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# Outsourcing Data Management: Evaluating Organizational Structure

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The presenters have disclosed that they have no proprietary or financial interests in the topics covered in this presentation.



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# Outsourcing Data Management: Evaluating Organizational Structure

Outsourcing Data Management  
Tuesday, September 23, 2008



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# Agenda

- Avoca Survey results
- Avoiding Miscommunication
- Organizational Structure
- Training Considerations
- Summary



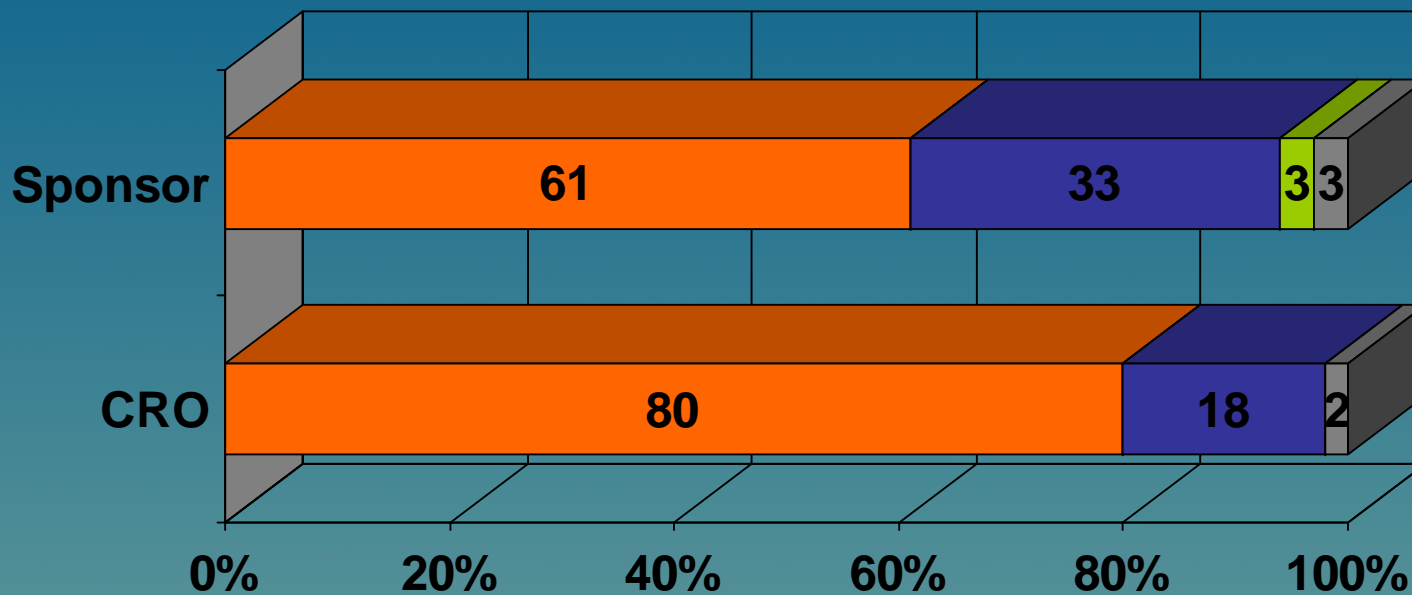
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# Avoca Industry Survey

- Top Three considerations in Outsourcing
  1. Communication
  2. Communication
  3. Communication



