

Overcoming hurdles in clinical programming project management using Microsoft Teams®



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Agenda

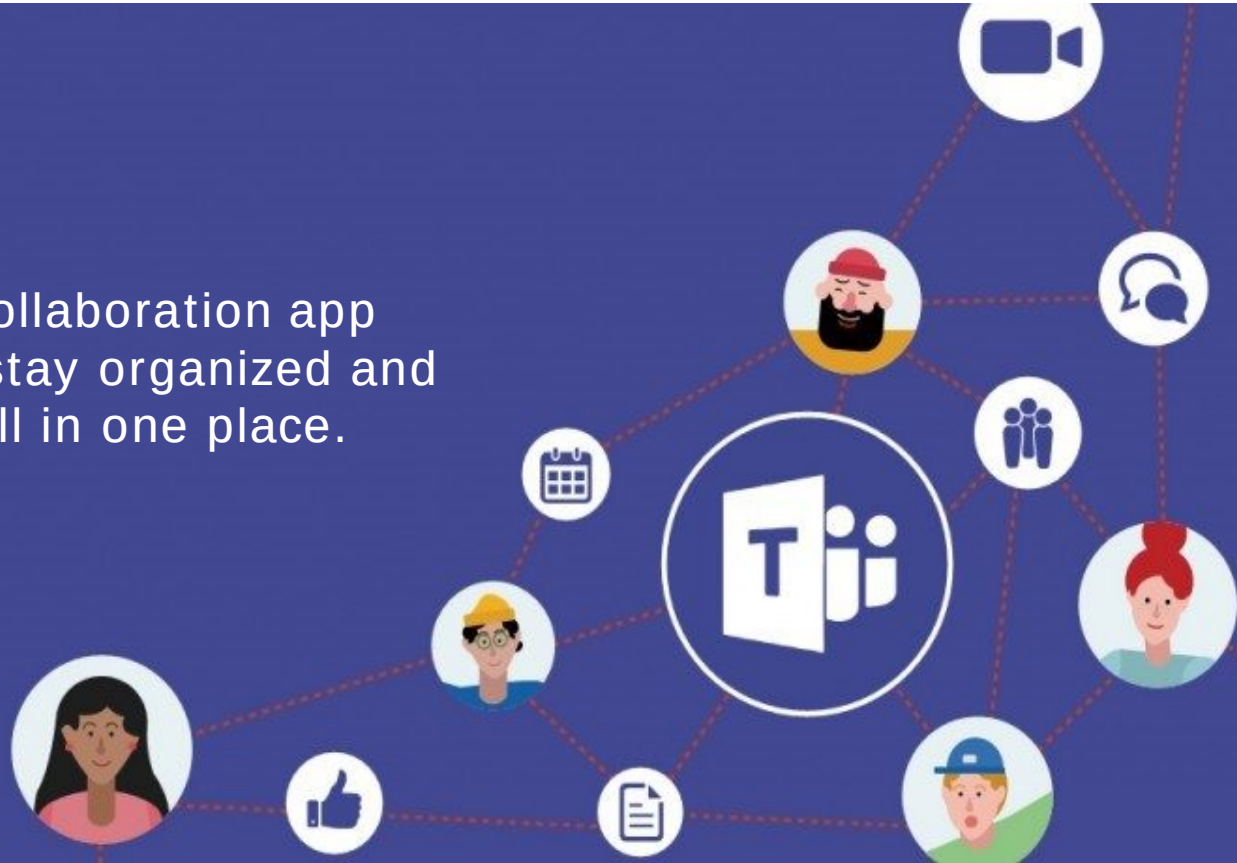
- Introduction
- Hurdles? How we use MS Teams to tackle the hurdles?
 - communication
 - Planning
 - collaboration
- Benefits & Challenges

Hurdles in Clinical Programming Projects Management





Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place.



MS Teams main features & capabilities

Effective communication

- ✓ @mentions
- ✓ Channel favoriting & following
- ✓ Chat/instant messaging
- ✓ Online meeting/call/Conf
- ✓ Contact search by name or email address
- ✓ Conversation search & tracking

Integration

- ✓ Group chat
- ✓ Meeting scheduling
- ✓ Notes
- ✓ Sync with Outlook
- ✓ Document storage
- ✓ Tabs for frequently used documents
- ✓ Third-party integrations
- ✓ Usage reports

Customizable

- ✓ Access control
- ✓ Organization wide teams
- ✓ Customizable alerts
- ✓ Customizable for each team
- ✓ Team chats & private discussions
- ✓ Teams overview grid
- ✓ Office 365 & custom connectors

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Communication hurdles



- Multiple communication platforms.
- Excessive email.
- Tracking and filtering emails/messages.

Communicate

- Chat - private - individual or group - automatically saved

The screenshot displays the Microsoft Teams chat application. On the left sidebar, the 'Chat' icon is highlighted. The main window shows a chat conversation with 'Joshi, Nirved [JRDUS]'. The chat history includes text messages and a file named '4_1_draft.PNG'. The interface includes a search bar at the top, a left sidebar with navigation icons (Activity, Chat, Teams, Meetings, Calls, Files, Apps, Help), and a bottom input area for sending messages. Seven red boxes with arrows point to specific features: 1. Chat Room (points to the 'Chat' icon in the sidebar), 2. Start Chat (points to the 'New Chat' icon in the top bar), 3. Edit text, attach files, send emojis (points to the message input area), 4. Send message (points to the send button), 5. Loop more people into conversation (points to the 'Add People' icon), 6. Video/Audio calls and Screen sharing (points to the call and screen sharing icons), and 7. Files you have shared are saved in the 'File' tab (points to the 'Files' tab in the chat header).

