Online Appendix

Survey Questions for Knowledge Management Team ACD Project Evaluation

Directions: You may have been involved in, or responsible for, a few specific aspects of the ACD project. This may have been a sub-project or other well-defined smaller projects or tasks within the larger ACD project. This survey refers to these sub-projects/small projects/tasks simply as “projects”. You will be asked to think about and comment on the projects that you were involved in. Please use as much space as you need to comment.

Typical project

1. Please describe a "typical" project within the ACD project that you worked on?

Specific project

Please pick a specific project (sub-project, stage of a project, or task) that you worked on that DID proceed as expected within a reasonable timeline and answer the following questions.

2. Please describe this project from the onset to the completion/end of the project. You do not have to mention the name of the project, but you are welcome to.
3. What worked well during the project to achieve the project goals?
4. What DID NOT work well during the project to achieve the project goals?
5. What worked well during the project to facilitate communication and collaboration?
6. What were the barriers to communication and collaboration?
7. How were decisions made during the project?
8. What were the barriers to decision-making?
9. How were informatics practice and technical configuration processes handled during the project, such as maintaining standards and guidelines for content creation?
10. What were the barriers to maintaining informatics practice standards?
11. Please describe the project management of the specific project you worked on?
12. What were the barriers to effective project management?
13. Was the project timeline appropriate (too long or too short)?
14. What DID NOT work well in your opinion during the project?
15. What was your role in the project?

Please pick a specific project (sub-project, stage of a project, or task) that you worked on that DID NOT proceed as expected and struggled with challenges and answer the following questions.

16. Please describe this project from the onset to the completion/end of the project. You do not have to mention the name of the project.
17. What worked well during the project to achieve the project goals?
18. What DID NOT work well during the project to achieve the project goals?
19. What worked well during the project to facilitate communication and collaboration?
20. What were the barriers to communication and collaboration?
21. How were decisions made during the project?
22. What were the barriers to decision-making?
LESSONS LEARNED COLLABORATIVE CONTENT DEVELOPMENT

23. How were informatics practice and technical configuration processes handled during the project, such as maintaining standards and guidelines for content creation?
24. What were the barriers to maintaining informatics practice standards?
25. Please describe the project management of the project that you worked on?
26. What were the barriers to effective project management?
27. Was the project timeline appropriate (too long or too short)?
28. What DID NOT work well in your opinion during the project?
29. What was your role in the project?
30. Please describe the resources that helped you perform your role and responsibilities for the specific projects that you worked on?

Resources

The following questions relate to resources. Please consider a broad definition of resources including: people, tools, definition of processes, information resources, and infrastructure (phone lines, meeting rooms, support materials)

31. Please describe the resources that DID NOT help you perform your role and responsibilities for the specific projects that you worked on?
32. What resources did you need during the specific projects that you worked on?
33. How were those resources made available to you (or not)?
34. What types of information did you seek out during the specific projects that you worked on?
35. What types of collaboration (internal or external to KM) did you seek out during the specific projects that you worked on?
36. Please comment on the usefulness of collaborative tools (e.g., eRoom, Sharepoint) during the specific projects that you worked on.
37. Please comment on the usefulness of remote meetings versus the usefulness of traveling to other sites for in-person meetings during the specific projects that you worked on.

Suggestions related to specific projects that you worked on

38. What suggestions do you have for improving how your projects were run?
39. If you could have changed one thing to improve the projects that you worked on, what would it be?
40. What suggestions do you have for defining processes within a project?
41. What suggestions do you have for project governance?
42. What else, if anything, would you like to comment on about your specific projects?

Overall ACD lessons learned

43. What suggestions do you have for improving how the overall ACD project was run?
44. What else, if anything, would you like to comment on about ACD project overall?