



Please note that **this session is being recorded** and **will be made available** through **EMA Corporate Website and YouTube channel**.



Throughout the session, participants will be able to ask questions or give their input via the audience interaction tool **Slido**.

Interaction via Slido is voluntary, and you may opt to remain anonymous. If you chose to use Slido, **you consent to the processing of your personal data** as explained in the [EMA Data Privacy Statement for Slido](#).

1

Join via **QR code** or **slido.com**



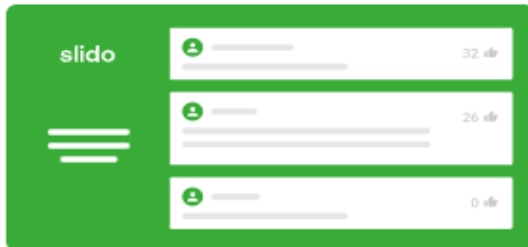
2

Send or upvote the questions
you want to hear answered



3

Questions will be shown on the screen
and **managed live in the Q&A session**



4

Questions not addressed
during this session may be
addressed in **subsequent**
webinars and/or in **FAQ** document
in SPOR Portal



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Service Desk for SPOR and XEVMPD

17 April 2023

SPOR Week – 17-20 April 2023



SPOR week is a **full week of webinars** during which EMA's Regulatory Data Management Service team talks about all aspects of regulatory data management and how it works today.

 Webinar title	 Date	 Time
<u>SPOR and XEVMPD Data Governance</u>	17 April 2023	10:00-12:00 CET
 <u>Service Desk for SPOR and XEVMPD</u>	17 April 2023	14:00-16:00 CET
<u>Referentials Management Service (RMS)</u>	18 April 2023	10:00-12:00 CET
<u>Organisation Management Service (OMS)</u>	18 April 2023	14:00-16:00 CET
<u>Substance Management Service (SMS)</u>	19 April 2023	10:00-12:00 CET
<u>Product Management Service (XEVMPD)</u>	19 April 2023	14:00-16:00 CET
<u>Substance, product, organisation and referential (SPOR) application programming interface (API) - SPOR API</u>	20 April 2023	10:00-12:00 CET
<u>EMA Account Management</u>	20 April 2023	14:00-16:00 CET



Show **how the EMA Service Desk works**



Clarify the use of ServiceNow to raise requests/questions and to report issues



Provide information on **planned improvements**

1

Welcome
14:00 – 14:05

2

Interaction with EMA Service Desk

3

Access to EMA Service Desk

4

Issue with an IT application

5

Request for service(s)

6

Request for information

7

SPOR services

8

Resolving/closing of tickets and follow-up

9

Points to consider: The DOs and DON'Ts

10

ServiceNow: roadmap and planned improvements

11

Key takeaways and Conclusions



12

Q&A Session
15:45 – 16:00





Interaction with EMA Service Desk

Presented by Taavi Pehme



- Service Desk (SD) is the first point of contact and the owner for all incidents
- SD resolves, manages, monitors, reports and follows up the incidents through the entire life cycle including internal and external contributors



SD monitors and reports on the cross-agency daily status of the Application as well as the historical performance of the operations



SD participates in cross-agency planning activities, service improvement workshops, and provides constructive proposals and feedback



SD is responsible for maintaining the IT knowledge Base on the ServiceNow portal allowing you to find information quickly



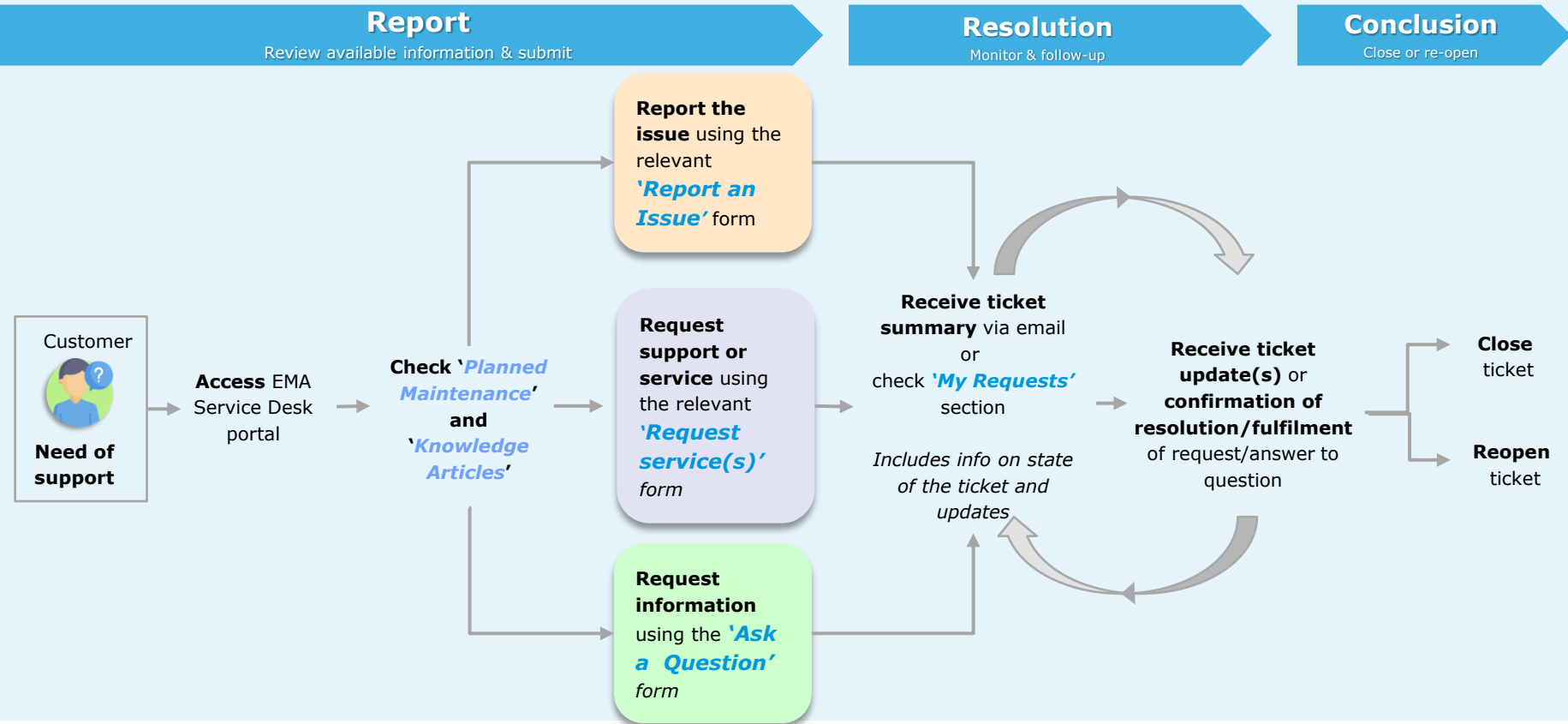
Service Desk (SD) owns the end-user communication of service disruptions and outages via ServiceNow portal, e-mail and other possible channels



SD works closely together with Business to identify the priorities and main customer concerns/interests



SD obtains the estimates of issue resolution from the application development teams and keeps users informed via regular ticket updates





Access to EMA Service Desk

Presented by Veronika Baker

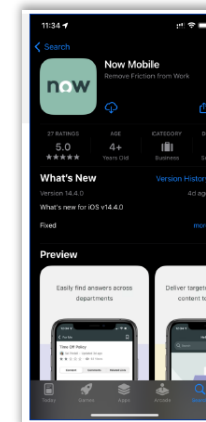
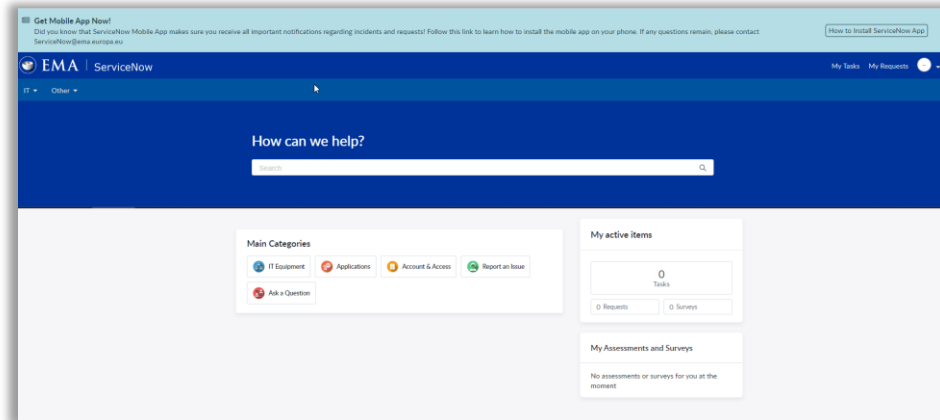
ServiceNow was introduced as the tool to access EMA Service Desk portal **on 12 September 2022**, and it is available as a **web and mobile application**