1. Chat Room

2. Start Chat

3. Edit text, attach files, send emojis

4. Send message

5. Loop more people into conversation

6. Video/Audio calls and Screen sharing

7. Files you have shared are saved in the 'File' tab

Communicate

- Conversations – public - on a **specific topic/channel**.

The screenshot displays the Microsoft Teams interface for a channel named 'CLINICALTRIAL1001'. The left sidebar shows the 'Conversations' tab selected, highlighted by a red box and labeled '1. Conversation tab'. The top search bar is highlighted by a red box and labeled '3. Search function'. The main chat area shows a conversation with a message from 'Wu, Yan [JRD BE]' mentioning 'Cambre, Sofie - Statistical Programming [JANBE]' and a file 'vTMF content map_clinicaltrial1001_panel1.xlsx'. A red box labeled '2. Notification with @mentions' points to the '@' symbol in the message. A context menu is open over the message, showing options like 'Save this message', 'Mark as unread', 'Copy link', 'Immersive Reader', and 'Turn on notifications'. A red box labeled '4. Bookmark' points to the 'Turn on notifications' option. The bottom of the interface shows a 'Join or create a team' button.

Communicate

- Conversations - Discussions with team members on a **specific file**

Search for or type a command

text_inventory.xlsx

Edit Close ...

Document Description	Topic	File Name	Effective From	Effective To	Notes
Consolidated Protocol Content	Global	Protocol_Global_02JUN2016.docx	02/06/2016		
Consolidated SAP Content	Global	SAP_Global_14OCT2016.docx	14/10/2016		
Consolidated DPS Content	Global	DPS_Global_14OCT2016.docx	14/10/2016		
Protocol Content	Mood Disorders	Protocol_MD_18MAR2016.docx	18/03/2016		
SAP Content	Mood Disorders	SAP_MD_18MAR2016.docx	18/03/2016		
DPS Content	Mood Disorders	DPS_MD_18MAR2016.docx	18/03/2016		
Protocol Content	Pain - Osteoarthritis	Protocol_PAI_13MAY2016.docx	13/05/2016		
SAP Content	Pain - Osteoarthritis	SAP_PAI_13MAY2016.docx	13/05/2016		
DPS Content	Pain - Osteoarthritis	DPS_PAI_13MAY2016.docx	13/05/2016		
Protocol Content	Prostate Cancer	Protocol_PC_18MAR2016.docx	18/03/2016		
SAP Content	Prostate Cancer	SAP_PC_22DEC2016.docx	22/12/2016		
DPS Content	Prostate Cancer	DPS_PC_18MAR2016.docx	18/03/2016		
Protocol Content	Psoriasis	Protocol_PSO_18MAR2016.docx	18/03/2016		
SAP Content	Psoriasis	SAP_PSO_18MAR2016.docx	18/03/2016		
DPS Content	Psoriasis	DPS_PSO_18MAR2016.docx	18/03/2016		
Protocol Content	Rheumatoid Arthritis	Protocol_RA_18MAR2016.docx	18/03/2016		
SAP Content	Rheumatoid Arthritis	SAP_RA_18MAR2016.docx	18/03/2016		
DPS Content	Rheumatoid Arthritis	DPS_RA_18MAR2016.docx	18/03/2016		
Protocol Content	Myelodysplastic Syndromes	Protocol_MDS_02DEC2016.docx	02/12/2016		Provisional final; ADaM met development in-progress
SAP Content	Myelodysplastic Syndromes	SAP_MDS_02DEC2016.docx	02/12/2016		Provisional final; ADaM met development in-progress
DPS Content	Myelodysplastic Syndromes	DPS_MDS_02DEC2016.docx	02/12/2016		Provisional final; ADaM met development in-progress
Protocol, SAP, and DPS Content	Virology (Resistance Analysis)	Upon Request	08/03/2017		Preliminary draft StatReqs a being tested on pilot studies Janssen for further details (kianss23@its.jnj.com)

Statistical Requirements StatReqs for Reference by Topic

16:09

text_inventory....

16:16 Edited

Thank you for all input. Is it ready for review now?

Wu, Yan [JRD8E] 16:16

yes, this is ready for review version

16:18

Great! Team will be happy 😊

Wu, Yan [JRD8E] 16:18

Glad to hear that!

Reply

Communicate

- Meetings - Integrated with Outlook calendar - audio/video conferences with recording feature

The screenshot shows the 'New meeting' dialog in Microsoft Teams. Red boxes and arrows highlight specific features:

- Add subject/title:** Points to the 'Title' field, which contains 'Kick-off meeting'.
- Select appropriate channel for your meeting:** Points to the 'Select a channel to meet in' dropdown, which is set to 'CLINICALTRIAL1001/Efficacy'.
- Option for specifying physical location:** Points to the 'Location' field.
- Scheduling assistant:** Points to the 'Scheduling assistant' link.
- If you select a specific channel, only members of the team can be invited. Otherwise anyone in the organization can be invited.** Points to the 'Invite people' section, which shows 'Invite someone' and the 'Organiser' 'Cambre, Sofie - Statistical Progr...'.

