



**CDISC Operating Procedure CDISC-COP-007  
Teleconference Set-Up**

**Revision History**

<b>Date</b>	<b>Revision</b>	<b>Description</b>	<b>Author</b>
14 July 2005	0.1	Original	CDISC Operations
1 January 2006	1.0	Revisions required to align with current CDISC organization and procedures	CDISC Operations

# Table of Contents

1	Introduction .....	3
1.1	Purpose .....	3
1.2	Background.....	3
1.3	Authority .....	3
2	Proced <u>u</u> re for Teleconference Set-Up .....	3
3	Review and Authorization.....	5

# CDISC Operating Procedure CDISC-COP-007

## Teleconference Set-UP

### 1 Introduction

#### 1.1 Purpose

Because CDISC is a non-profit, virtual organization that gets its work done by volunteers who are both in locations throughout the world and working for other organizations, teleconferences are the main mode of getting this work done. The purpose of this process is to identify a method to be followed to ensure that those requesting a teleconference and the person setting up the teleconference are communicating effectively so that the teleconference is set up in a timely, accurate and organized manner.

#### 1.2 Background

The mission of CDISC is to develop and support global, platform-independent data standards that enable information system interoperability to improve medical research and related areas of healthcare.

For more information on CDISC objectives and principles, please see the CDISC website at [www.cdisc.org](http://www.cdisc.org).

#### 1.3 Authority

This document is approved by the CDISC President and should be followed by all CDISC Operations staff, team/project leaders, CDISC consultants and representatives, including volunteers participating in teams/projects or in user networks.

### 2 Procedure for Teleconference Set-Up

At the current time, CDISC has the use of teleconference services from Xerox. There are three numbers available for CDISC use at any given time. Up to 50 people can call in to one number. Additional numbers or lines cannot be requested. CDISC does not have web conference capabilities. Anyone can volunteer the use of their own teleconference or web conference services at any time. If this is the case, it is the responsibility of that individual to distribute the instructions for such teleconference or web conference and not the CDISC staff (so as to be able to answer questions, etc.).

Team meetings should be scheduled in advance at a pre-determined date/time, e.g., 2<sup>nd</sup> Tuesday of each month. The same numbers can be reserved for the specified day/time for each team teleconference. If no pre-existing day/time has been scheduled, the following process should be followed.

Requests for teleconferences can come from CDISC Operations staff, Board of Directors, Team Leaders and Project Leaders. These requests should be made a minimum of 48 hours prior to the teleconference, to ensure that the teleconference participants receive enough notice. When requesting a teleconference, please send

a request to the CDISC Operations Associate (or backup) via original email, versus forwarding a string of emails that must be read in its entirety to determine what to do

1. Determine if the date/time/duration of the call and the participants to be involved in the call have already been decided and that those involved know that this call is going to occur (e.g. Team Leaders and team have agreed on a phone call and a dial-in number is needed). Also, find out if the call will involve international participants (both for the time availability options and to determine whether an international dial-in number will be needed).
  - a. If yes, go to Step 3 below
  - b. If no, go to Step 2 below
2. Determine 1) the entire list of participants (with email addresses for all) and 2) if the entire list of participants need to be on the call or if the call can be scheduled with a certain group of critical participants and who those critical participants are. Based upon this information, follow these steps:
  - a. Ask if the leader has certain times they will be available for this call (as a set of options for the date and time)
  - b. Email the list of participants, requesting their attendance at a teleconference, identifying the purpose of the call and its duration and who is going to lead the call. Request from them their availability during a specific time period or for the time/date options the leader has provided, giving them a date by which their availability is needed.
  - c. Keep all responses written down to be cross-checked
  - d. Once all responses are received, or at the very least, responses from those critical to the telecon, cross-check to determine the date/time when the critical participants are available and the most from the others can attend the teleconference.
  - e. Go to Step 3
3. Verify the date/time of the requested telecon, confirming the time zones, with the requester of the call. Unless otherwise specified, the default will be the Central time zone.
4. Provide the requester with the appropriate phone numbers and passcode, using the following as the standard email message:

Dear:

This is to confirm your (insert name of meeting here) teleconference, as follows:

Date (use standard format of 24 June 2005 for all dates)

Time (e.g., 1:00-2:00 pm CDT/2:00-3:00 pm EDT or 8:00-9:30 am EDT/9:00-10:30 EDT)

US Callers:

International Callers:

Passcode:

5. If the requester asks to have this dial-in information provided to the participants of the call by the CDISC Operations Associate (or backup), the requester should draft the e-mail to be sent and then the e-mail will be sent to the participants on behalf of the requester.

6. If a teleconference leader wants a reminder notice sent out to participants, it is the responsibility of the teleconference leader to do so. A minimum of 24 hours notice before the teleconference start time is appropriate for a reminder notice.
7. If a teleconference that has been scheduled is cancelled, the teleconference leader must notify the CDISC Operations Associate (or backup) within 24 hours of the start time of the teleconference so that the numbers may be used by another group.

### 3 Review and Authorization

Date	Representation	Name
1 January 2006	CDISC President	Rebecca Kush