Web View



Mobile App



Log in to the ServiceDesk portal

Log in to the ServiceDesk portal using your **Active Directory External account credentials**

- To set up your Active Directory External account credentials go to EMA Account Management portal and sign in using your EMA account credentials

If unsure what your password is, use 'Forgot Password' to re-set it

- If you do not have an EMA account, create an EMA account

Two-factor authenticator

Add a **two-factor authenticator** in case you have none registered in our systems

If experiencing issues with two factor authentication, please contact this number:

+31 (0)88 781 8520 or email address: servicenow@ema.Europa.eu

User management

Dedicated webinar on user management (EMA Account Management webinar) is available on 20 April



Search panel

- for **knowledge articles** that might help answer your question/resolve an issue
- for the **required form** to submit your enquiry

Main Categories

- **Browse** available **forms and knowledge articles** for each section

Planned Maintenance announcements

Quick links

My active items

- Overview of open **tickets submitted or watched by you**

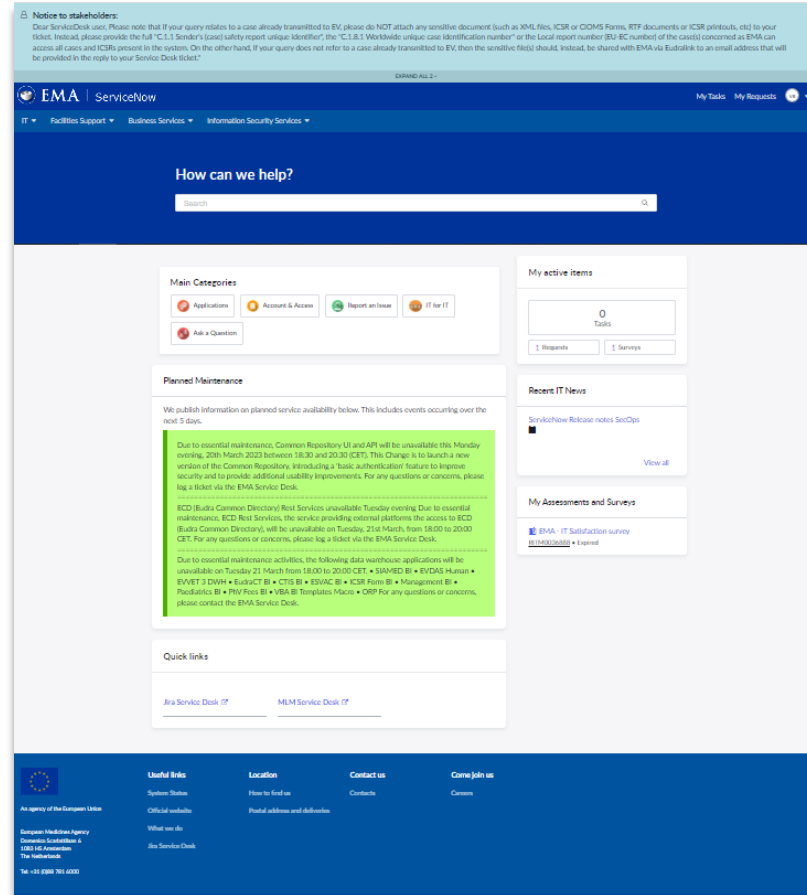
My Assessments and Surveys

My Task

- Overview of **assigned tasks** (if applicable)

My Requests

- Overview of **tickets opened/watched by you**

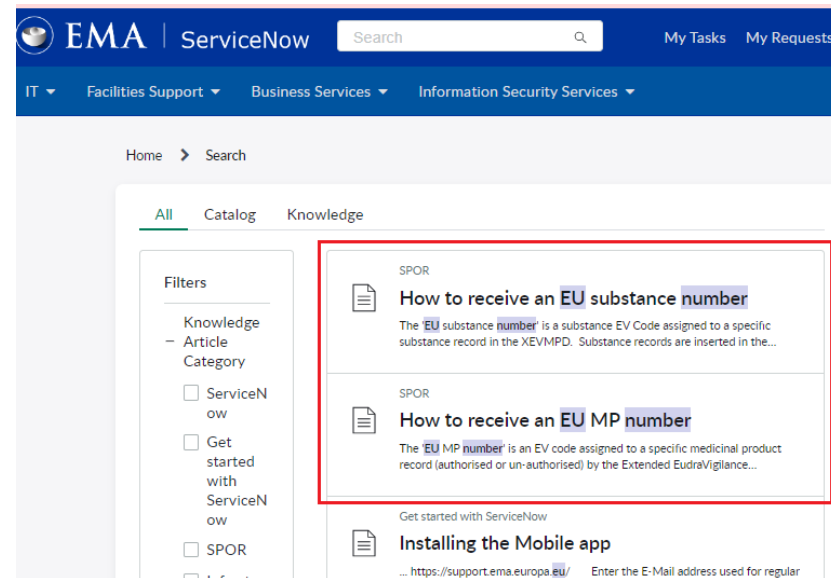
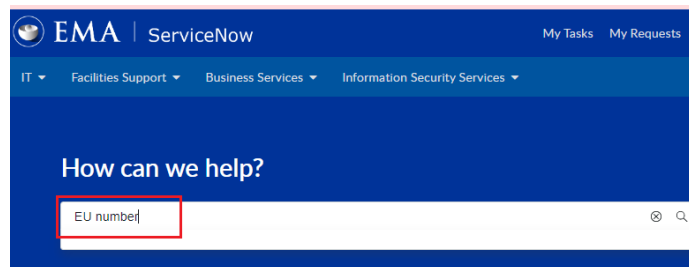


The screenshot shows the EMA ServiceNow portal home screen. At the top, there is a navigation bar with the EMA logo and 'ServiceNow' text. Below this is a search bar with the text 'How can we help?'. The main content area is divided into several sections: 'Main Categories' with buttons for Applications, Account & Access, Support on Issue, and IT for IT; 'Planned Maintenance' with a detailed announcement about system unavailability on March 21st and 22nd; 'My active items' showing 0 tasks; 'Recent IT News' with a link to 'ServiceNow Release notes SecOps'; and 'My Assessments and Surveys' with a link to 'EMA IT Satisfaction survey'. At the bottom, there is a footer with the EMA logo, 'Useful links', 'Location', 'Contact us', and 'Come join us' sections.

The search panel: Knowledge articles



Search for available **knowledge articles** to help you find the required answer





Search for available **forms** to submit your enquiry



How can we help?



Search

Home > Search

All Catalog Knowledge

Filter



SPOR
Report an issue with OMS
Report an **issue** with the Organisation Management Services (OMS)



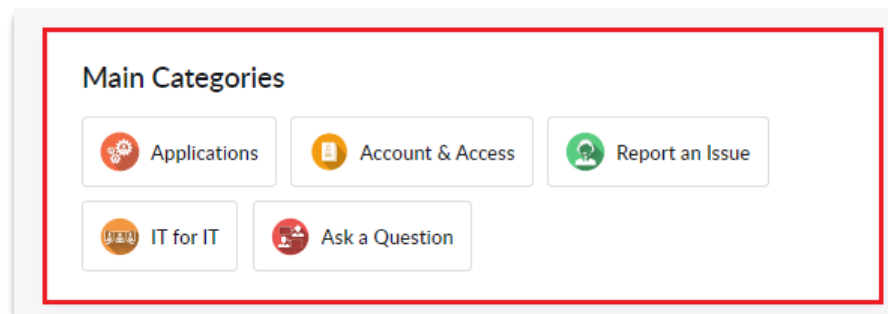
SPOR
Report an Issue with PMS
Report an **issue** with the Product Management Services (PMS)



SPOR
Report an Issue with SMS
Report an **issue** with the Substance Management Services (SMS)



- **Applications:** Browse forms and articles related to EMA applications
- **Accounts & Access:** Browse Account & Access related forms and articles (e.g.: EudraVigilance registration related access, Eudralink account etc.)
- **Report an Issue form:** Quick access to the form to report a **technical issue** with an IT application
- **IT for IT:** Browse available articles related to Infrastructure Transformation
- **Ask a Question form:** Quick access to the form to request information





Information about an upcoming maintenance of various IT applications

Planned Maintenance

We publish information on planned service availability below. This includes events occurring over the next 5 days.

