

LabWare 7 LIMS Project Management and Business Analysis

Situation

A global leader in biotechnology had a backlog of hundreds of maintenance and enhancement requests for their QC LabWare 7 LIMS. The business was frustrated that their issues were not being addressed in a timely manner and were beginning to question the overall value of the implemented LIMS. The client chose CSols, Inc. to address the issue because CSols had an established track record with the client, including a successful project to enhance the LabWare LIMS in their R&D labs.

Objectives and Challenges

The goal of this project was to eliminate the backlog of existing maintenance (bugs) and enhancement request for their LabWare 7 LIMS. The backlog developed because there was no effective mechanism to prioritize the requests and there was no single point of contact to lead the remediation process. The relationship between the LIMS group and the larger business had been damaged by the lack of attention to these issues.

CSols's Role in the Solution

The CSols resource took on the role of Project Manager and Business Analyst to develop and implement a process for addressing LabWare LIMS maintenance and enhancement requests using an Agile methodology. During this project, the CSols team member became the trusted business advisor, restored relationships between the business units, and efficiently eliminated the existing backlog.

Key tasks and deliverables included:

Project management

- Developed a formal process to address backlog
- Communicated with and mediated between the LIMS group and the business
- Became the dedicated point of contact for the duration of the project

Business analysis

- Established a priority ranking system
- Worked with the business to prioritize the outstanding requests
- Implemented periodic reviews to keep the request manageable

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PROJECT AT A GLANCE

BUSINESS SECTOR:

- Biotechnology
- R&D
- QC

INFORMATICS SYSTEM:

- LabWare 7 LIMS

SERVICE OFFERING:

- Project Leadership
- Business Analysis

ELEMENTS:

- 4 Sites
- Multiple Labs
- 6 Months to establish process, then ongoing
- 1 CSols Team Member

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Benefits

- There is now a global, standard system for reporting and tracking issues, establishing a process for maintenance and enhancement requests
- Issues are prioritized and addressed promptly with the routine use of the process developed by the CSols resource
- Reducing the backlog of enhancement requests and ensuring they were handled in a timely fashion going forward began to reestablish a relationship between the LIMS group and the business
- User adoption of the LabWare 7 LIMS has increased because the lab staff can be confident that requests for maintenance and enhancements are addressed
- Addressing the business requests for system changes improved the overall efficiency of the impacted labs