At the bottom, there is a note: 'This is a Microsoft Teams online meeting. Everyone can join online.' and two buttons: 'Close' and 'Schedule'.

Figure 2.3 Setting up a new meeting in MS Teams

Communicate

- Meetings - record functionality - meeting notes

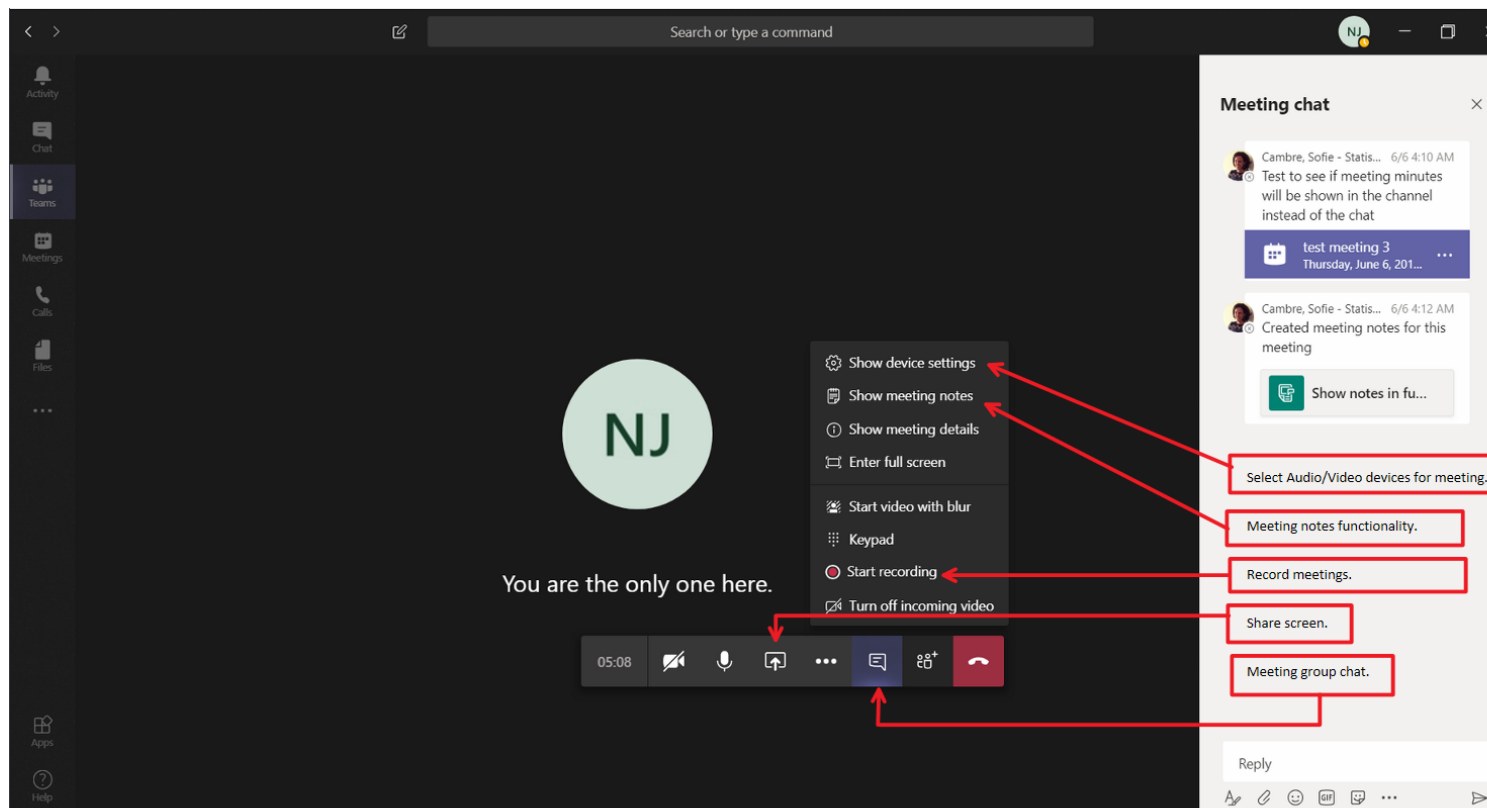


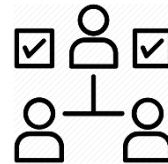
Figure 2.4 Meeting screen in MS Teams

What do we like?

- Chat history is **archived**.
- Specific **chat rooms** and **share files**.
- **TAG people (@mentions)**
- Simple way to communicate **around specific documents**
- **Search functionality & bookmarks**
- Meetings setup/recording/minutes

Planning hurdles

- Plan deliverables, work assignments.
- Track status.
- Keep eye on big picture.



Plan

- Planner - Gives you the ability to **setup specific tasks**.
 - Integrated with outlook** and sends assignment notices and reminders.