=====

Due to essential maintenance, the EudraCT website is going to have a downtime today between 18 and 18.30 (CET). We apologise for any inconvenience caused.

=====

Due to maintenance the Splatbox will be unavailable for a short while. Our maintenance will start at the 9th of March at 23:00 CET.



Quick links to other webpages/services

Quick links

[Jira Service Desk](#) 

[MLM Service Desk](#) 

[DD Service Desk](#) 



Overview of open tickets submitted/watched by you and any open surveys

My active items

0
Tasks

1 Requests

1 Surveys

My Assessments and Surveys

 [EMA - IT Satisfaction survey](#)
[RITM0036888](#) • Due in 4d

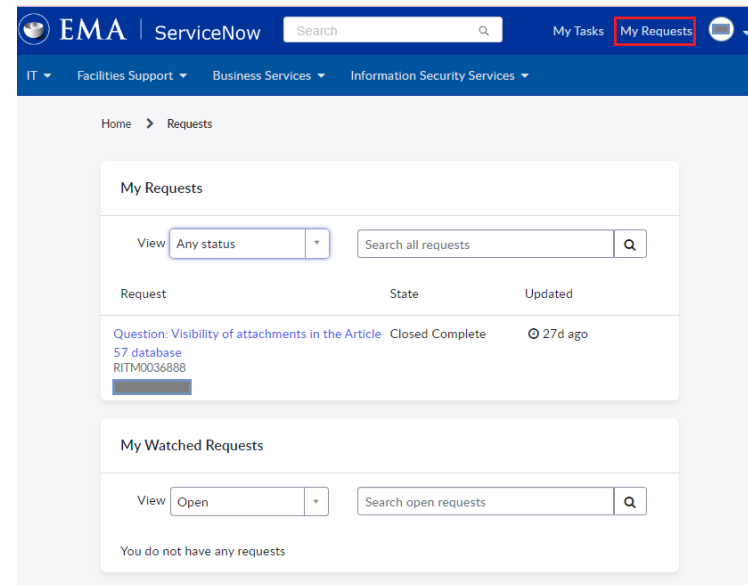
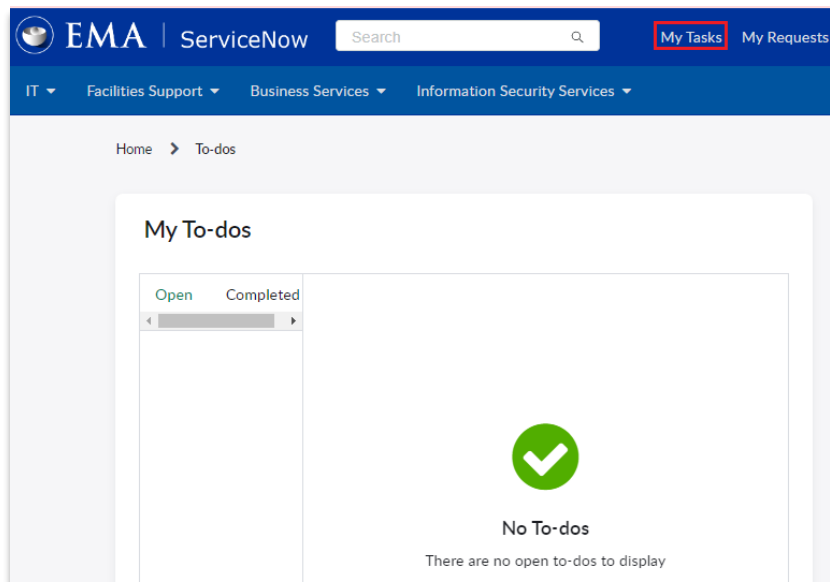
'My tasks' and 'My requests' section



Overview of tasks to be approved;
this feature is not applicable for external customers



Overview of tickets submitted by you
(open/closed/any status)





Issue with an IT application

Presented by Veronika Baker



Report an issue ('Incident')

To report a technical issue with an IT application

Examples: *Unable to perform the required action in an application, error messages when working with an application, system not performing as expected etc.*

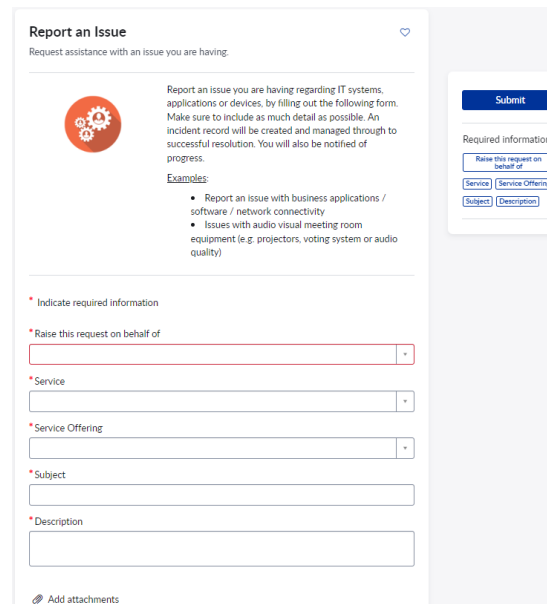
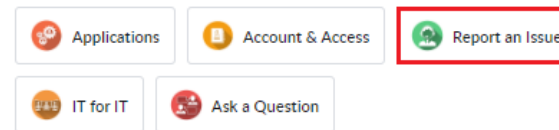
1 In the 'Main Categories' select '**Report an Issue**' option

2 Enter details of your request in the form

3 Specify the correct '**Service**' and '**Service Offering**' to identify the application to which your issue relates to
→ *the ticket is assigned to the correct team*

4 Add attachments (if required) and submit the form

Main Categories



Report an Issue

Request assistance with an issue you are having.

Report an issue you are having regarding IT systems, applications or devices, by filling out the following form. Make sure to include as much detail as possible. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

Examples:

- Report an issue with business applications / software / network connectivity
- Issues with audio visual meeting room equipment (e.g. projectors, voting system or audio quality)

* Indicate required information

* Raise this request on behalf of

* Service

* Service Offering

* Subject

* Description

[Add attachments](#)

Submit

Required information

[Raise this request on behalf of](#)

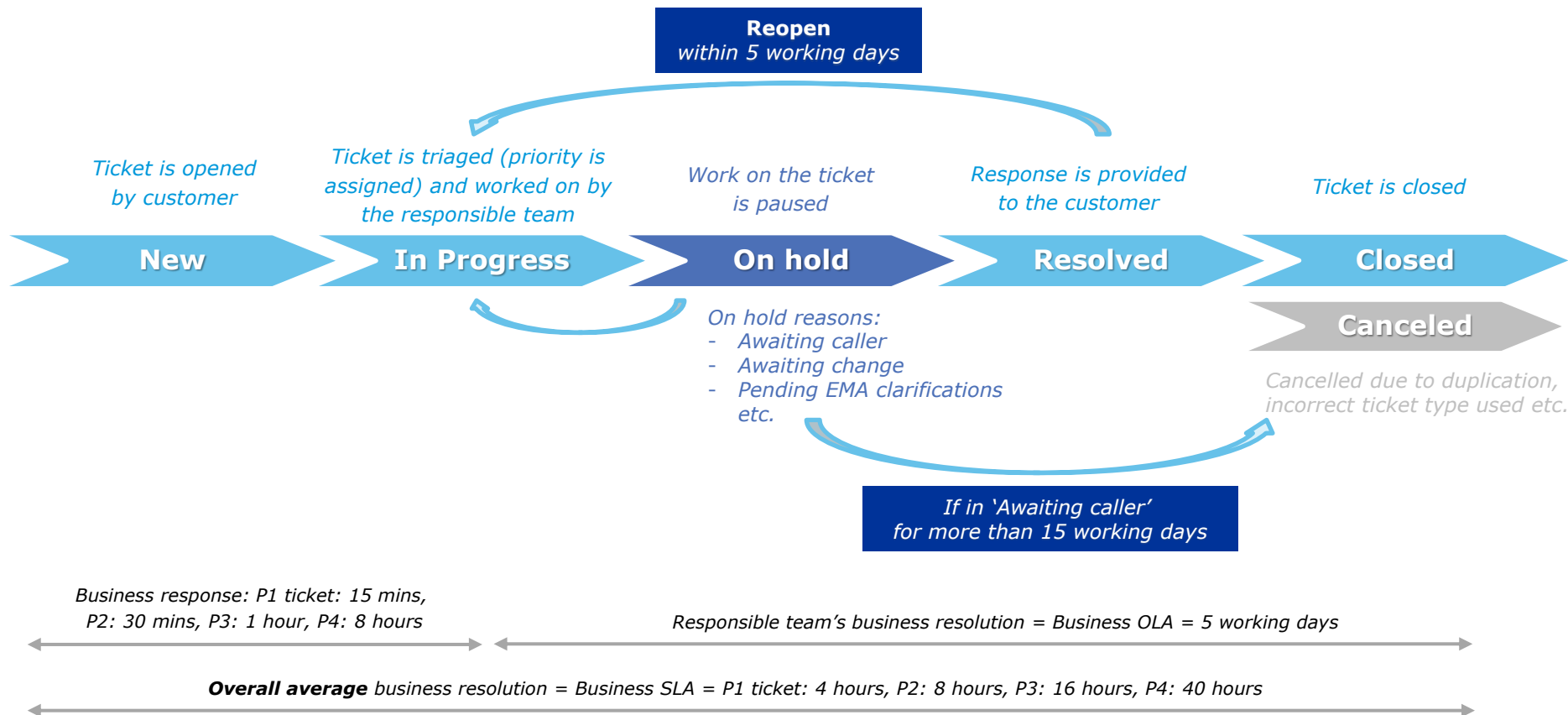
[Service](#) [Service Offering](#)

