Veeva&u

Change Management Checklist

throughout the year.



- Implement a change control process to manage and update your Vault.
 Implement a process for everyday Vault operational activities and a person responsible for that.
 Be aware of Vault admin training and how it can help you.
 Implement an internal roadmap for your feature adoption progress
- Keep your training materials up-to-date with release changes, and make sure there's a person responsible for that.
- Understand how **licensing** works for your Vault and how it impacts your day-to-day business.
- Make sure you have a **periodic review process** (e.g. every 6 months) in place to ensure you are up-to-date with all Vault-related activities.
- Make sure you have a **channel and process to communicate** to Veeva any possible issues or relevant information.
- Make sure you have defined operational reports to measure progress, adoption, and system usage.
- Make sure you have **regular touch points** or channels of communication (e.g. surveys) with your end-users to **gather feedback** for process and system improvements.

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