The screenshot displays the Microsoft Planner (ToDoList) interface. A task card titled 'Safety outputs' is highlighted, showing details such as the assignee 'Joshi, Nirved [JRDUS]', the bucket 'TLPs', the progress status 'In progress', the start date '06/10/2019', and the due date '06/14/2019'. The description is 'Program safety tables and listings and deliver statisticians to review ASAP'. A checklist with four items is shown, with the first two items checked. The interface also includes a sidebar with a list of programs and a right-hand panel with filters and labels. Red boxes and arrows highlight specific features: 'Set progress status, assign dates and add description' points to the progress and date fields; 'Multiple color labels' points to the label selection area; and 'Create checklist of sub-tasks' points to the checklist items.

MP Microsoft Planner <noreply@Planner.Office365.com> [EXTERNAL] You've been assigned a task!

To Yan, Yingying [JRDUS]

MP Microsoft Planner <noreply@Planner.Office365.com> [EXTERNAL] You have late tasks!

To Yan, Yingying [JRDUS]



Hi Yingying,
Joshi, Nirved [JRDUS] assigned a new task to you:



Hi Yingying,
You have 3 tasks due in Microsoft Planner.

Sample 'Board' view of Planner

The screenshot shows the 'Planner (ToDoList)' interface in 'Board' view. The interface is divided into three main columns: 'Programs', 'TLF's', and 'Submission'. Each column contains a list of tasks with details like dates, progress, and assignees. Annotations with red arrows point to specific features:

- Displays individual buckets.**: Points to the 'Schedule' tab and the 'Add new bucket' button.
- Tasks in each bucket**: Points to individual task cards within the 'Submission' column.
- Assignee names**: Points to the names of the people assigned to tasks, such as 'Wu, Yan [JRD BE]' and 'Tiwari, Miten [JRD US]'.
- Change display to view by Bucket, 'Assigned to', Progress, Due date or Labels.**: Points to the 'Filter (0)' and 'Group by Bucket' dropdown menus.

The 'Programs' column lists tasks like 'ADEX' (06/24) assigned to 'Yan, Yingying [JRD CN]' and 'ADSL' (06/19) assigned to 'Tiwari, Miten [JRD US]'. The 'TLF's' column lists tasks like 'Safety outputs' (06/14) assigned to 'Joshi, Nirved [JRD US]' and 'TSFAE01' (06/28) assigned to 'Tiwari, Miten [JRD US]'. The 'Submission' column lists tasks like 'ADRG' (06/13) assigned to 'Xu, Qin [JRD CN]' and 'define.xml' (07/04) assigned to 'Joshi, Nirved [JRD US]'.

Figure 3.2 : Board view of the Planner.