[Subject](#) [Description](#)

'Incident' record lifecycle & SLAs/OLAs



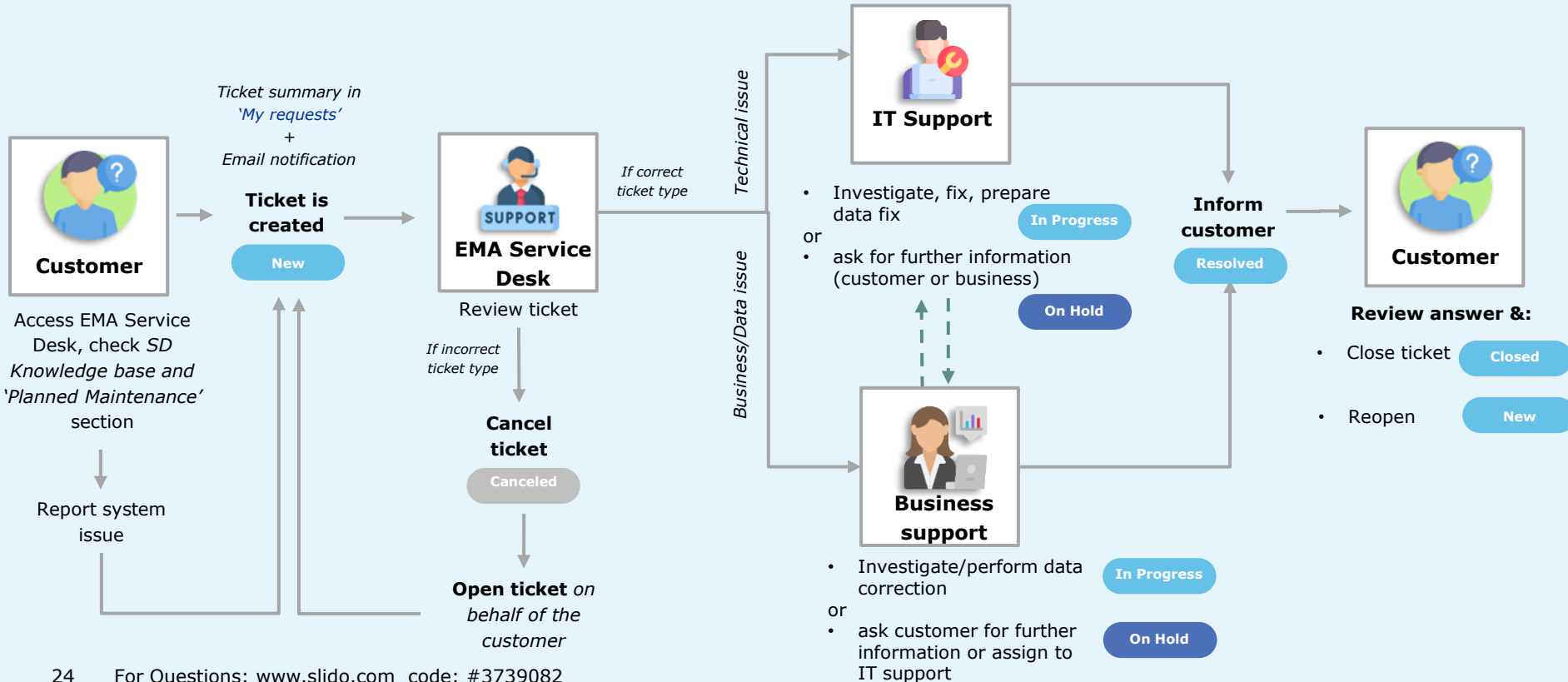
EUROPEAN MEDICINES AGENCY



Report

Resolution

Conclusion





Request for service(s)

Presented by Veronika Baker



Request for service(s)

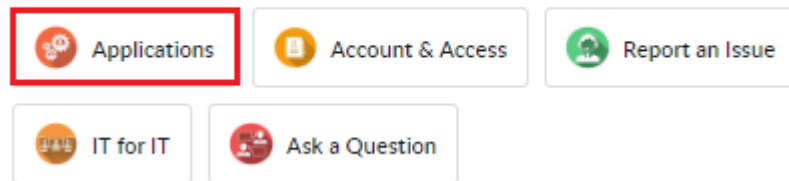
To **request service related to data in an application** (e.g., SMS, XEVMPD/Art57, Eudralink, EudraCT etc.)

Examples: Request for data, insert/update of data, change of data, registration for training, support with management of data etc.

1

In the 'Main Categories' select 'Applications'

Main Categories



2

Find and select the required application topic



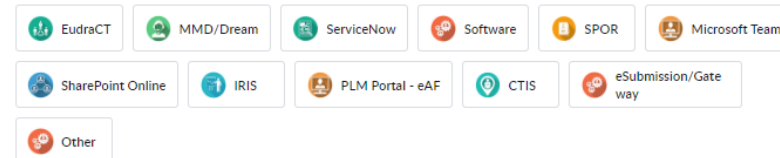
Applications

Applications topics



Applications

Applications topics





3 Select the required application form



Applications

Applications topics

 EudraCT

 MMD/Dream

 ServiceNow

 Software

 SPOR

View all

Browse Applications

Filter by: All Sort by: A-Z



Report an issue with ServiceNow
Service dedicated to report an issues/bugs with ServiceNow



Request SMS services
Request assistance with the management of substance data



Request XEVMPD/Art.57...
Request assistance with the management of product data in...



Request OMS services
Request assistance with the management of organisation...



Request RMS Service
Request assistance with the management of referential data



Report an Issue with SMS
Report an issue with the Substance Management Servic...

4 Enter details of your request in the form, add attachments (if required) and submit the form

Request XEVMPD/Art.57 Services

Request assistance with the management of product data in XEVMPD/Art 57



- Use this service to request support with management of product data in the extended EudraVigilance Medicinal Product Dictionary (XEVMPD)/Article 57 database or to request XEVMPD e-learning training registration or knowledge evaluation.

