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Overcoming Hurdles in Clinical Programming Project Management Using Microsoft Teams®; A Use Case

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Disclaimer: that the views and opinions presented here represent those of the speakers and should not be considered to represent advice or guidance on behalf of the Janssen. We as a presenter are not promoting the application but highlighting the functionality of the application in clinical project management.



Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—

all in one place.



180M

Office 365
monthly active users

500K

organizations actively
using Microsoft Teams

Fastest

growing application
in Microsoft history

Agenda

- Introduction
- Hurdles? How we use MS Teams to tackle the hurdles?
 - Communication
 - Planning
 - Collaboration
- Benefits & Challenges
- Observations and Recommendations



Hurdles in Clinical Programming Projects Management



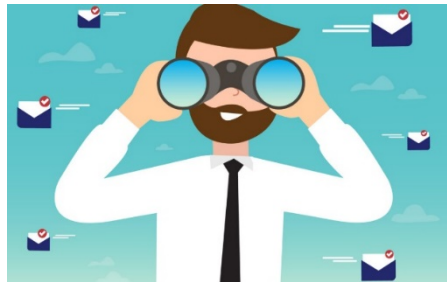
Communication hurdles



- 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 interface. 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 list of recent contacts on the left, and a bottom bar with a text input field and various action icons. Red boxes with numbers 1 through 7 are overlaid on the interface, with arrows pointing 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 text input field at the bottom), 4. Send message (points to the send button at the bottom right), 5. Loop more people into conversation (points to the 'Add People' icon in the bottom bar), 6. Video/Audio calls and Screen sharing (points to the call and screen sharing icons in the top right), 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**

1. Conversation tab

2. Notification with @mentions

3. Search function

4. Bookmark

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)

16:09

text_inventory.xlsx

16:16 Edited

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

Wu, Yan [JRDBE] 16:16

yes, this is ready for review version

16:18

Great! Team will be happy 😊

Wu, Yan [JRDBE] 16:18

Glad to hear that!

2. Conversation Text

1. Text box

Communicate

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

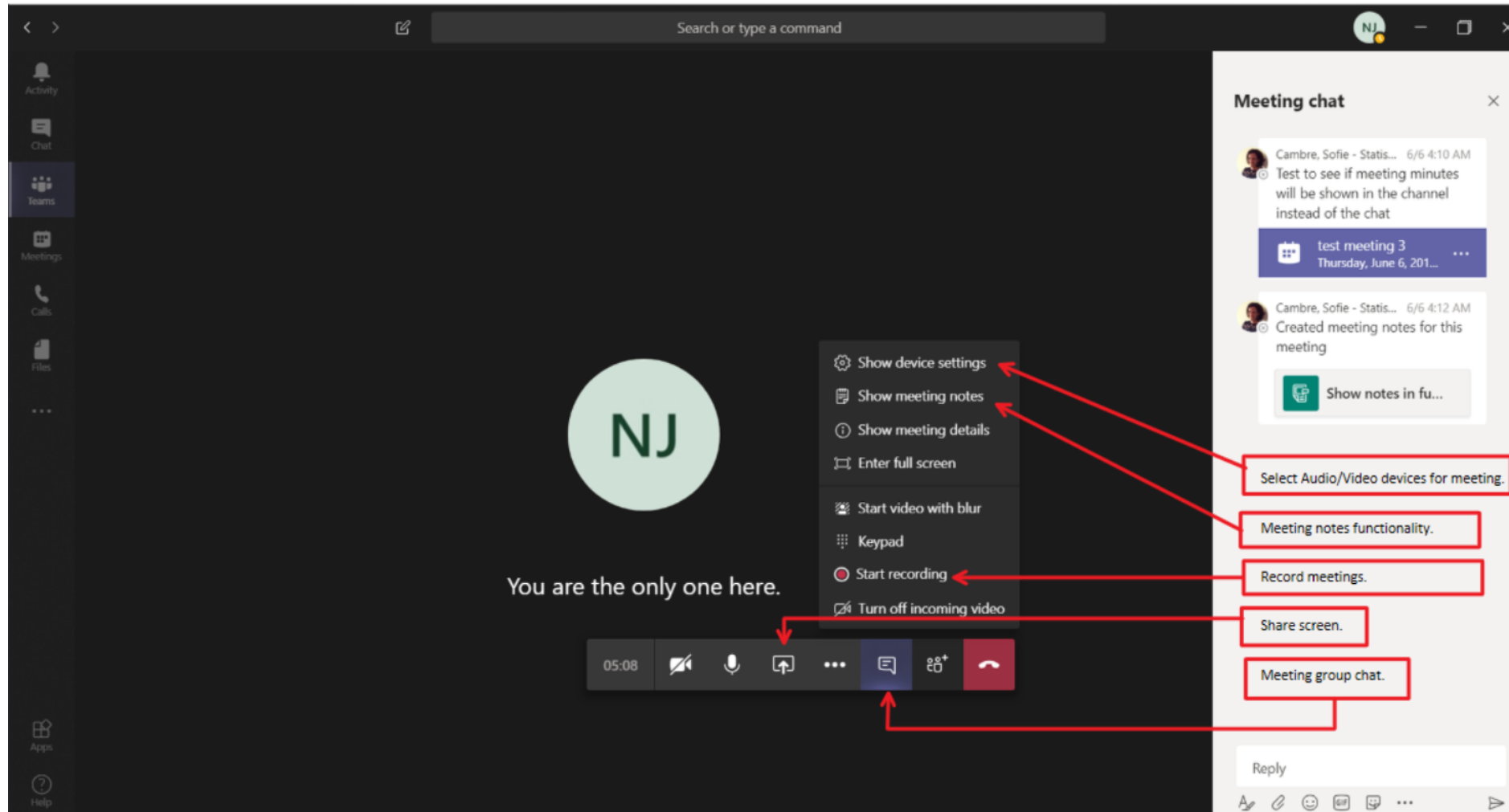
The screenshot shows the 'New meeting' form in Microsoft Teams. Red boxes and arrows highlight specific features:

