

AVOIDING COMMON SIX-PACK OF LIMS IMPLEMENTATION MISTAKES



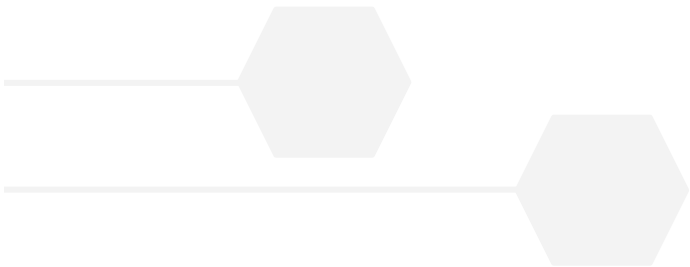
Environmental Measurement
Symposium ~ 2014

Premium

David Riese

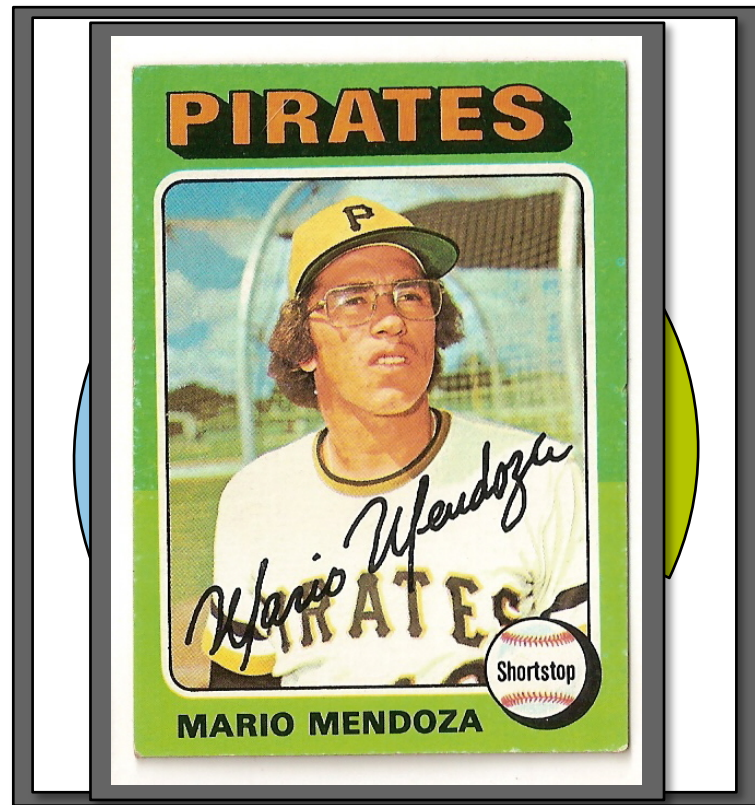
Senior Laboratory Account Manager

“Success has many fathers but failure is an orphan.”



The Mendoza Line

PR^ÖMIUM



So what are the barriers
to that success?

THE THINGS YOU
WANT TO AVOID?



BARRIERS TO SUCCESSFUL IMPLEMENTATION

Doing it on
your own

Bypassing
training

Counting too
much on
customization

Not
engaging
the full
team

Doing it in
your spare
time

Losing
focus

1. Avoid doing it on your own

You already have a day job.

Implementing even the simplest system requires a fair amount of time dedicated solely to configuring the system and transitioning procedures, data, networks, and other systems.

Select a LIMS provider with deep understanding of:

- 1) LIMS functionality
- 2) Lab operations
- 3) IT infrastructure management
- 4) Project management



2. Don't bypass training

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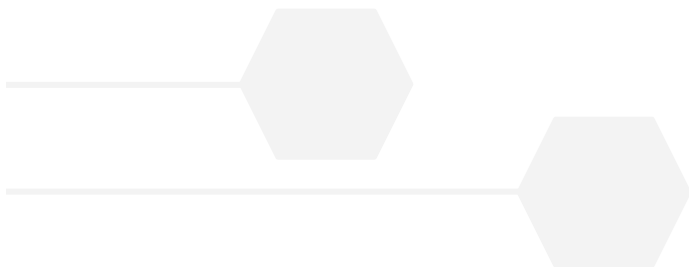
Even the most intuitive system will be a new experience.