Required information

Raise this request on behalf of

Subject

Description

Submit

* Indicate required information

* Raise this request on behalf of

* Subject

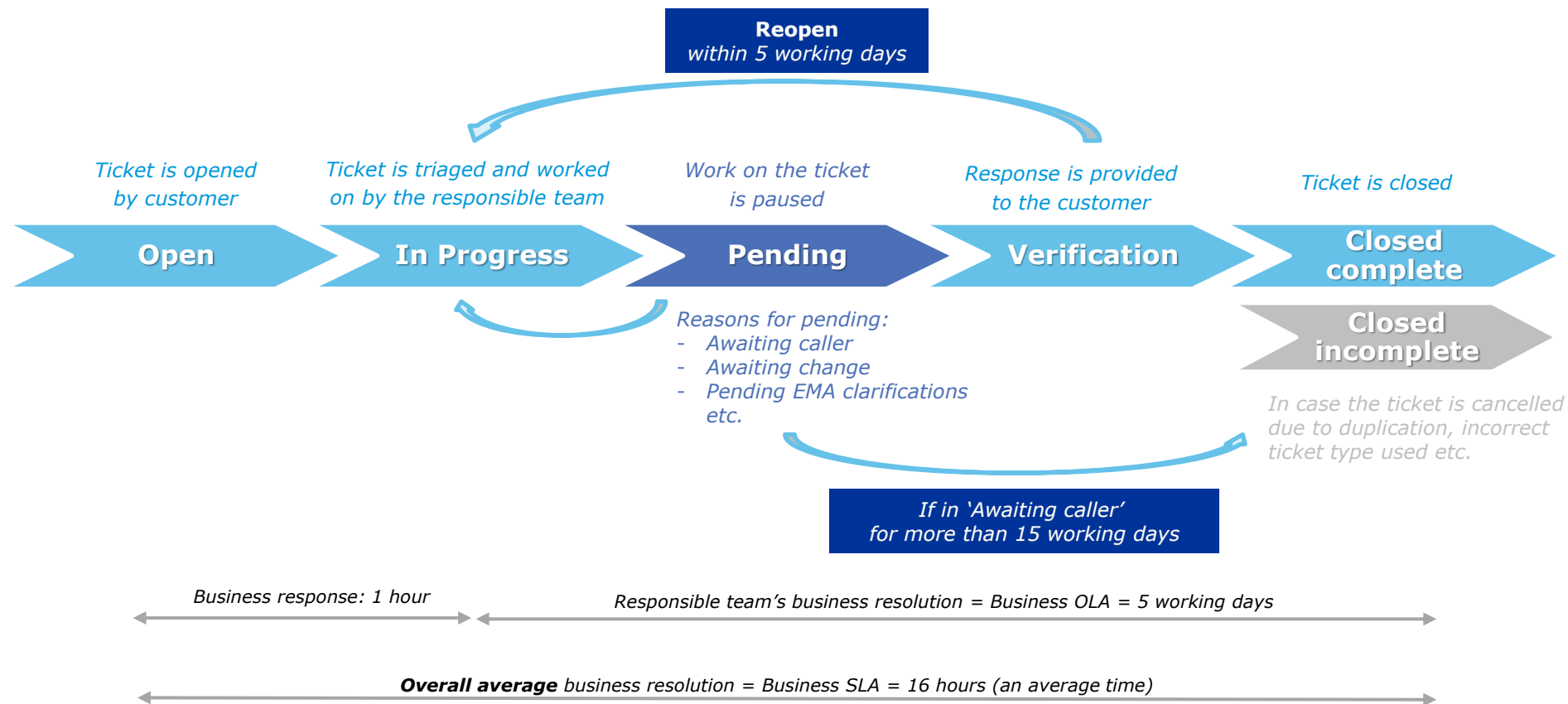
* Description

Add attachments

'Request for service' record lifecycle & SLAs/OLAs



EUROPEAN MEDICINES AGENCY

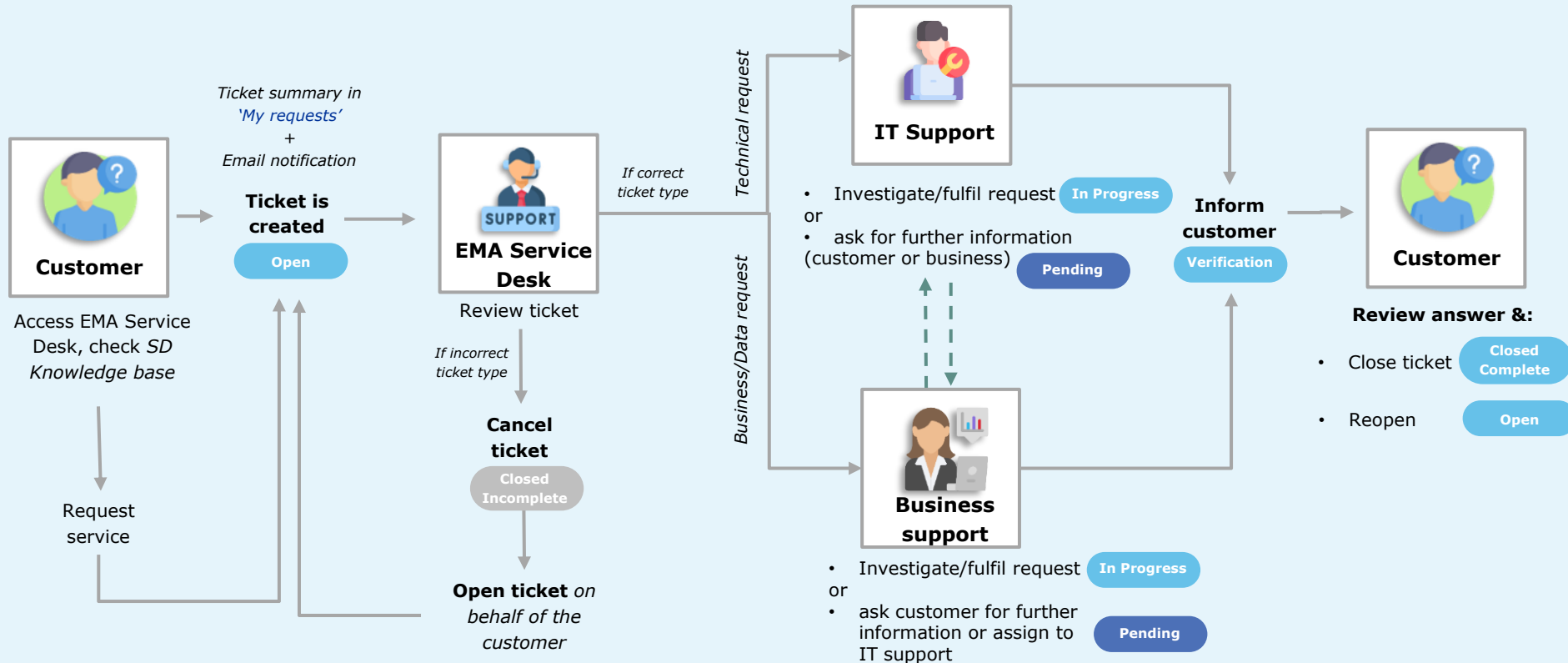


Request for service(s): process

Report

Resolution

Conclusion





Request for information

Presented by Veronika Baker



Request for information (‘Ask a Question’)

To request information or ask questions about data/processes related to an application

Examples: Questions on how to manage data within an application, how to use the application, business processes, where to find information and documentation etc.

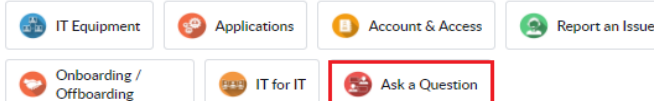
1 In the ‘**Main Categories**’ select ‘**Ask a Question**’

2 Enter details of your enquiry in the form

3 Specify the correct ‘**Service**’ and ‘**Service Offering**’ to which your enquiry relates to
→ ticket is assigned to the correct team

4 Add attachments (if required) and submit the form

Main Categories



Request for Information

Request information or ask questions about Information Management



Use this service to request information.

