

# NovoEd I ComplianceWire

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## NovoEd

### Definition:

- Inquiries related to NovoEd (cohort learning platform).
- NovoEd is a new e-learning technology for cohort learning programs.

Audience	Categorization	Links / Materials
<i>J&amp;J and Kenvue</i>	<p><b>Case Type:</b> Transaction/Inquiry</p> <p><b>Category:</b> Learning Administration</p> <p><b>Sub-Category:</b> Program Delivery</p> <p><b>Sub-Category 2:</b> Resolve General Inquiry/ Incident</p> <p><b>Handling Tier:</b></p> <ul style="list-style-type: none"> <li>• Global Contact Center</li> <li>• Global Learning Delivery</li> </ul>	<p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">GEneral Help - NovoEd</a></li> </ul>

### Process

**Requester:** Manager, BUHR, Employee

#### **Tier 1:**

1. CC provides a copy of [NovoEd FAQ](#), this document consists of the following:
  - General Information about NovoEd.
  - NovoEd FAQs from Learners, GS Admin, J&J Learn Program Admin (Course Admin), Program Admin w/ Facilitators Right and Program Managers.
2. If require further help, escalate to Global learning delivery. Capture/document requester's concern.

**Process****Remarks:**

1. Registration for NovoEd Cohort Programs will be through SUMMIT (employee is either assigned or signs up via SUMMIT and then is directed to NovoEd via link for the content). For eligibility inquiry, send to GLD.

Sharing program/ course names that will be launched under NovoEd

- Root Cause Problem Solving (live April 6)
- Building Change Management (launching April 14)
- FPX PL: Project Leader (tbd)
- FPX TM: Team Member (tbd)

**Regional Nuances**

APAC	EMEA
N/A	N/A
LATAM	NA
N/A	N/A

[Back to Top](#)

## MARKETING EMAIL for SUMMIT OR NOVOED

### Definition:

- The activities related to the creation of marketing or adhoc email for SUMMIT or NovoEd courses.
- There are *SUMMIT Users, Managers, Learning Administrators, Learning Operations, SUMMIT Course Owners, NovoEd Program Owners* that are requesting to send a marketing email to specific list of users. The marketing email requests should contain the content of the email to be sent and the list of users who should receive the email. Please be advised that any SUMMIT users can request for a Marketing Email (e.g., learning assignment communication).

Audience	Categorization	Links / Materials
<i>J&amp;J and Kenvue</i>	<b>Case Type:</b> Inquiry <b>Category:</b> Learning Administration <b>Sub-Category 1:</b> SUMMIT <b>Sub-Category 2:</b> Service request <b>Sub-Category 3:</b> Marketing emails  <b>Handling Tier:</b> Global Learning Admin	System: NOVOED and SUMMIT  Job Aid/ Resources: <ul style="list-style-type: none"> <li>• <a href="#">Learn Administrative Portal</a></li> <li>• <a href="#">(Job Aid – Other Learning Request)</a></li> </ul>

## Process

**Requester:** SUMMIT Users, Managers, Learning Administrators, Learning Operations, SUMMIT Course Owners, NovoEd Program Owners

NOVOED - MARKETING EMAIL Intake

**Contact Center to obtain the below information from the requester.**

- What is the purpose of the marketing email? Or Content of the email?
- Is it Novoed/SUMMIT?
- List of users who should receive the email (with WWIDS and/or email address)
- Then, route case to Global Learning Admin

**Note:** Include 'Marketing email' in the case subject line if received thru chat/call

SUMMIT - MARKETING EMAIL Intake *Process effective November 11, 2024*

### Intake:

1. Check if the requester is based in Germany.
  - a. If based in Germany, follow handling above for NOVOED.
  - b. If employee is not based in Germany, proceed to next step.
2. Walkthrough the employee in the [Learn Administrative Portal](#) and select the **Other Learning Request** work tile. ([Job Aid – Other Learning Request](#))
  - a. Select SUMMIT CUSTOM EVALUATION REPORT
3. Advise to complete all fields and hit SUBMIT.
4. Auto generated case will be routed to GLA team for further handling. *Tag it as Closed-Transferred.*