- 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.
- Helps the organizer browse availability on all attendees' calendars.**: 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 includes an 'Invite someone' button and the 'Organiser' information (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'.

Communicate

- Meetings - **record** functionality - **meeting notes**



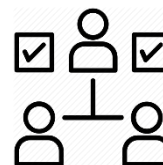
What do we like?

- 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**.



Hurdles in planning

- **Plan deliverables and work assignments**
- **Track status**
- **Keep an eye on the big picture**



Plan

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

The screenshot shows the Planner (ToDoList) application interface. On the left, there is a sidebar with a 'Programs' list containing items like ADEX, ADAE, and ADSL. The main area displays a task card for 'Safety outputs' assigned to 'Joshi, Nirved [JRDUS]'. The task is in the 'TLF's' bucket and 'In progress' status, with a start date of 06/10/2019 and a due date of 06/14/2019. The description is 'Program safety tables and listings and deliver statisticians to review ASAP'. Below the description is a checklist with four items: TSFAE01, TSFAE02 (checked), LSFAE01, and LSFAE02 (checked). There is an 'Add an item' button at the bottom of the checklist. To the right of the task card, there is a 'Multiple color labels' section with a list of labels, including 'Label 4' which is highlighted with a green checkmark. Annotations with red boxes and arrows point to specific features: 'Set progress status, assign dates and add description' points to the task card header; 'Create checklist of sub-tasks' points to the checklist items; and 'Multiple color labels' points to the label list.

Planner (ToDoList)

Board | Charts | Schedule

Programs

ADEX
06/24

YY Yan, Yingying [JRDON]

ADAE
06/18

CS Cambre, Sofie - Statistical Pr...

ADSL
06/19

TM Tiwari, Miten [JRDUS]

Safety outputs
Last modified 34 minutes ago by you

Joshi, Nirved [JRDUS]

Bucket: TLF's | Progress: In progress | Start date: 06/10/2019 | Due date: 06/14/2019

Description: Program safety tables and listings and deliver statisticians to review ASAP

Checklist 2 / 4

- ☐ TSFAE01
- ☒ TSFAE02
- ☐ LSFAE01
- ☒ LSFAE02
- ☐ Add an item

Attachments
Add attachment

Filter (0) | Group by Bucket

Label 4 ✓

Multiple color labels

Set progress status, assign dates and add description

Create checklist of sub-tasks

Plan

- Sample 'Board View' in Planner.