Sample 'Charts' view of Planner

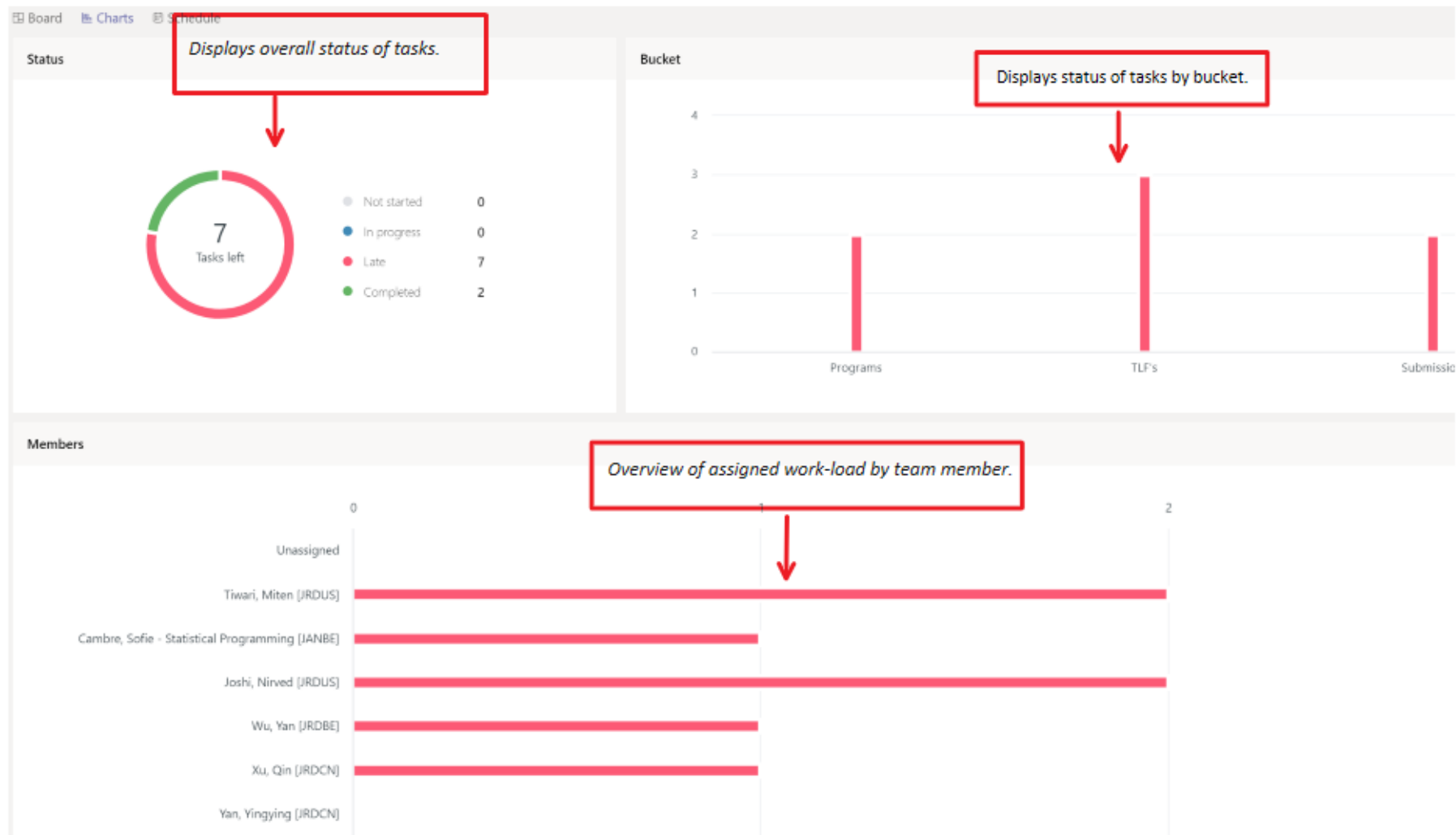


Figure 3.3: Chart view of the Planner.

Sample 'Schedule' view of Planner

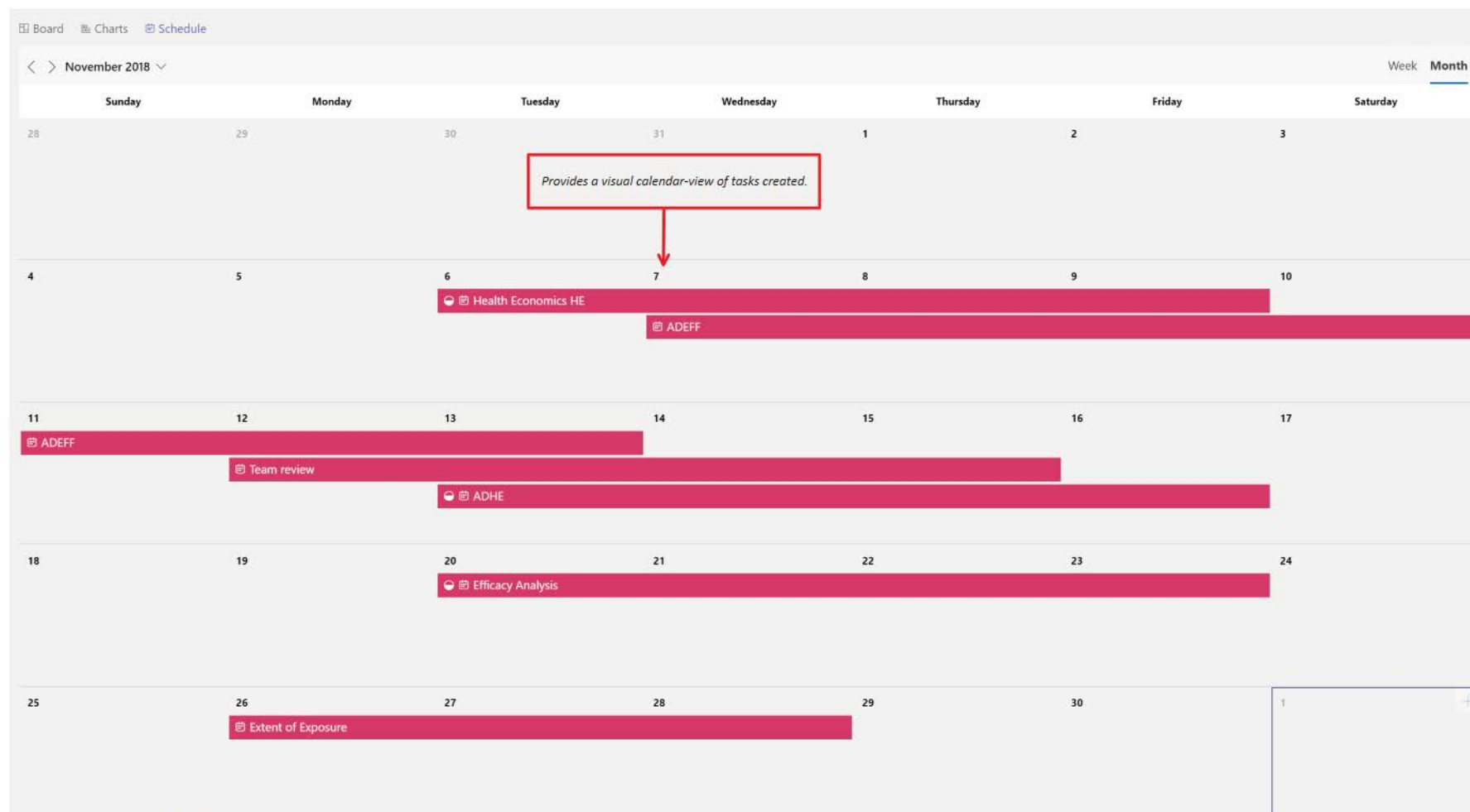


Figure 3.4: Calendar view of the Planner.