* Indicate required information

* Raise this request on behalf of

* Subject

* Service

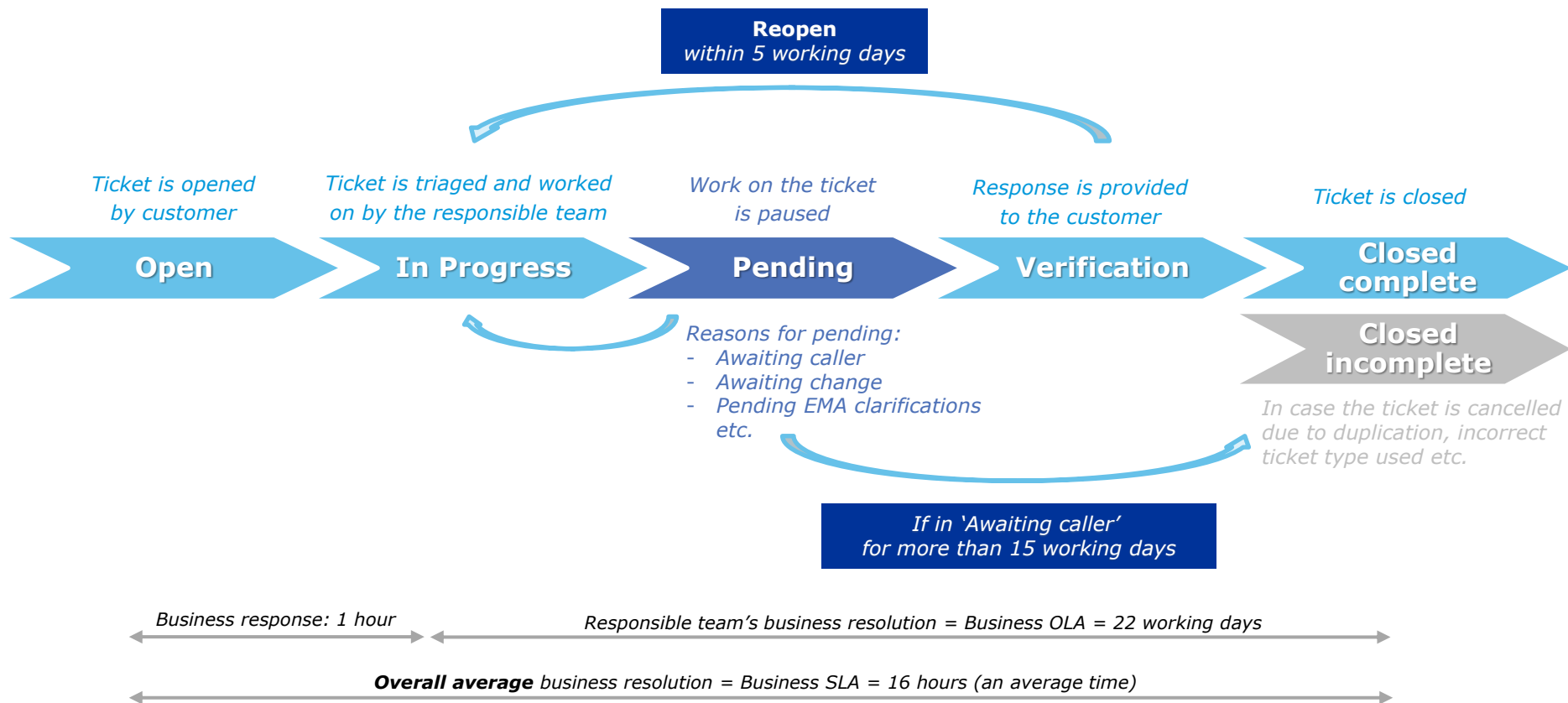
* Service Offering

* Description

 Add attachments

Submit

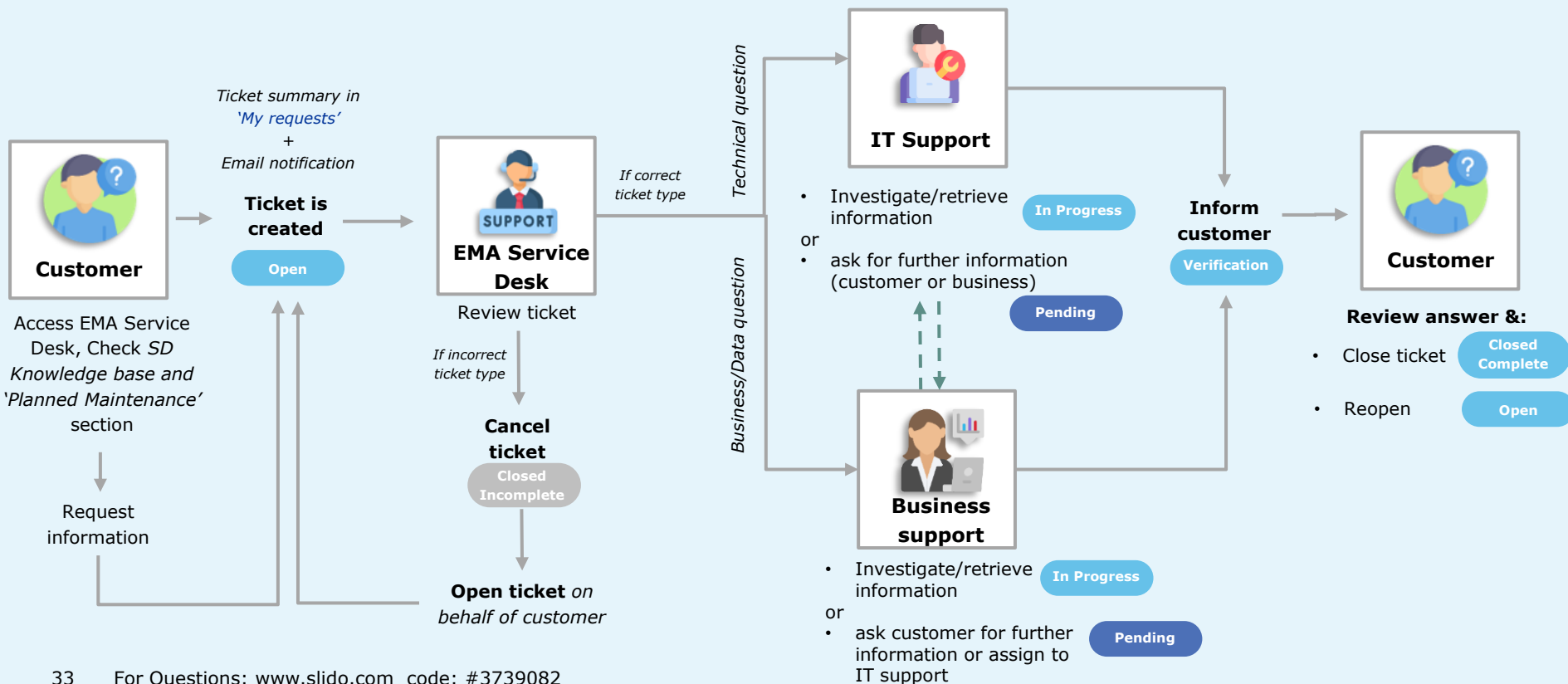
Required information



Report

Resolution

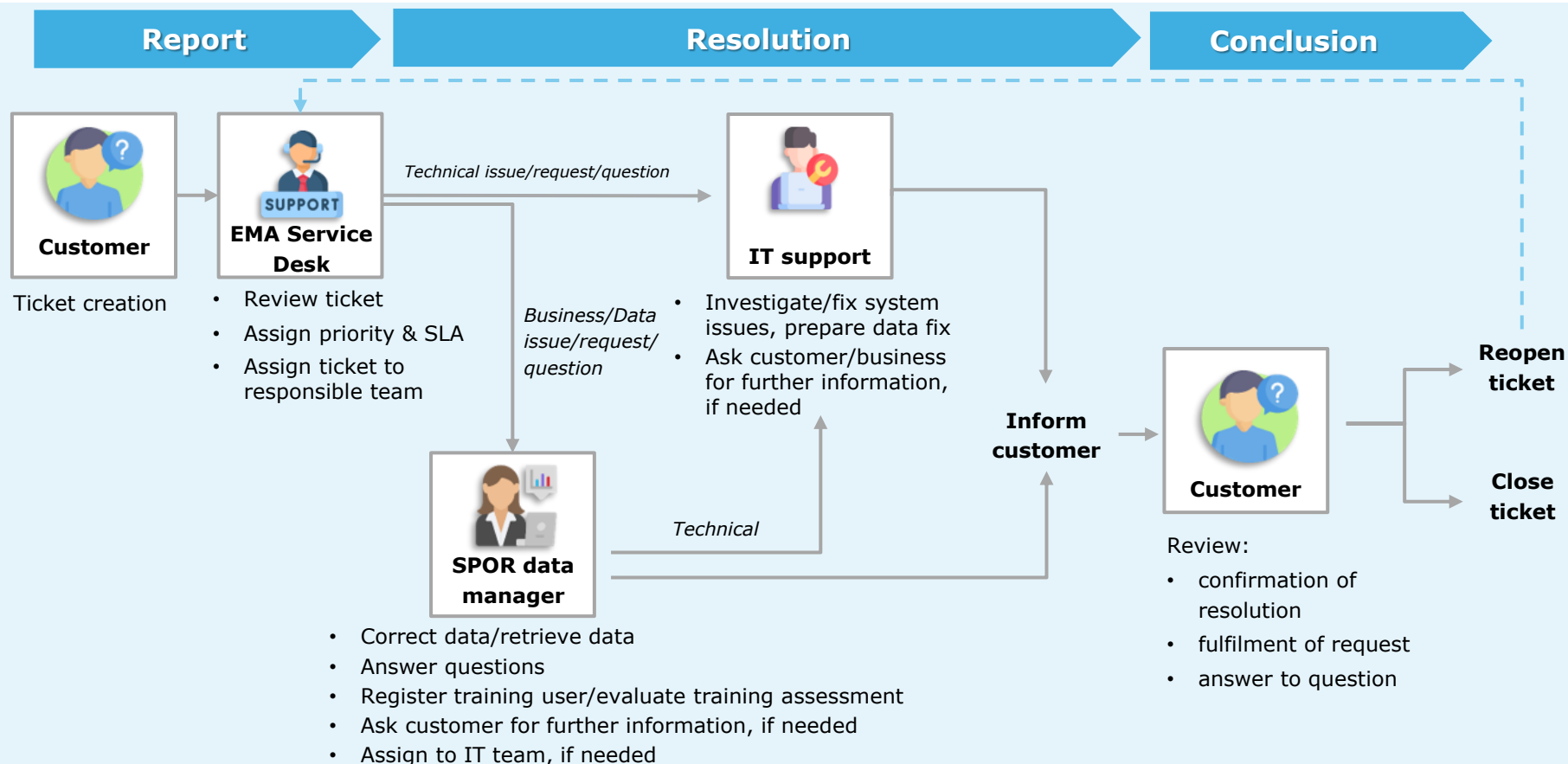
Conclusion





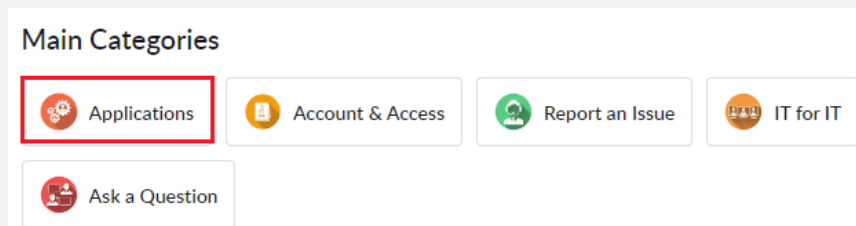
SPOR services

Presented by Veronika Baker

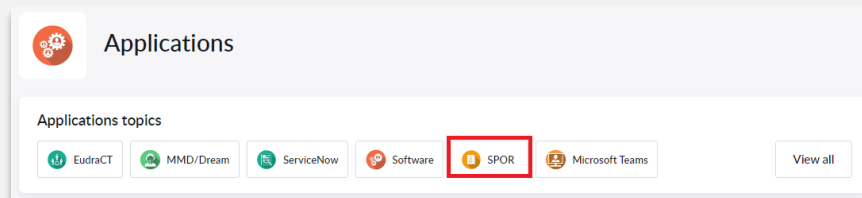


Report an issue with the XEVMPD or SPOR application

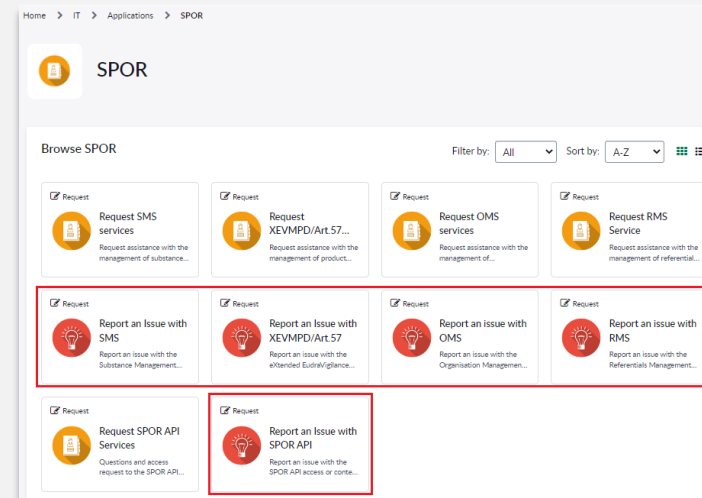
1 Go to 'Applications'



2 Click on 'SPOR' icon in the 'Application topics'



3 Select the relevant form



4 Enter details of your issue and submit the form



Report an issue with SMS application

Use this service ([link](#)) to **report a technical issue with the substance exports in the SPOR portal**

Report an Issue with SMS

Report an issue with the Substance Management Services (SMS)



Use this service to report a technical issue with the use of the Substance Management Services (SMS) solution or with the substance exports in the SPOR Portal

* Indicate required information

* Raise this request on behalf of

* Subject

* Description

Add attachments

Submit

Required information

[Raise this request on behalf of](#)

[Subject](#) [Description](#)

Report an issue with OMS application

Use this service ([link](#)) to **report a technical issue with OMS or the Application Programming Interface (API)**

Report an issue with OMS

Report an issue with the Organisation Management Services (OMS)