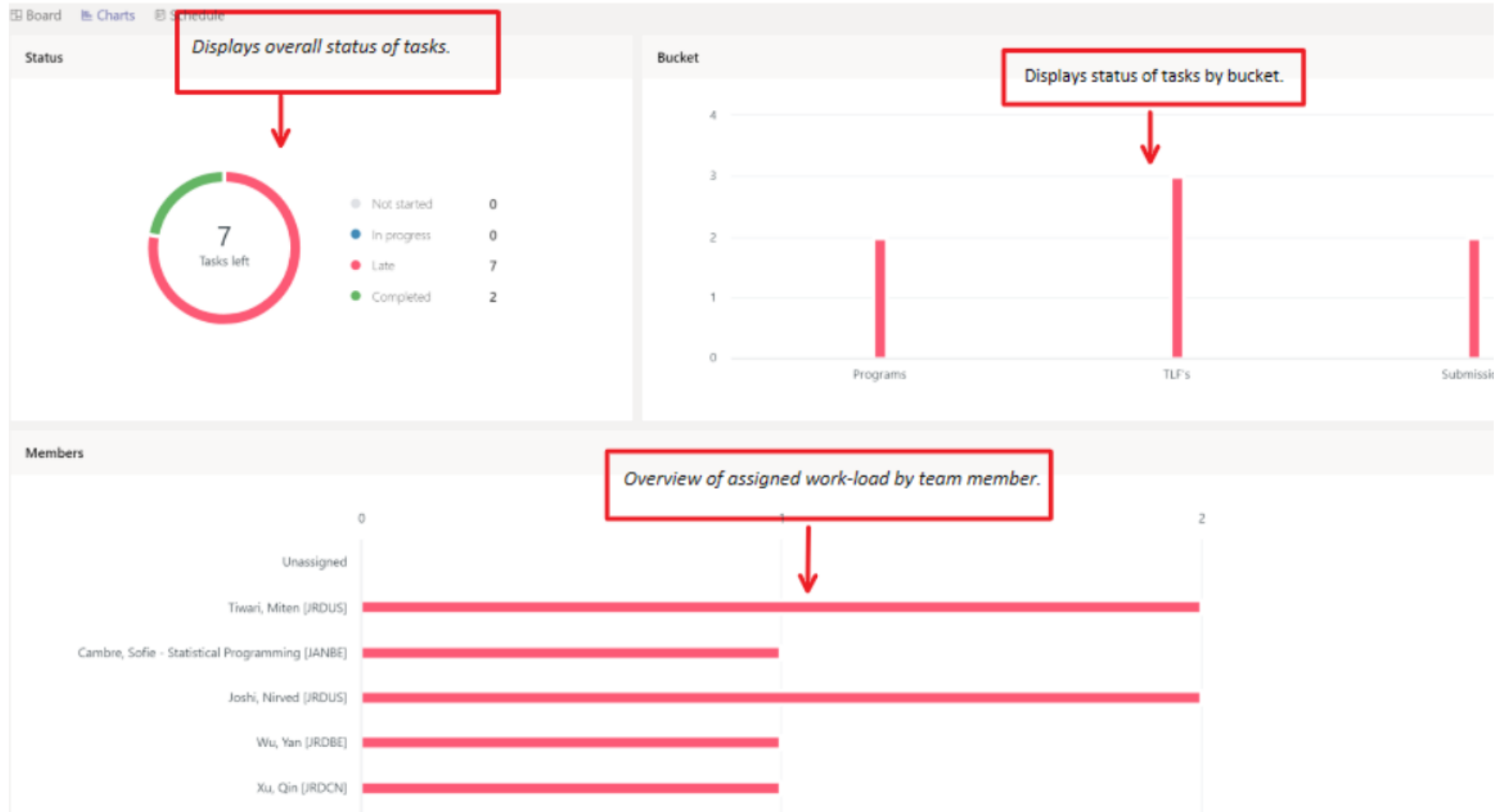
The screenshot shows the 'Planner (ToDoList)' interface in 'Board View'. The interface is divided into three main columns: 'Programs', 'TLF's', and 'Submission'. Each column contains a list of tasks with details like dates, progress, and assignees. Annotations with red boxes and arrows highlight specific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

- Displays individual buckets.**: Points to the 'Board' tab in the top navigation bar.
- Tasks in each bucket**: Points to individual task cards within the 'Submission' column.
- Assignee names**: Points to the names of task assignees, such as 'Wu, Yan [JRD8E]' and 'Tiwari, Miten [JRDUS]'.
- Change display to view by Bucket, 'Assigned to', Progress, Due date or Labels.**: Points to the 'Group by Bucket' dropdown menu in the top right corner.