What do we like?

- Setup specific tasks and grouped by 'buckets'
- High level visual presentation
- Reduces meeting time
- Assignment notices and reminders
- Information conveyed only to the specific person of interest

Collaboration hurdles



Tedious document sharing/review using emails.

Time-cost: Cross checking document over multiple tools/platforms

Lacking central workplace for document collaboration and information sharing.

Collaborate

- Document repository - Eliminates scattered information in emails as attachments, DOC folder on your desktop

The image displays two screenshots of the Microsoft Teams interface, illustrating a document repository for 'CLINICALTRIAL1001'.

Top Screenshot: General Channel

The 'General' channel is selected. The 'Files' tab is highlighted with a red box. A red box labeled 'Commonly used trial documents' points to the file list.

Type	Name	Modified	Modified by	Size
Folder	Email Messages	6/6/19	SharePoint App	
Excel	vTMF content map_clinicaltrial1001_panel1.xlsx	1m ago	Wu, Yan [JRDBE]	18.00 KB
Excel	Clinicaltrial1001_DryRun_Metrics.xlsx	3m ago	Wu, Yan [JRDBE]	111.83 KB
Excel	Communication_Tracker_CRO.xlsx	3m ago	Wu, Yan [JRDBE]	20.16 KB
Excel	text_inventory.xlsx	4m ago	Wu, Yan [JRDBE]	37.87 KB
Excel	adam_metadata_inventory.xlsx	5m ago	Wu, Yan [JRDBE]	19.81 KB

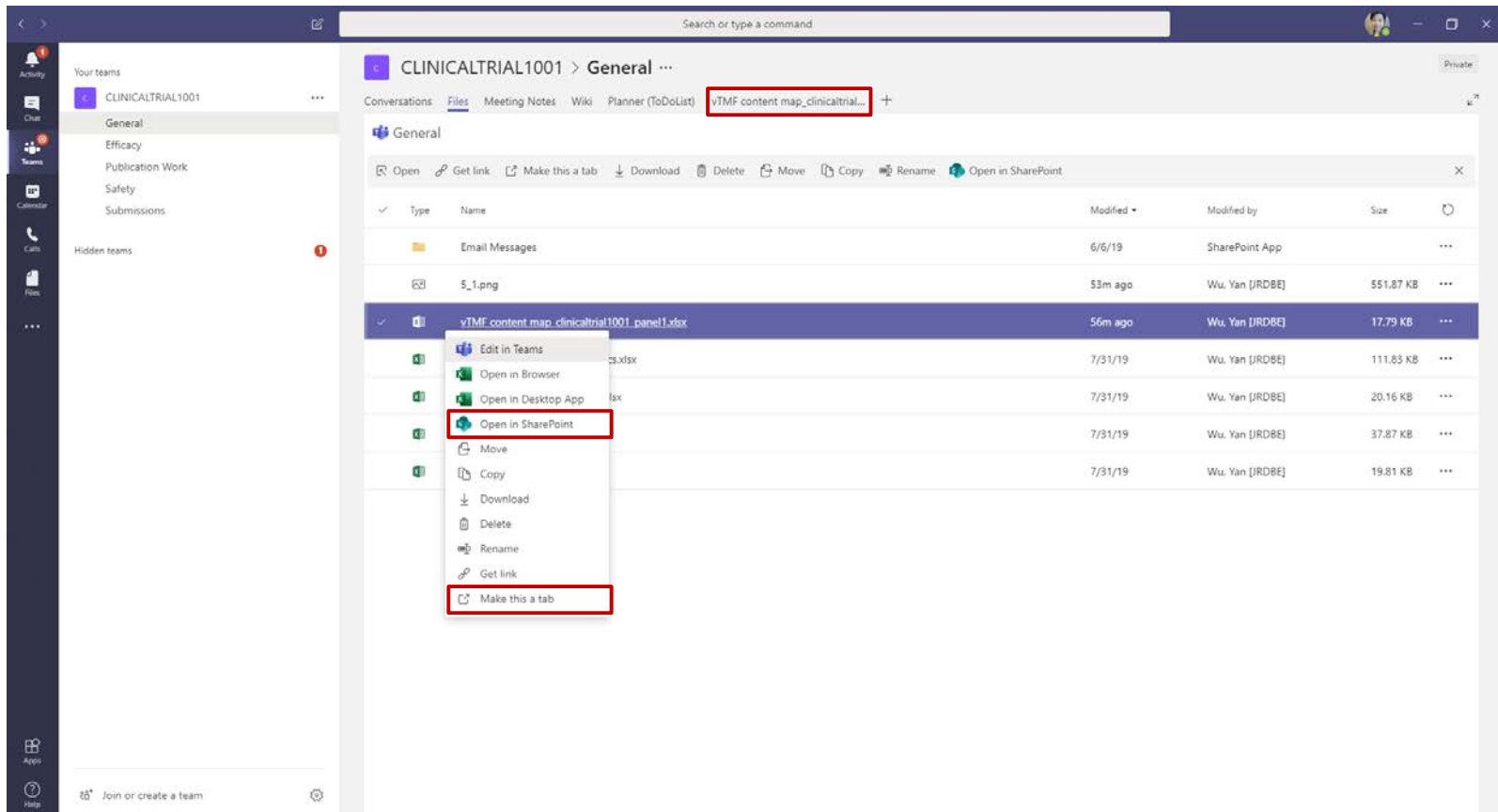
Bottom Screenshot: Efficacy Channel

The 'Efficacy' channel is selected. The 'Files' tab is highlighted with a red box. A red box labeled 'Documents specific to domains or tasks' points to the file list.