### Remarks:

- Request for a Marketing Email to be sent for new pilot program The Inclusion Practicum - A Guide for People Leaders. This email should include the deep link to the

<b>Process</b>	
online NovoEd training embedded after setting up LO	
<b>Regional Nuances</b>	
<b>APAC</b>	<b>EMEA</b>
N/A	<ul style="list-style-type: none"> <li>Germany based employees do not have access in Learn Administration Portal</li> </ul>
<b>LATAM</b>	<b>NA</b>
N/A	N/A

[Back to Top](#)

## ComplianceWire Training (Non-SUMMIT Related)

### Definition:

- Employee inquires about the trainings available only in Compliance Wire website.

Audience	Categorization	Links / Materials
J&J and Kenvue	<p>Case Type: Inquiry  Category: Learning Administration  Sub-Category 1: SUMMIT  Sub-Category 2: Resolve General inquiry/ incident  Sub-Category 3: SUMMIT Training/Course Inquiries</p> <p>Handling Tier:</p> <ul style="list-style-type: none"> <li>Compliance Wire</li> </ul>	<p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>ComplianceWire Contacts: <a href="#">Realize Your Potential: J&amp;J (csod.com)</a></li> </ul>

Audience	Categorization	Links / Materials
	<ul style="list-style-type: none"> <li>Resolve case as <b><u>"Closed-Transferred"</u></b> if redirected to mailbox/ CW/IT.</li> <li>Global WDM</li> </ul>	

## Process

### Requester: Employees, Manager

ComplianceWire training related inquiries are not part of Global Services scope.

- They should be redirected to their CW contacts.
- ComplianceWire Contacts: [Realize Your Potential: J&J \(csod.com\)](#)
  - This info is shared thru SUMMIT site <https://jnj.csod.com/> > Help > select Service or Administration (third tab)> Click Compliancewire*

Note: There are now only 4 ComplianceWire instances left:

- Kenvue** - (#51401NJ) ComplianceWire Support: Submit ticket through Kenvue Global Training Management form in Daisy. — for Kenvue only. [Link](#)
- Kenvue** - (#15601GL) ComplianceWire support: Send an email to [RA-MCCUS-Training-HO@kenvue.com](mailto:RA-MCCUS-Training-HO@kenvue.com).
- JNJ** - MedTech (also known 09401 MA instance)
- JNJ** - Vision (also known 13301US instance)

For **JNJ** (applicable for both Medtech and Vision):

- Please submit **all** training requests via the New [TRIP - Training Request Intake Portal](#) (A.K.A. TRIP) used by Vision (Vision Care and Surgical Vision) as well as all MedTech companies).
- A User Guide on How to Submit a Training request is available [TRIP Job Aid - System Overview for Users.pdf](#) This tool is available in 9 different languages...Chinese, Dutch, English, French, German, Japanese, Portuguese, Spanish and Swedish.

### SAMPLE INQUIRIES

- Common inquiries:** Assignments / Reassignment of Courses / Extension of Due Date
- Other related inquiries related to Compliancewire:**
  - For **Health Care Compliance & Privacy queries and issues**, if user is an employee create a case and route it to GLA.
  - If the query is asking for **completion of a course in SUMMIT based on their Completion in Compliance Wire**. Redirect advise employee to mark training as complete in SUMMIT system. For further issue, redirect to Intake Portal with copy of certificate.
  - Issue regarding Compliance\_HCCP with employees not being able to access ComplianceWire using Single Sign On (SSO), please route the case to **Global WDM**.
  - Trainings or courses related to Pharmaceutical prior November 2021 available inside the CW platform. Refer to [Compliancewire Transition to Pharma](#) handling.

**Remarks:**

- Kenvue will go away for JNJ on date in which Kenvue is no under TSA (Transition Service Agreement) – date is being determined
- The training teams behind this contact info below can assess if technical issue and if it needs to go to IRIS to tech team that supports their CW system.
- **Vision** users to the [Trip Intake Portal](#) or to our Shared Mailbox [ComplianceWire@visus.jnj.com](mailto:ComplianceWire@visus.jnj.com).

