



## **Kalleid Newsletter - February 2023**

Welcome to Kalleid's newsletter for the month of September, where you'll find some of our most recent content.

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## **Featured Blog Posts**



## Creating Product Roadmaps for Your Software Portfolio

When implementing business applications, organizations often underestimate the value of a thorough, effective product roadmap. The process of building a roadmap must be done carefully and methodically, so that the final product accommodates the needs of everyone it will impact and accomplishes the goals it establishes.

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## Common Change Management Challenges and How to Address Them

Change management refers to a set of tools, strategies, and



## The Radical Art of Business Analysis

Good business analysis is an art that requires specialized skills and an ability to drive consensus, optimize processes,

planning used to support adoption of a new process or technology within an organization. In this blog, we discuss the common obstacles that stifle change management success and provide best practices for overcoming them.

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and harmonize groups of people that sometimes have difficulty in communicating effectively with each other.

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## Featured White Paper



## WHITE PAPER

### **User Acceptance Testing Best Practices for Scientific Informatics Solutions**

Avoiding the catastrophe: "Software developed by design but not as desired by the user"



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## **User Acceptance Testing Best Practices**

There are many different types of testing that are performed during the software development lifecycle (SDLC) to verify that software is functioning as required prior to system release. Of these, user acceptance testing (UAT) is one of the most critical to the overall success of the IT project. Organizations that make the mistake of skipping UAT testing, or conducting it hastily, often experience financial or operational losses, along with post-release rework.

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# Featured Case Study

## CASE STUDY:



### Documentation for a New Cell Therapies Manufacturing Facility



#### PROJECT OVERVIEW

A global biopharmaceutical company with a wide-ranging portfolio was building a new cell therapies manufacturing facility (CTMF) for cancer treatments. The information technology (IT) infrastructure was an essential component of this facility and needed to be compliant with 21 CFR 11 US FDA regulations. While the company's IT department was tasked with creating the digital infrastructure to support the CTMF, they did not have the in-house expertise required to write the necessary regulatory documentation to support full compliance with regulations. Due to our team's extensive experience with producing technical documentation for pharmaceutical companies, the customer contracted with Kalleid to create a process for writing and reviewing the technical documentation for the facility so that it could meet its aggressive timeline for opening.

#### BUSINESS CASE

The customer had several different IT systems that required documentation, including networking, security, and computer storage, and there were multiple teams working on the IT infrastructure in the US and India. A coordinated process of collaborative editing and review sessions was critical to develop the technical content, but the IT team did not have a staff technical writer assigned to this project, and the project manager who was charged with overseeing the entire project could not closely supervise content development. Unless an effective process for producing the required documentation was implemented quickly, this bottleneck issue would likely delay the opening of the facility.

The customer contracted with Kalleid to meet the following business needs:

- Implement a framework for writing and reviewing documents for the systems required for building the facility.
- Coordinate the demands of each department while ensuring content is complete and meets regulatory requirements.
- Ensure consistency and accuracy among different sets of documentation.

## Documentation for New Cell Therapies Manufacturing Facility

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## Who We Are

Kalleid, Inc. is a boutique laboratory IT consulting firm that has served the scientific community since 2014. We work across the value chain in R&D, clinical and quality areas to deliver support services for software implementations in highly complex, multi-site organizations. If you would like to learn more about Kalleid and the services we offer, please visit [Kalleid.com](https://www.kalleid.com) or [contact us](#) today.

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Find out more about our professional services and how our integrated approach to business transformation can maximize your company's success.



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