

Change Management Checklist



- 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 throughout the year.
- 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.