[Back to Top](#)

## ComplianceWire Pharma: Archived Reports (SUMMIT Related)

### Definition:

- *Inquiries related to COMPLIANCEWIRE migration to SUMMIT for Pharma .*

Audience	Categorization	Links / Materials
<i>J&amp;J and Kenvue</i>	Case Type: Inquiry Category: Learning Administration Sub-Category 1: SUMMIT Sub-Category 2: Service request Sub-Category 3: SUMMIT Standard Reporting  Handling Tier: <ul style="list-style-type: none"> <li>• Global CC</li> </ul> Resolve case as <b><u>"Closed-Transferred"</u></b> if redirected to mailbox/ CW/IT.	Home Page Job Aid

## Process

### Requester: SUMMIT Users

1. For any archiving requests, you should direct the requestor to open an IT request to the Archive Factory Support team who can help on the process. Their SLA is 2 days.

- [Submit an IRIS Service Request](#)/ For Kenvue ticket should be submitted to DAISY - <https://jnjdaisyprod.service-now.com/>  
Guide on what Application CI to use, refer to this link
- [Submit an IRIS Incident Ticket](#)

2. Queries on how do I access data from the historical system that was not converted to SUMMIT.

- During hypercare, if data is required from the historical system Compliance Wire, the request should be routed to Quality Hypercare Team (via GLAHD)
- If hypercare has completed, refer the employee to open an IRIS request to the Archive Factory Support team (e.g. Application Maintenance) who can help on the process. **REFER TO item #1.**

### Remarks:

\*Hypercare period will be from January 10 - February 10, 2022 (**PHARMA**)

\* FUTURE MIGRATIONS are as follows:

**Consumer:** March 2022

**Vision:** November 2022

**Medical Devices:** November 2023

- **SUMMIT WEBSITE** (Sharepoint site) For SUMMIT Navigation and videos related to Compliance Wire Transition to SUMMIT— refer the employees to this link

<https://jn.sharepoint.com/teams/SUMMIT/SitePages/Home.aspx>

**If requester is a BLA (Business Learning Admin)** follow below categorization and intake:

**For WEB cases:** requestor will have to identify him/herself as a BLA in the case subject or description for CC to be able to categorize case as BLA inquiry (Sub-cat 3). if no BLA indicator, please follow standard categorization for the inquiry received

**For CHAT and CALLS:** CC will proactively ask if the question/inquiry is submitted from Administrators in the system.

## Regional Nuances

APAC	EMEA
N/A	N/A

LATAM	NA
N/A	N/A

[Back to Top](#)

## ComplianceWire Pharma: Frequently Asked Questions (SUMMIT Related)

### Definition:

- Please be guided by the FAQs below in assisting employees that transitioned from Compliance Wire to SUMMIT.

Audience	Categorization	Links / Materials
J&J and Kenvue	<p>Case Type: Inquiry Category: Learning Administration Sub-Category 1: SUMMIT Sub-Category 2: Resolve General Inquiry and Incident Sub-Category 3: SUMMIT CW Hypercare</p> <p>Handling Tier:</p> <ul style="list-style-type: none"> <li>• Global CC</li> </ul> <p>Resolve case as <u>"Closed-Transferred"</u> if redirected to mailbox/ CW/IT.</p>	<p>* SUMMIT WEBSITE (Sharepoint site) For SUMMIT and videos related to Compliance Wire Transition t refer the employees to this link <a href="https://jnj.sharepoint.com/teams/SUMMIT/SitePag">https://jnj.sharepoint.com/teams/SUMMIT/SitePag</a></p>



## Process

**Requester:** SUMMIT Users

FAQs:

**Q: I cannot get into a manufacturing machine for which I am qualified.**

A: See your manager. Your manager will have a business continuity plan to follow to ensure qualified individuals have access to the right machines.

**Q: I just got a Pharm training in Compliance Wire. I thought we were moving to SUMMIT.**

A: During the transition from ComplianceWire to SUMMIT, you may receive URGENT training in CW. You should complete any training that is due.