The 'Programs' column lists tasks like 'ADEX' (06/24) assigned to 'Yan, Yingying [JRDON]' and 'ADSL' (06/19) assigned to 'Tiwari, Miten [JRDUS]'. The 'TLF's' column lists tasks like 'Safety outputs' (06/14, 2/4 progress) assigned to 'Joshi, Nirved [JRDUS]' and 'LSFLAB10' (06/20) assigned to 'Wu, Yan [JRD8E]'. The 'Submission' column lists tasks like 'ADRG' (06/13) assigned to 'Xu, Qin [JRDON]' and 'define.xml' (07/04) assigned to 'Joshi, Nirved [JRDUS]'.

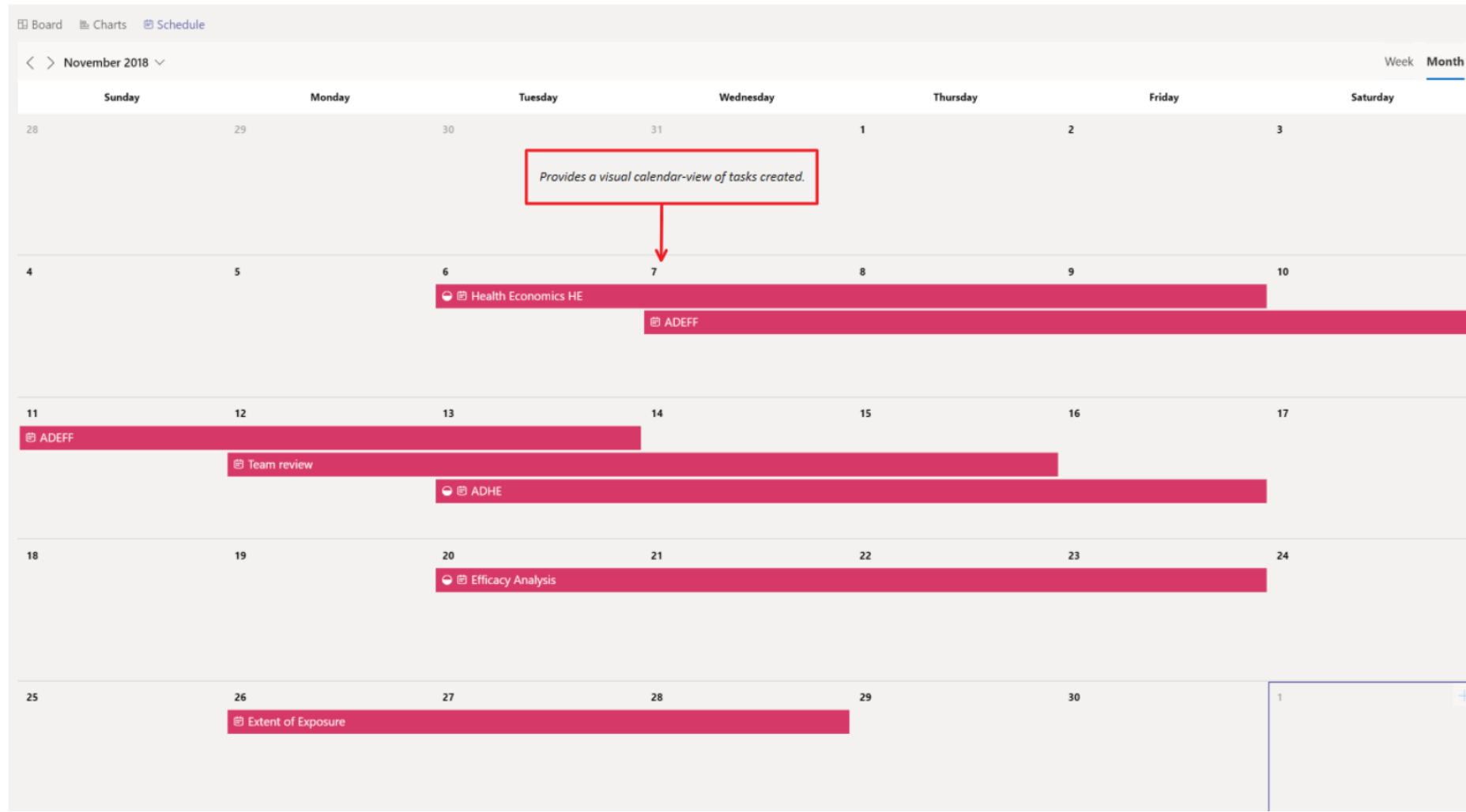
Plan

- Sample 'Charts' view of Planner



Plan

- Sample 'Schedule' view of 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 attachments, PC folders, and servers

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. A red box highlights the 'General' tab in the channel navigation bar. A red box also highlights the title 'Commonly used trial documents'.