Type	Name	Modified	Modified by	Size
Excel	List of reports.xlsx	8m ago	Wu, Yan [JRDBE]	16.25 KB

Collaborate

- Document sharing - All files to be **shared** with the team are stored in 'Files'.
 - Use **link** or share a document as a '**tab**' or upload in **SharePoint**.



Collaborate

- Real time co-authoring - **Edit** documents (word, excel etc.) within the app or online with **autosave** feature

The screenshot displays the Microsoft Excel Online interface. The main window shows a spreadsheet titled "List of reports.xlsx" with a green header bar. The ribbon includes tabs for File, Home, Insert, Data, Review, View, and Help. The Home tab is active, showing options for Font, Alignment, Number, Tables, and Cells. The spreadsheet data is as follows:

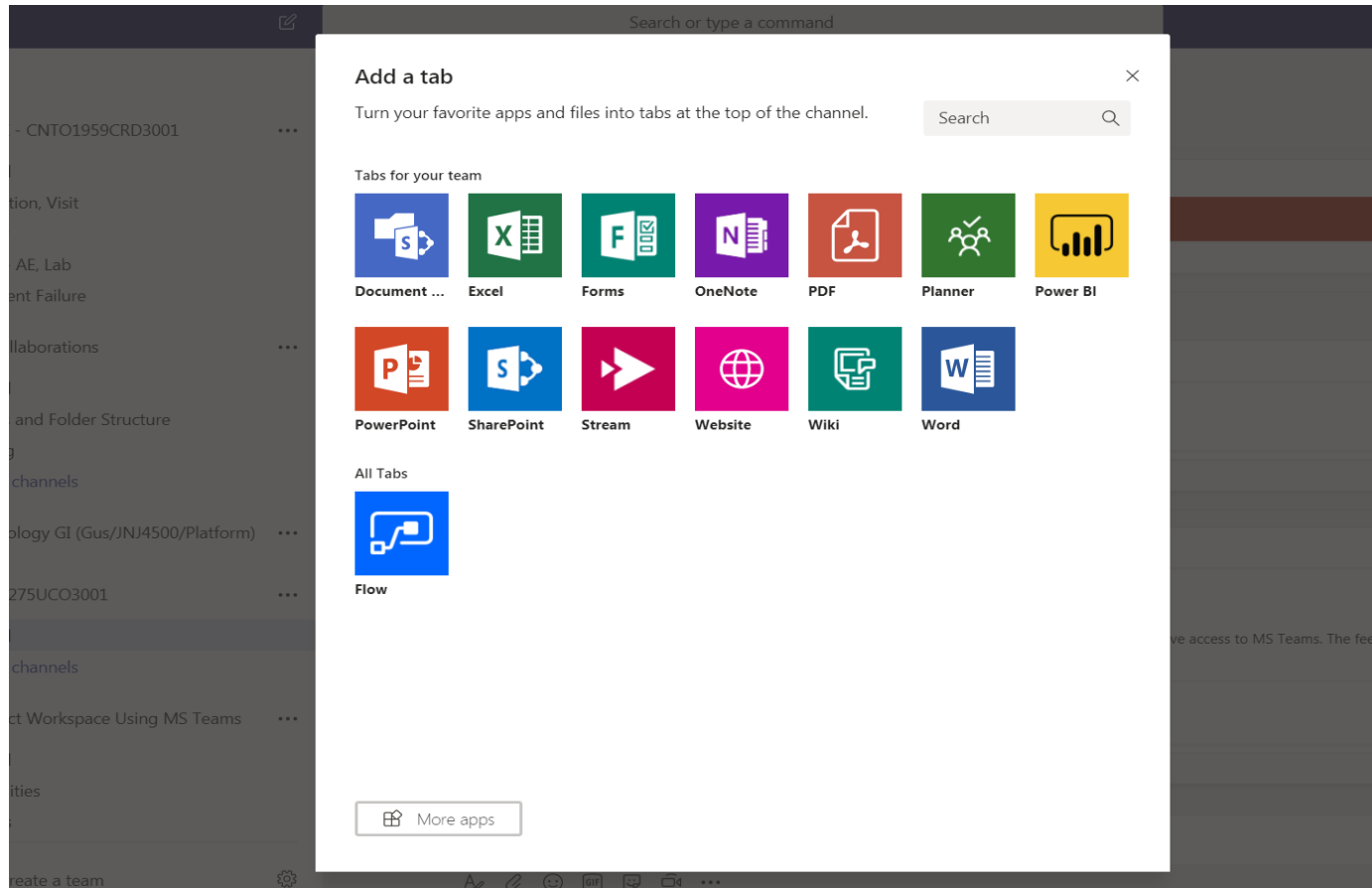
	A	B	C	D	E	F	G	H	I	J	K	L	M
1		Programmer	QC	Status									
2	tsfae02_ds	Shangyou	Rajini	in processing									
3	lsfae10_ds	Shangyou	Rajini	done									
4	lsfae11_ds	Shangyou	Rajini	done									
5	lsfae12_ds	Shangyou	Rajini	done									
6	lsfae13_ds	Shangyou	Rajini	done									
7	lsfae14_ds	Shangyou	Rajini	in processing									
8													
9													
10													
11													
12													
13													
14													