**Q: I still have some training in Compliance Wire that is due before Jan. 10, 2022, should I continue to take training assigned to me in ComplianceWire.**

A: Yes, you should complete all training by its due date.

**Q: Will the training I have due in ComplianceWire move over to SUMMIT?**

A: Yes. Any training that was in the system prior to October 14, should be transitioned to SUMMIT by January 17, 2022. If a training was assigned between October 15 and January 9, it will be in SUMMIT by January 17, 2022.

**Q: Why am I getting a compliance training in SUMMIT? I thought the transition wasn't happening until January 10.**

A: You may begin to receive NEW compliance training in SUMMIT. Please continue to take all SUMMIT training during this period and by its due date.

**Q: I am still getting ComplianceWire requests? I thought we moved to SUMMIT.**

A: You may be assigned URGENT ComplianceWire Training before January 10. You should continue to complete your training by the due date. It is also important to know that there are several instances of ComplianceWire Training in J&J. Any training you take in the other instances of ComplianceWire will continue to be assigned to you via those instances of ComplianceWire, i.e., Consumer Health, Self Care, Vision and MD, until they are migrated. You will continue to complete these trainings in Compliance Wire until these instances are moved to SUMMIT.

**Q: I was on leave and just returned. I need to complete my CW training!**

A: You may go into ComplianceWire and complete your training.

**Q: Help! My badge isn't working on a machine I am qualified for!**

A: There are business continuity plans in place for each site. See your manager immediately.

**Q: I am a new hire; do I complete my training now or when are transitioned to SUMMIT?**

A: Complete all your training by the due date regardless of the learning management system. You will be assigned training in ComplianceWire and SUMMIT.

## Process

### Q: Why can't I get into ComplianceWire?

A: Since the move to SUMMIT is now complete for the Pharm instances of ComplianceWire, any training assigned to you via the Pharm instances of ComplianceWire are now assigned in SUMMIT.

Please note: You may still receive training assignments from the Consumer, Self Care, Vision and MD instances of Compliance-

Wire. Those instances will be transitioned to SUMMIT in the future. You will be notified when those instances move to SUMMIT.

### Q: Have all my completed training records been moved over to SUMMIT from ComplianceWire?

A: All your training records from the Pharm instances of ComplianceWire will be reflected in SUMMIT no later than January 17.

Remember, you still may be assigned training in the Consumer, Self Care, Vision or MD instances of ComplianceWire.

Completion dates on ComplianceWire and SUMMIT do not match— escalate to GLAHD.

### Q: Will I get emails from SUMMIT about training assignments in the same manner that I did in ComplianceWire?

A: You will receive a weekly email from SUMMIT informing any training coming due or overdue.

### Q: How do I access SUMMIT?

A: Those who have a WWID and J&J network credentials, use the SUMMIT single sign-on link - Users who have a WWID, and J&J network credentials will be automatically directed to the single sign-on feature and automatically logged into SUMMIT.

SUMMIT.jnj.com

Those who have a WWID, but no J&J network credentials, use the SUMMIT direct login link

- Users who have a WWID, but do not

have J&J network credentials can use the direct login, but then click on "Forgot Password" to retrieve a manually set password

(note: your email address must be connected with your WWID

<https://jnj.csod.com/client/jnj/default.aspx>

Those who do not have a WWID nor J&J network credentials, view our section on External User Access to SUMMIT - Users do not

have a WWID nor J&J network credentials may also use the direct login link, but they must first be set up in SUMMIT.

<https://jnj.sharepoint.com/teams/SUMMIT/SitePages/SUMMITPage.aspx?pageid=15>

### Q: I completed all my training in CW, but it didn't come over to SUMMIT.

A: All training completed in CW between October 14 and January 10 will be in SUMMIT by January 17. If the employee states that it is still not showing in their SUMMIT after Jan. 17— escalate the case to GLAHD team. Indicate the following details before escalating the case:

1. Course/Training title

## Process

2. Date the course was completed.

**Q: I'm on medical leave. Can you stop the training assignments?**

A: Escalate the case to GLAHD team with the details below.