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

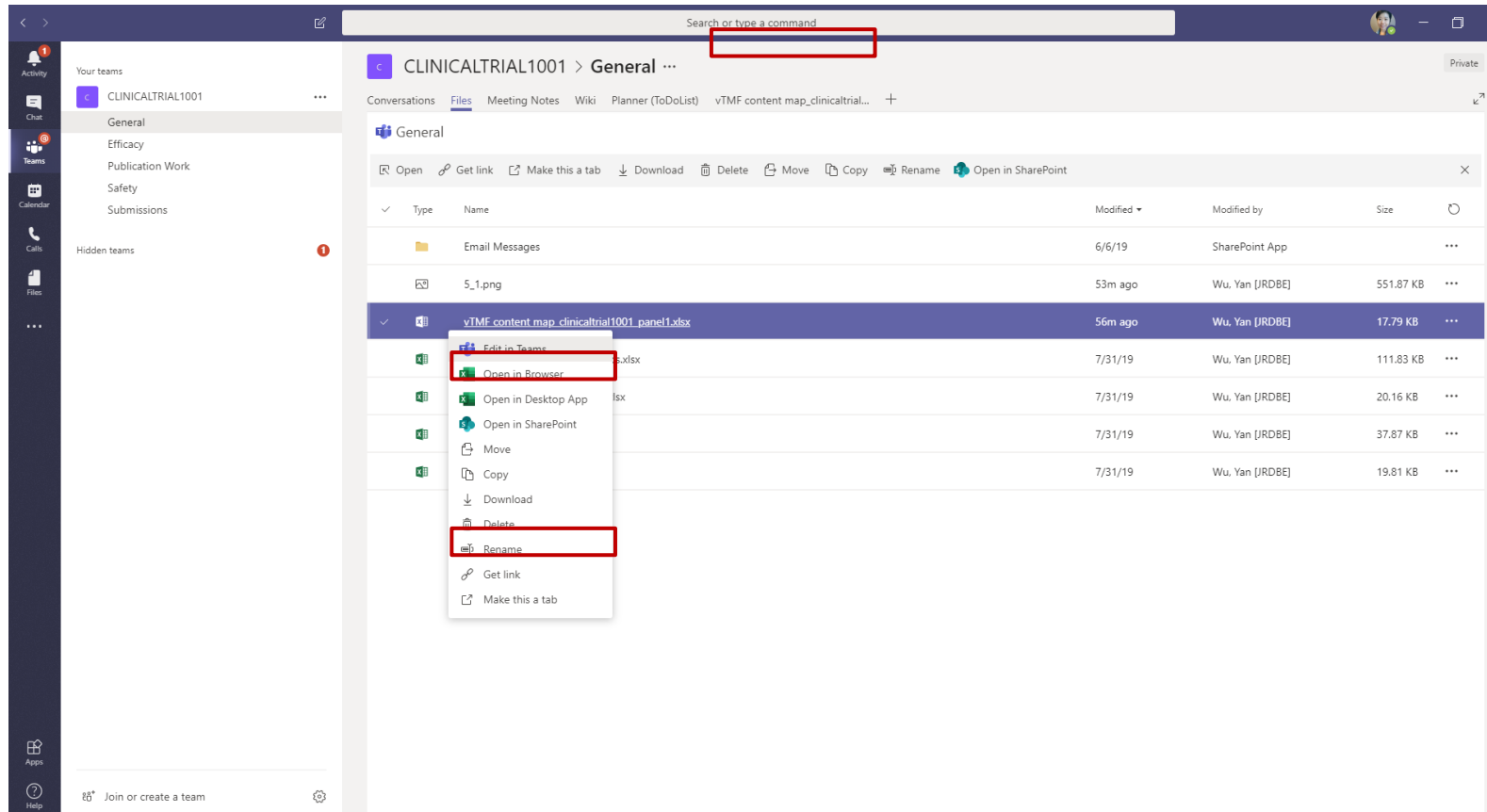
The 'Efficacy' channel is selected. A red box highlights the 'Efficacy' tab in the channel navigation bar. A red box also highlights the title 'Documents specific to domains or tasks'.