Use this service to report a technical issue with Organisation Management Services (OMS) Portal or Application Programming Interface (API). If you wish to request a change to OMS Dictionary please open a change request using OMS portal.

* Indicate required information

* Raise this request on behalf of

* Subject

* Description

Add attachments

Submit

Required information

[Raise this request on behalf of](#)

[Subject](#) [Description](#)

Report an issue with RMS application

Use this service ([link](#)) to **report a technical issue with RMS or Application Programming Interface (API) or to address concerns with the data in RMS**

Report an issue with RMS

Report an issue with the Referentials Management Services (RMS)



Use this service to report a technical issue with the use of the Referentials Management Services (RMS) Portal or Application Programming Interface (API) or to address concerns with the data in RMS.

* Indicate required information

* Raise this request on behalf of

* Subject

* Description

Add attachments

Submit

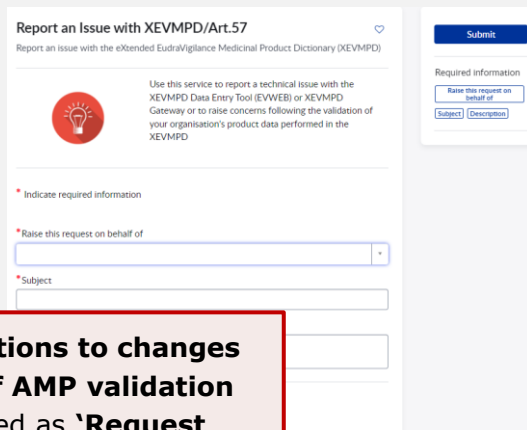
Required information

[Raise this request on behalf of](#)

[Subject](#) [Description](#)

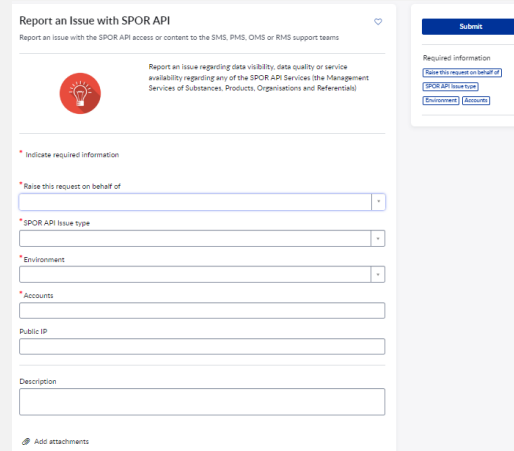
Report an issue with XEVMPD

Use this service ([link](#)) to report **a technical issue with the XEVMPD Data Entry Tool (EVWEB) or XEVMPD Gateway and/or to raise objections to the validation of your organisation's authorised product data performed in the XEVMPD**



Report an issue with SPOR API

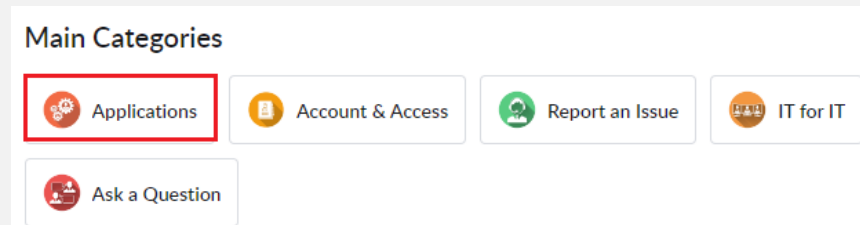
Use this service ([link](#)) to **report an issue regarding data visibility, data quality or service availability** regarding any of the SPOR API Services (the SMS, PMS, OMS and RMS)



