" from the pick list.

Continue to select all the fields for the Query Result List. When the list is complete, exit from Case Query List Maintenance. The custom query is ready for use. Enjoy!

Abbott Vascular

Abbott Vascular, a division of Abbott, is one of the world's leading vascular care businesses. Abbott Vascular is uniquely focused on transforming the treatment of vascular disease and improving patient care by combining the latest medical device innovations with world-class pharmaceuticals, investing in research and development and advancing medicine through training and education. Headquartered in Northern California, Abbott Vascular offers a comprehensive portfolio of vessel closure, endovascular and coronary products, which are recognized internationally for their safety, effectiveness and ease of use in treating patients with vascular disease.

Hospira, Inc.

Hospira is a global specialty pharmaceutical and medication delivery company driven by its vision of Advancing Wellness™. Bringing proven leadership and experience, Hospira provides solutions to help improve the productivity, safety and effectiveness of patient care. In early 2007, Hospira acquired Mayne Pharma to become the world leader in specialty generic injectable pharmaceuticals.

Dendreon Corporation

Dendreon Corporation is focused on targeting cancer to transform lives through the discovery, development and commercialization of novel therapeutics to fight cancer. Dendreon applies its expertise in antigen identification, engineering and cell processing to produce Active Cellular Immunotherapy (ACI) product candidates designed to stimulate an immune response. ACI holds promise because it may provide patients with a meaningful clinical benefit, such as survival, combined with low toxicity. In addition to ACI product candidates, the company is also developing an orally-available small molecule targeting TRPM8 that could be applicable to multiple types of cancer as well as benign prostatic hyperplasia.

New Clients

Alcon Laboratories

Alcon continues to build its position as the worldwide leader in pharmaceuticals for the eye by continuing to advance treatments for diseases such as glaucoma, infection and allergy, while also expanding focus into relatively unknown areas such as, macular degeneration, diabetic retinopathy and other sight-threatening diseases. Alcon's intraocular pressure (IOP)-lowering TRAVATAN Z® Solution is changing the treatment of glaucoma, still a leading cause of blindness today.

Scientific Advantage LLC

Scientific Advantage, LLC is a consulting firm specializing in Medical Affairs and Medical Science Liaison teams offering a full suite of services from structure to strategy. They work with pharmaceutical, biotech and medical device companies to expand and dramatically improve their medical marketing and strategic clinical impact. Scientific Advantage is the industry leader in building, training, and refining Medical Science Liaison and Medical Affairs departments. Scientific Advantage understands both the business and clinical side of the biopharmaceutical and device industry. Scientific Advantage enables your company to maximize the enormous impact that an appropriately focused, leading edge Medical Science Liaison team can bring to your products and pipeline.

Ikaria

Ikaria is uniquely positioned to discover, develop, and deliver breakthrough technologies in order to meet the needs of critically ill patients. It is Ikaria's aim to be an indispensable partner to clinicians, providing help and critically caring just when patients need it the most. Being part of this lifeline, Ikaria's desire is to have an impact on the lives of critically ill patients, wherever they may be. Delivering effective and efficient therapies is their way of serving and supporting these patients.

The Med Affairs Company

The Medical Affairs Company (TMAC) is a full-service Contract Medical Organization (CMO) that provides the pharmaceutical, biotechnology and medical device industries with strategically sound, expertly staffed and flawlessly executed medical affairs solutions. TMAC offers clients an impressive complement of both strategic and tactical Medical Affairs solutions, including field-based Medical Science Liaison (MSL) programs and Medical Communications support.

New Clients continued

Merck & Co.

Merck & Co., Inc. is a global research-driven pharmaceutical company dedicated to putting patients first. Established in 1891, Merck discovers, develops, manufactures and markets vaccines and medicines to address unmet medical needs. The Company devotes extensive efforts to increase access to medicines through far-reaching programs that not only donate Merck medicines but help deliver them to the people who need them. Merck also publishes unbiased health information as a not-for-profit service.

Bausch & Lomb

Bausch & Lomb is the eye health company dedicated to perfecting vision and enhancing life®. Bausch & Lomb offers the world's most comprehensive portfolio of eye health products, and we have one of the oldest, best known and most respected healthcare brands in the world. The company began in 1853 in Rochester, New York, as a small optical shop that grew to become a multi-billion dollar corporation with approximately 13,000 employees worldwide, and with products available in more than 100 countries. At Bausch & Lomb, their history of innovation continues today as they invent new materials, engineer new technologies, and create pioneering ways to help people see better.

Three Rivers Pharmaceuticals

Three Rivers Pharmaceuticals is a specialty drug manufacturer dedicated to helping patients by offering them specialized therapies. Their mission is to develop, manufacture, and market the highest quality branded and generic drug products for patients with serious diseases. Three Rivers Pharmaceuticals focuses on specialized therapies because of their extensive knowledge and experience in this area. We are proud to deliver elite, world-class customer service.

APP Pharmaceuticals

Founded in 1996, APP Pharmaceuticals is a leading manufacturer of multi-source and branded injectable pharmaceutical products for acute medical care both in patient and ambulatory settings. Through continuous expansion of its' broad portfolio of products covering a wide array of therapeutic categories, APP's products provide ongoing affordable health-care helping millions of people in the United States and Canada fight critical illnesses.

Pharmascience

Pharmascience is one of two Canadian-owned generic pharmaceutical companies in Canada. Pharmascience employs more than 1,300 skilled individuals, and provides the public with access to high-quality, cost-effective drug therapies. Pharmascience now offers one of the largest portfolios of single-source prescription drugs. In Canada alone, Pharmascience products fill more than 21 million prescriptions a year. Working in one of the finest Research and Development facilities in Canada, the Pharmascience R&D team is among the company's strongest assets.

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Share your IRMS experiences with the Online community.

Are you interested in writing an article and getting it published in *Inside Online*? We encourage you to share with us your thoughts, ideas and different IRMS experiences. Tell us about how you are using IRMS in a unique way. Share your company's experience with deploying IRMS globally.

Some recent guest writers and articles include:

Going Global by Victoria Vowels of Merck Serono International SA

Copyright for Business Professionals by Copyright Clearance Center

Capturing Conference Medical Inquiry Requests at the Medical Affairs Booth by Amyas Huston of Cubist Pharmaceuticals

User Driven Design by Tim Batchelder of EMD Serono