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 tab**.
- Use link or **convert a document to 'tab'**.
- Automatic **SharePoint back-up** in the background.



Collaborate

Real time co-authoring - Edit documents within the app or online with autosave feature **simultaneously**.

Search or type a command

Start conversation Close

Activity Chat Teams Calendar Calls Files Apps Help

Excel List of reports - Saved Wu, Yan [JRDBE]

File Home Insert Data Review View Help Tell me what you want to do Chat Comments

Undo Clipboard Font Alignment Number Tables Cells

D6 done

	A	B	C	D	E	F	G	H	I	J	K	L	M
1		Programmer	QC	Status									
2	tsfae02_dsur	Shangyou	Rajini	in processing									
3	lsfae10_dsur	Shangyou	Rajini	done									
4	lsfae11_dsur	Shangyou	Rajini	done									
5	lsfae12_dsur	Shangyou	Rajini	done									
6	lsfae13_dsur	Shangyou	Rajini	done									
7	lsfae14_dsur	Shangyou	Rajini	in processing									
8													
9													
10													
11													
12													
13													
14													

Sheet1

Help Improve Office

1 person is available

Chat with people editing this file in Office Online.

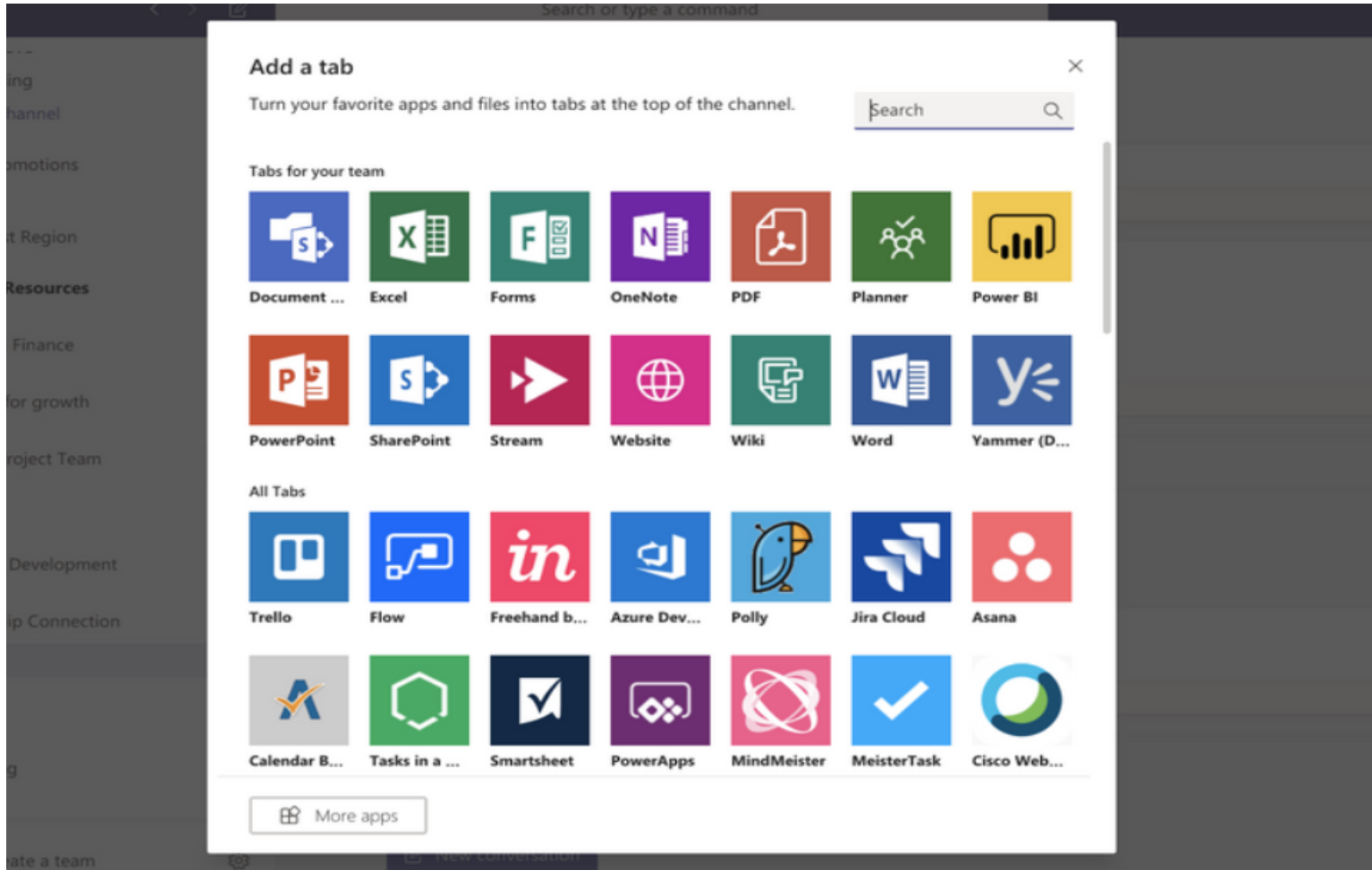
This chat won't be saved when you close the file.