The impact of under-training lingers beyond implementation.

There is an inverse relationship between training hours and hours spent on the phone with customer support.

Your team needs three levels of competency to take ownership:

- 1) Basic understanding of core capabilities.
- 2) One or two power users who understand the full capability.
- 3) Ability to manage network and communications infrastructures.



3. Can't count too much on customization

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Customization is seductive but not always productive.

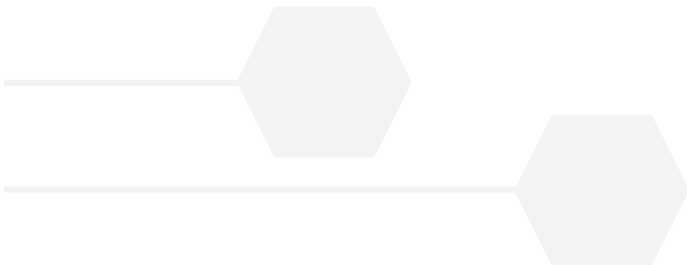
Expecting to fill gaps with customized code during implementation creates a moving target and open-ended schedule. Like changing a tire while driving.

And watch out for customization's evil twin—"scope creep."

Plan, plan, and plan some more.

Many projects fail because of poor requirements planning. Be deliberate about where software needs to change and where business practices need to change.

When possible, choose configurability over customization to minimize schedule disruption and lower costs.



4. Have to engage the full team

Change is difficult—especially if you don't have control.

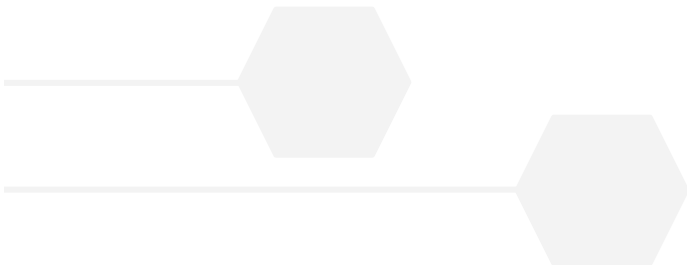
You see an exciting new tool but others may see a threat. Shielding the team from the disruption has the opposite effect. Less involvement equals fear of the unknown and resistance.

Inform and involve.

You need the acceptance, enthusiasm and expertise of your entire team.

Let everyone know the plan and provide regular updates. Make sure internal implementation resources represent all key stakeholders.

Seek feedback along the way rather than at the end.



5. Don't try doing it in your spare time

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What spare time?

You have no spare time—that's why you are implementing a LIMS.

Squeezing this project in between other priorities leads to frequent delays, cutting corners, and team frustration.

Proper priority reduces execution effort.

Make implementation a company priority—allocate appropriate human and financial resources.

Establish internal point-person with decision making authority.

Understand what and when your team needs to produce deliverables.



6. Don't lose focus

There will be potholes.

No LIMS will meet 100% of your needs out-of-the-box.

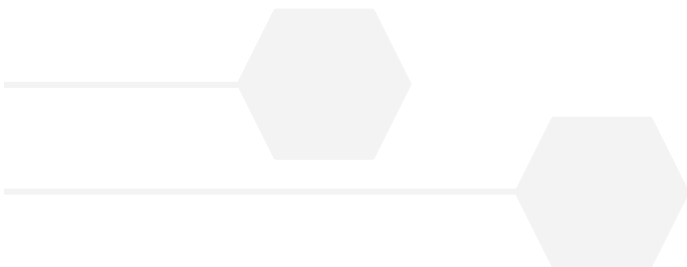
You are creating a new work environment and some things will be unfamiliar.

Don't let short-term issues sap your momentum.

Prioritize issues:

- 1) Truly preventing “go-live.”
- 2) Serious but with short-term workarounds.
- 3) Minor and an inconvenience until resolved.
- 4) Minor and no material impact.

Schedule a formal “second wave” to catch unresolved action items.



- Bring in the professionals.
- Invest in user training.
- Can't customize your way out of things.
- Invite everyone to the party.
- Dedicate time and resources upfront.
- Eyes on the prize.



THANK YOU