# Gaps in expectations between sponsor and CRO cause difficulties in relationships between outsourcing partners



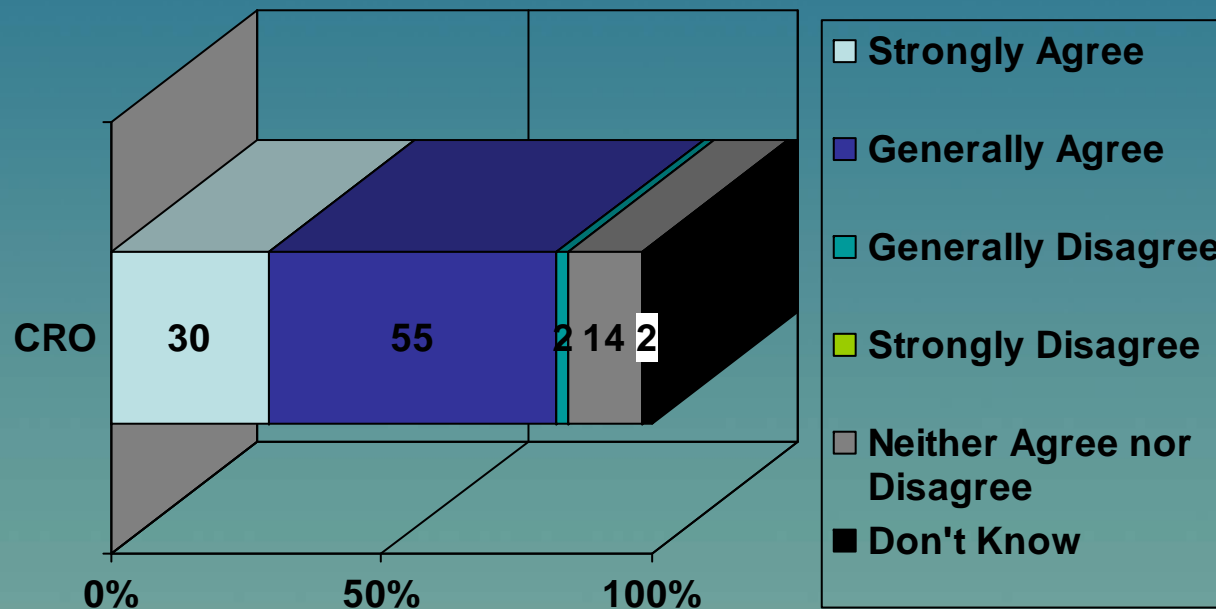
- Strongly Agree
- Generally Agree
- Generally Disagree
- Strongly Disagree
- Neither Agree nor Disagree
- N/A

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# CRO Response

My company is effective at proactively gathering needed information about sponsor expectations prior to study start



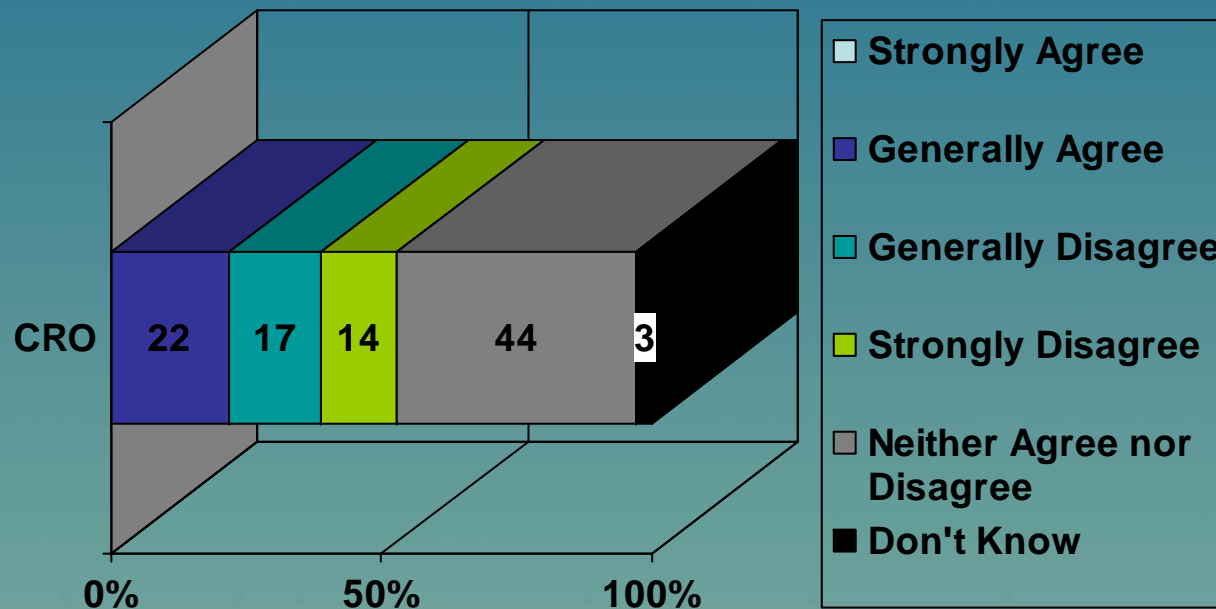
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# Sponsor Response

CROs are effective at proactively gathering needed information about sponsor expectations prior to study start



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# Avoiding Miscommunication

- Agreement and understanding at the top level of Sponsor and CRO
- Well-defined escalation path
- Detailed Project Management Plan
- Organizational structure that promotes partnership