Type a message here

- Identify Contributor
- Control
- Transparency
- Flexibility

Collaborate

- Apps - You can customize your team suite with the apps you need – hundreds available.
- MS Development platform for building your own apps.

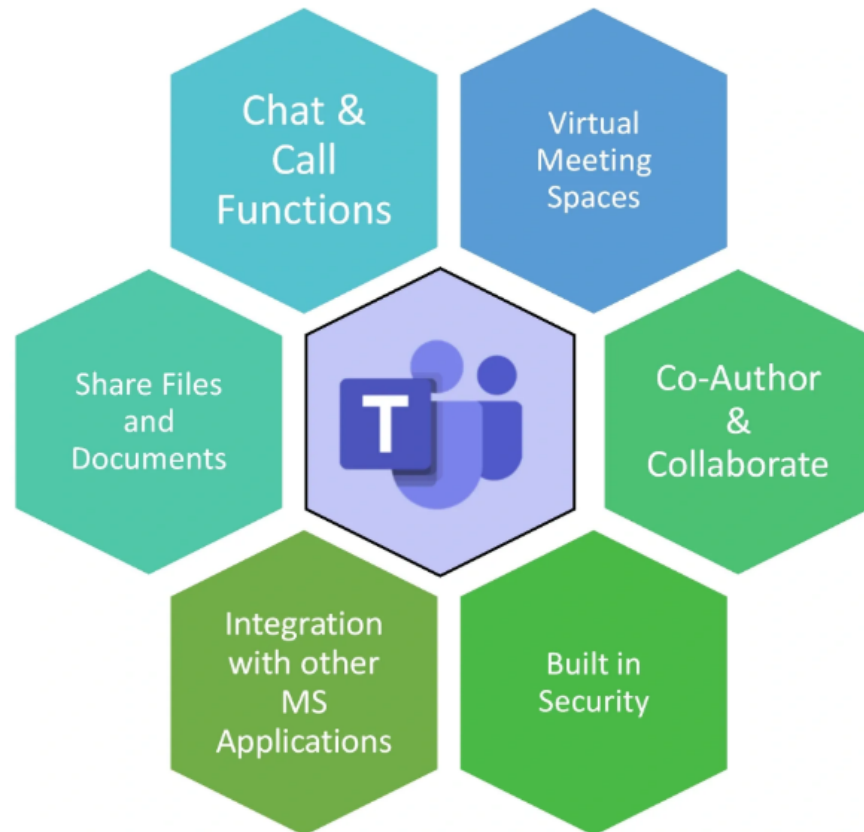


What do we like?

- **Prioritize** tasks in 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**.
- Documents backed up and accessible via **SharePoint**.



Team collaboration just got easier!



Communication Solution:

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

Planning Solution:

- Planner app for efficient assignment/tracking
- Sending reminders to team
- Graphical/Calendar view of work load

Collaboration Solution:

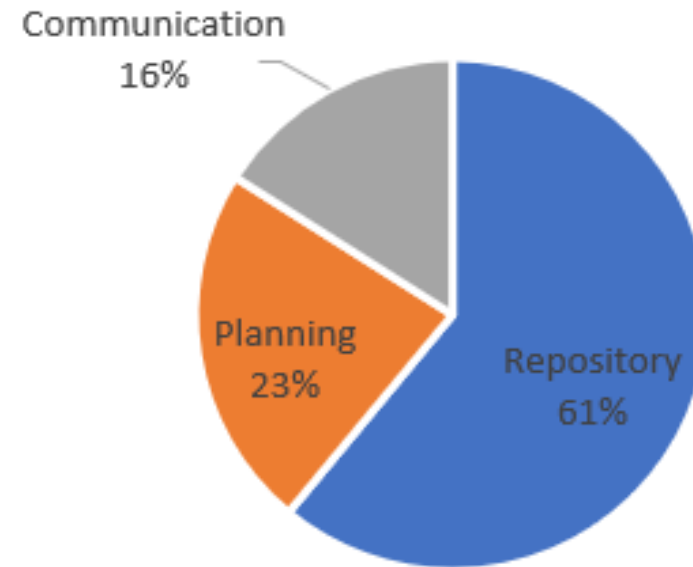
- Allows multiple co-authoring
- Document specific conversation
- Cloud based document repository