The chat sidebar on the right shows a conversation with "Cambre, Sofie - Statistical Programming [JANBE]". The status bar at the bottom indicates "1 person is available".

- Identify Contributor
- Control
- Transparency
- Flexibility

Collaborate

- Microsoft Apps - **Access** to multiple **Microsoft features** Excel, OneDrive, OneNote, SharePoint etc. along with third party apps within MS Team



What do we like?

- Prioritize time better
- Avoid getting side-tracked (Easy access to meta-document)
- Boost-up team document collaboration
- Cloud based – mobility/ transparency/ flexibility
- Integration with third-party Apps

Microsoft Teams

Team collaboration just got easier!



Communication Solution:

IM/group chat with search and bookmarks
Topic Specific conversations, **tagging** support
Online meetings, callings and web conference

Planning Solution:

'Planner' app for efficient assignment
Sending **Reminders** to team
Graphical/Calendar view of work load

Collaboration Solution:

Allows **multiple co-authoring**
Document specific conversation
Cloud based **document repository**

Mobile app: Take your team with you



- Be more productive
- Save time, be quick and immediate
- Always up to date
- Use the **same functionalities** as MS teams desktop app

Benefits & Challenges



BENEFITS

- Cross-functional teams more productive.
- Powerful communication and collaboration tools.
- Keep focus on important information.
- Fully integrated with Office services.



CHALLENGES

- Learning curve.
- Clearly defined rules
- Certain capabilities are under development.

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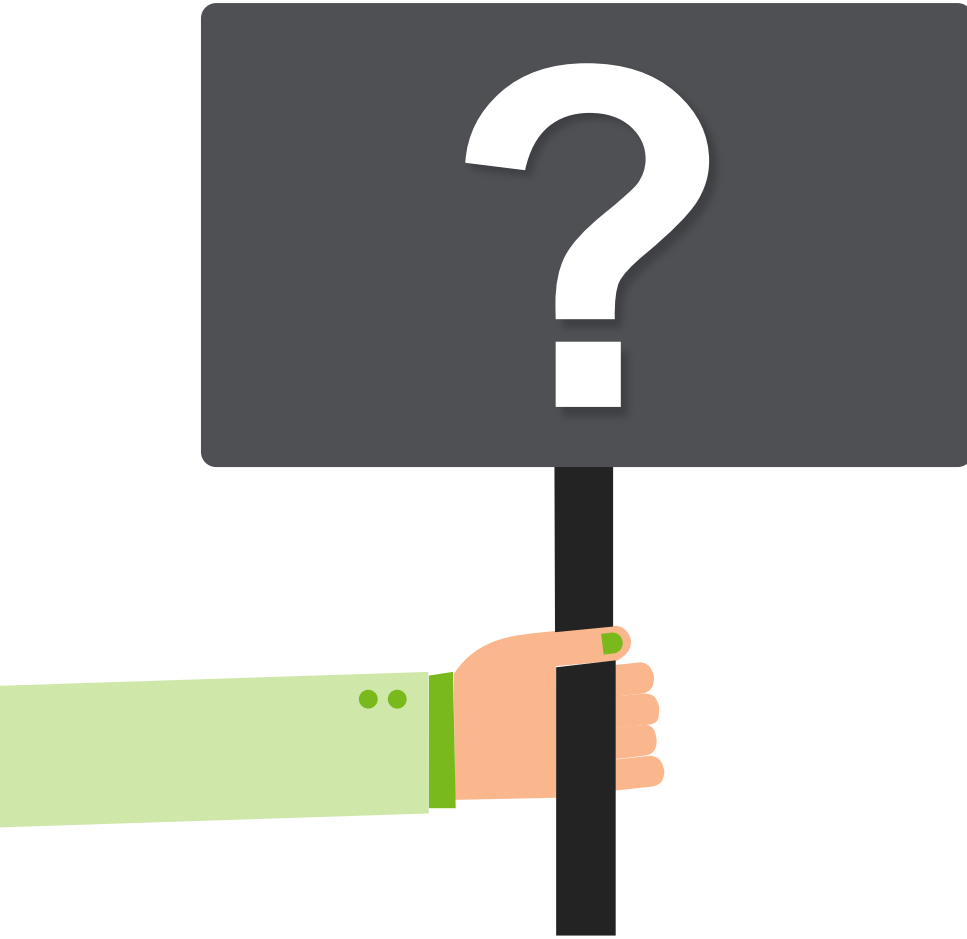
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Any Questions