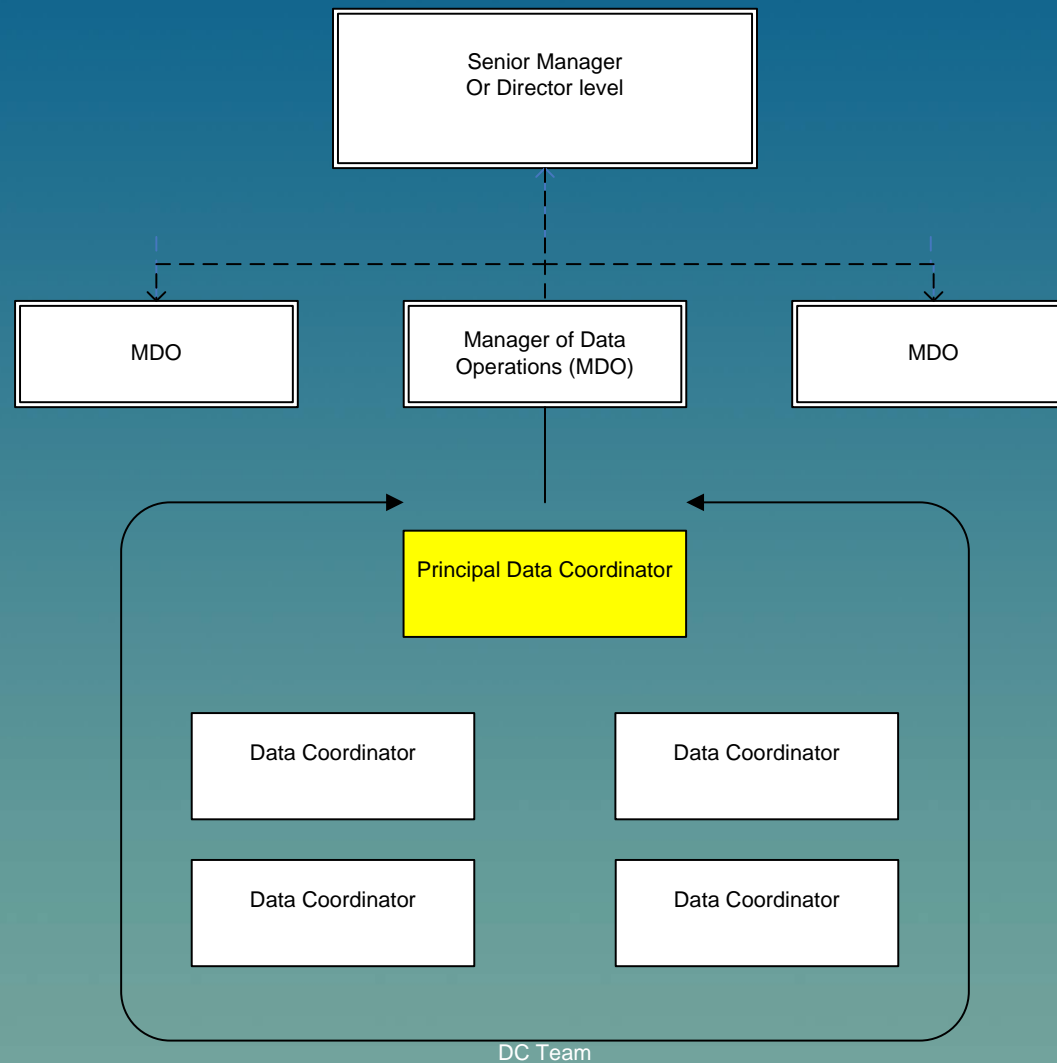


# Organizational Structure (CRO)

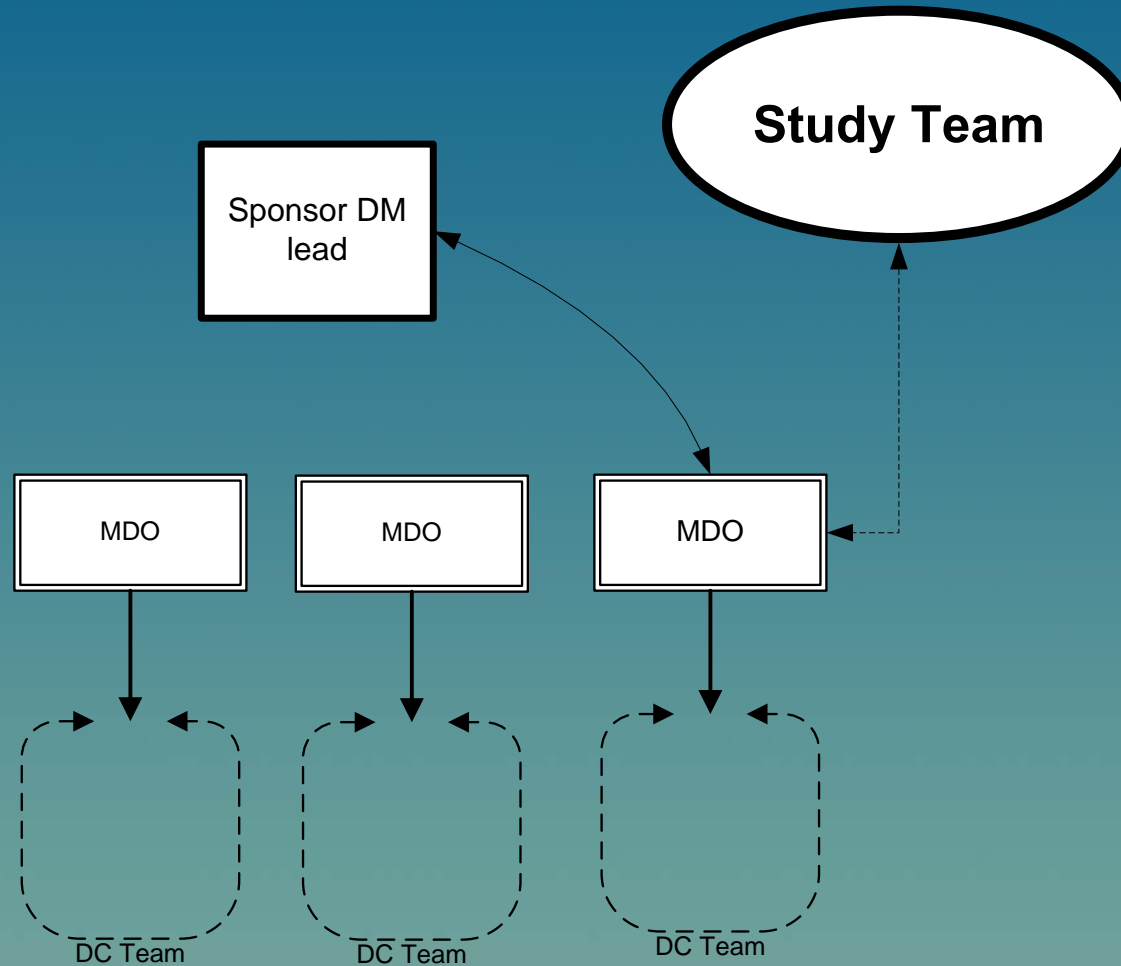
- Planned organizational structure
  - Allows resources to support project needs
  - Facilitates communication
  - Provides detailed escalation path
  - Scalable to support multinational projects



# Organizational Structure



# Organizational Structure



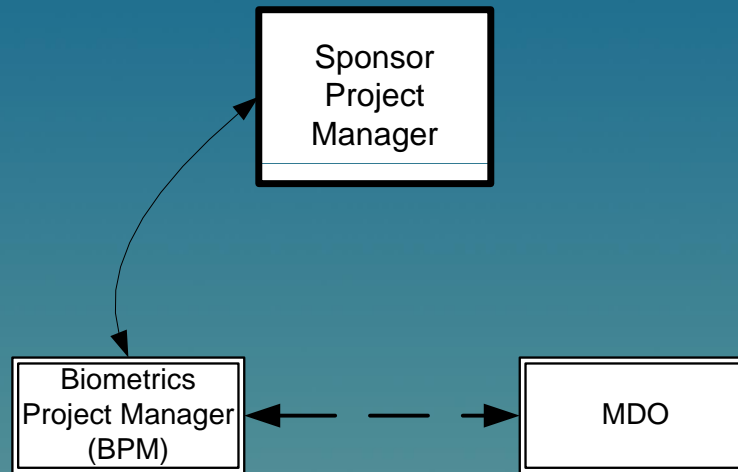
# Geographic Location

- Cost considerations
- Time zone coverage
- Language barriers
- Labor pool



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# Organizational Structure



# Project Manager

- No direct reports
- Facilitates team meetings
- Manages PMP and timelines



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# Training Considerations

- Principal DC coordinates training by location
- Training records are maintained centrally or electronically
- On going training plan detailed in PMP for longer term projects



# Summary

- Expectations are clearly defined before project initiation
- Organizational structure supports clear communication and escalation path
- Long term projects should anticipate and prepare for attrition.
  - Training plan
  - Timelines set accordingly



# Thank You!

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