MS Teams usage amongst Janssen programmers

71% of respondents who answered the surveyed at Janssen use MS Teams for **programming related activities**.



Usage by category for Clinical Programming at Janssen

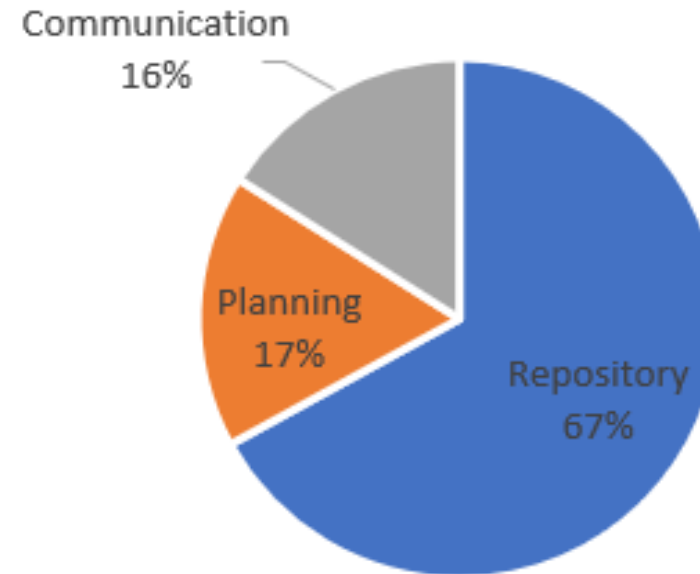


MS Teams usage amongst Janssen programmers

82% of respondents surveyed at Janssen use MS Teams for **non-programming activities**.



Usage by category for other activities at Janssen



Challenges and Recommendations

Complicated Navigation

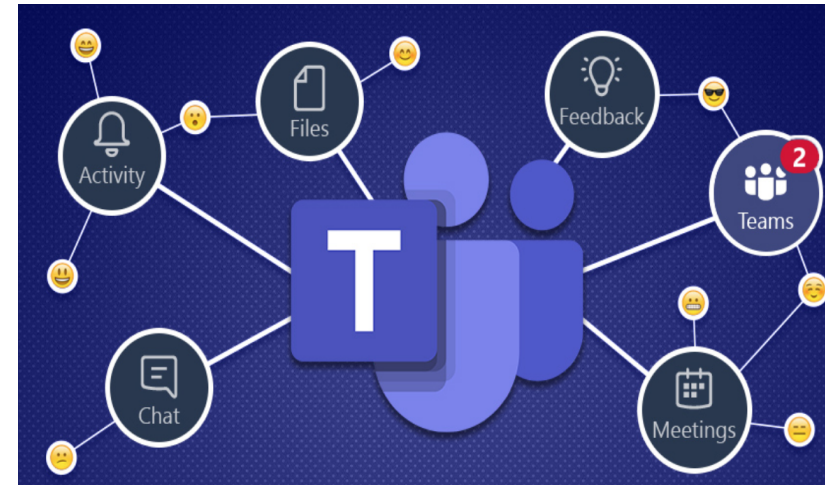
- Give a few days for team to get familiar with the layout after the training.
- Caution given for sequestered trials to ensure that blinding is maintained.
- Some MS Office desktop features are not fully integrated.



Challenges and Recommendations

Identify ground rules for communication and collaboration to be used within MS Teams

- **Avoid communication across multiple channels.**
- **Lead programmer to take moderator role.**
- **Set up channels for each type of communication (eg. efficacy analysis, submission).**
- **Set up separate MS Team site to include cross functions team members.**



Common Goal

Strike a balance between MS Teams with the traditionally used tools.

Utilize hand-picked MS Teams features to overcome some common hurdles in statistical programming:

communication, planning, and collaboration.





**Any questions
or shared
experiences?**