1. Course/Training title
2. Date the course was completed
3. Reason:

**Q: Where can I see who assigned me the training?**

A: Advise the employee that they may ask their local learning administrator. If the employee doesn't know, escalate the case to GLAHD team with the details below. 1. Course/Training Title 2. Date the course was assigned 3. Employee Name and WWID 4. Issue: Employee wanted to know who assigned the training as employee doesn't know their Local Learning Administrator.

**Q: This training does not apply to my role, can you remove it?**

A: Follow the process of [DELETE / REMOVE TRAINING](#) AND [EXTEND DUE DATE REQUESTS](#)

**Q: I'm going on leave for 2 weeks can you please freeze my training?**

A: Advise the employee that they will need to see their site administrator. If they are not aware, escalate the case to GLAHD team following the process in [COURSE DUE DATE EXTENSION](#)

Hypercare period will be from January 10 - February 10, 2022 (PHARMA)  
FUTURE MIGRATIONS are as follows:

- Consumer: March 2022
- Vision: November 2022
- Medical Devices: November 2023

## Regional Nuances

APAC	EMEA
N/A	N/A
LATAM	NA
N/A	N/A

[Back to Top](#)

## Deployment Lead / Site Contacts

### *SUMMIT JSA, US MEDICAL AFFAIRS & PHARMA SITES AND CONTACTS*

Audience	Categorization	Links / Materials
<i>J&amp;J and Kenvue</i>	<p>Case Type: Inquiry  Category: Learning Administration  Sub-Category 1: SUMMIT  Sub-Category 2: Resolve General Inquiry and Incident  Sub-Category 3: SUMMIT CW Hypercare</p> <p>Handling Tier:</p> <ul style="list-style-type: none"> <li>Global CC</li> <li>Resolve case as <u>"Closed-Transferred"</u> if redirected to mailbox/CW/IT/POC</li> </ul>	<p>* SUMMIT WEBSITE (Sharepoint site) For SUMMIT and videos related to Compliance Wire Transition t refer the employees to this link  <a href="https://jnj.sharepoint.com/teams/SUMMIT/SitePag">https://jnj.sharepoint.com/teams/SUMMIT/SitePag</a></p>

#### Process

**Requester:** SUMMIT Users

## Process

## DEPLOYMENT LEAD / SITE CONTACTS

## SUMMIT JSA, US Medical Affairs &amp; PHARM Sites and Site Contacts

Commercial	Representatives	Email Address
<b>Site(s) Lead</b>	<b>Monica Santos</b>	<b>msant155@its.jnj.com</b>
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DPDS (PDMS US)	Kimberly Rapp
ECM Unity (TV, DS, ETS)	Patrick Belardo
Enterprise Quality Services	Yamarie Arroyo
Enterprise: SCSS, JJRC & JJSA	Tricia Ramdial
FM (Facilities Mgt)	Rodger Stahl
GTO (Global Tech Ops)	Karen Wagner
JBIO (Janssen BioTherapeutics)	Kamal Ramani
Janssen EQ (External Quality)	Andrew Shelofsky
JJM BLX (J&J Medical Business Quality)	Isabeau Pardon
MQSA	Kimberly Rapp
Patient First & OneVoice	Roger Stahl
PQM (Prod Quality Mgt)	May Dyckmans
PQS	Yasmin Carmona
Stability Ops	Lynn Buchala
Technology Services / Quality	Jaime Parker

\*\*\*COMPLIANCE PHARMA CONTACT

## Process

## DEPLOYMENT LEAD / SITE CONTACTS

## SUMMIT JSA, US Medical Affairs &amp; PHARM Sites and Site Cont

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## Regional Nuances

<b>APAC</b>	<b>EMEA</b>
N/A	N/A
<b>LATAM</b>	<b>NA</b>
N/A	N/A

[Back to Top](#)

## NovoEd



NovoEd



MARKETING EMAIL for...



Back

## ComplianceWire (Non-SUMMIT Related)



ComplianceWire Training

## ComplianceWire Transition Process to SUMMIT (Pharma Group)



ComplianceWire Pharma-...



ComplianceWire Pharma- FAQs



ComplianceWire: Deploymen...