Reference Management Process (RMP) Data Report

A Reference Management Process (RMP) is an executable procedure meant to aid in the developing and maintaining of an efficient Reference Library. In order to evaluate the benefits of having an RMP in place, we gathered information using a subset of our clients' Content and Reference Libraries. Using this data along with our industry experiences, we were able to draw the following conclusions.

Key Findings:

In a recent survey, we found that the overwhelming majority of clients (approximately 90%) reported deployment of an RMP process to address identified gaps or inefficiencies in their Content Management Process (CMP).
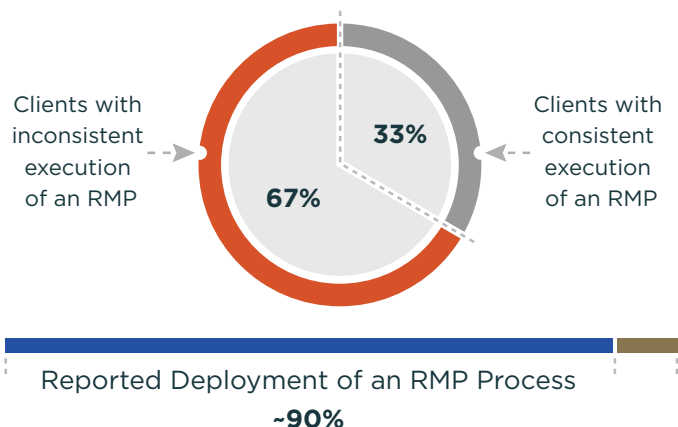
One foundational goal of a consistently executed RMP is to ensure that References are in an Approved state prior to utilization. Our metrics, however, indicated that only about a third of organizations with an existing RMP reported consistent execution (at least 90% of References in an Approved state) of that process.

An evolving trend in the industry to enforce this consistent execution is the introduction of a dedicated Reference Librarian to manage and oversee the RMP.

Additionally, organizations that utilize a consistently executed RMP typically have a lower Reference to Content ratio. This low ratio could be an indicator that the organization has a procedure in place for ongoing monitoring of their Reference Library. A contributing factor that supports a lower Reference to Content ratio is having an RMP in place which reduces the action of users uploading duplicative or unacceptable References.

RMP Organization Analysis

Clients with inconsistent execution of an RMP

Clients with consistent execution of an RMP

33%

67%

Reported Deployment of an RMP Process
~90%

It is important to note that a low Reference to Content ratio does not always indicate a consistently executed RMP. Based on our experience in the industry, the ratio will differ from organization to organization based on the product and/or therapeutic area, as well as the lifecycle of the product. This is supported by the results from our analysis in that those organizations that consistently executed an RMP had variation in their Reference to Content ratio. Of the clients that showed consistent execution, the Reference to Content ratio ranged from .31 to 3.31 and had an average ratio of 1.31.