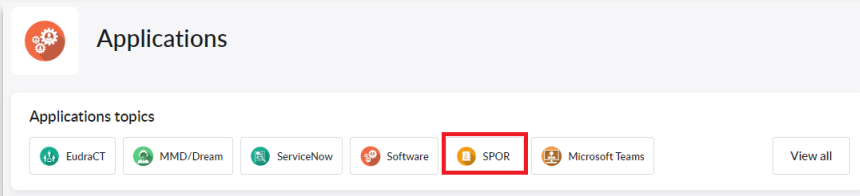
From May, **objections to changes made as part of AMP validation** should be logged as **'Request XEVMPD/Art.57 services'**

Request a service related to the XEVMPD or SPOR application

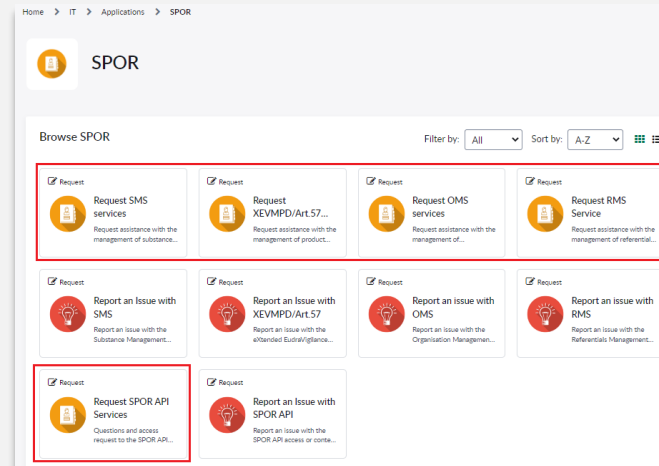
1 Go to 'Applications'



2 Click on 'SPOR' icon in the 'Application topics'



3 Select the relevant form



4 Enter details of your request and submit the form

Use this service ([link](#)) to request support with **management of product data in the XEVMPD/Article 57 database** or to **request XEVMPD e-learning training registration or knowledge evaluation**

From May, also to raise **objections to changes made as part of AMP validation**

To request:

- **Amendment of data** such as
 - nullification of validated entities (AMP, MAH or sponsor organisation)
 - amendment of information in invalidated AMPs
 - changing the marketing authorisation status of AMPs invalidated by mistake back to valid
- **Clarification/change following the validation of AMP data** in the XEVMPD
- **Validation/re-validation of AMPs**
- **'Previous EV Code'**
- **A copy of the XEVPRM ACK if not received by the MAH/sponsor**
- **Addition of terms to XEVMPD controlled vocabularies**
- **Registration for XEVMPD e-learning training** (initial registration, assessment evaluation)

Request XEVMPD/Art.57 Services

Request assistance with the management of product data in XEVMPD/Art 57



- Use this service to request support with management of product data in the extended EudraVigilance Medicinal Product Dictionary (XEVMPD)/Article 57 database or to request XEVMPD e-learning training registration or knowledge evaluation.

* Indicate required information

* Raise this request on behalf of

* Subject

* Description

 Add attachments

Submit

Required information

[Raise this request on behalf of](#)

[Subject](#) [Description](#)

Use this service ([link](#)) to request the **registration of a new substance term** or the **update of an existing substance term**

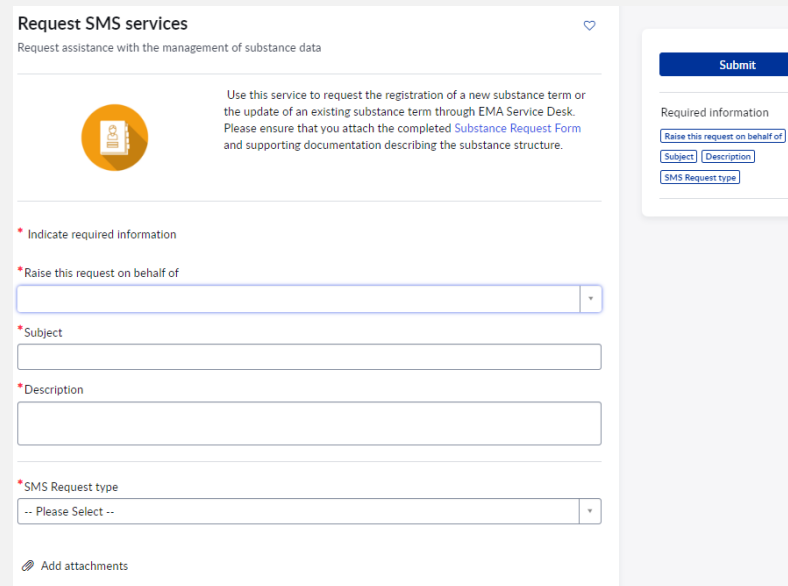
1 To request **addition of a new substance**, include:

- **Brief description** of the substance
- **Substance request form** AND
- **Supporting documentation** describing the substance nomenclature/structure (e.g., SmPC, Investigator's Brochure, company specifications, section A.3 Medical Plausibility of Orphan Designation, draft package for Scientific Advice, etc.)

2 To request **update of an existing substance**, include:

- The **SMS ID or EV Code** of the substance to be updated in the Description
- The **new name** to be added in the Description
- **Supporting documentation** describing the substance nomenclature/structure (e.g., SmPC, Investigator's Brochure, company specifications, section A.3 Medical Plausibility of Orphan Designation, draft package for Scientific Advice, etc.)

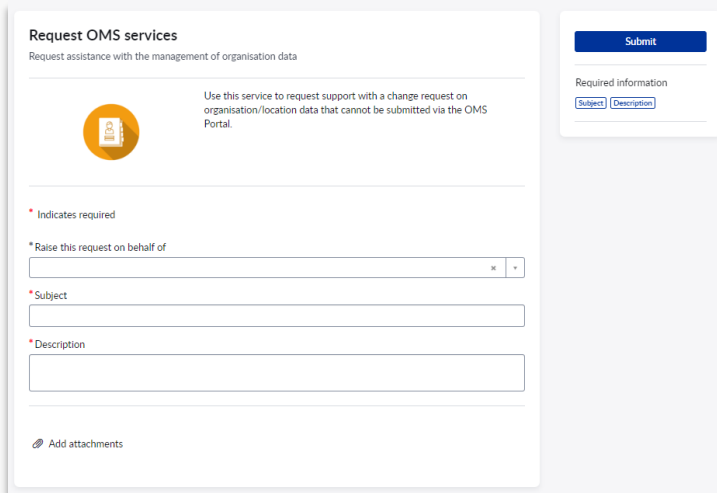
In the 'SMS Request type' -> select the applicable value



Request OMS services

Use this service ([link](#)) to request **support with a change request on organisation/location data** that cannot be submitted via the OMS Portal

Example: a request to update contact details (phone/email) currently published

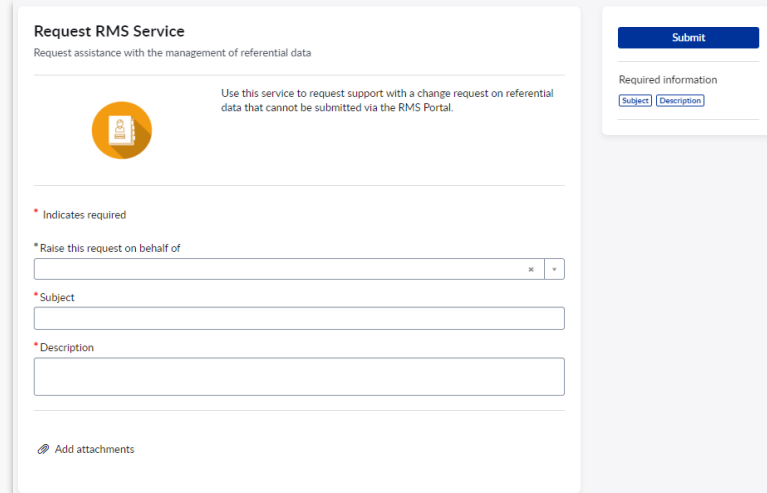


The screenshot shows the 'Request OMS services' form. It has a title 'Request OMS services' and a subtitle 'Request assistance with the management of organisation data'. Below this is a description: 'Use this service to request support with a change request on organisation/location data that cannot be submitted via the OMS Portal.' There is an orange circular icon with a white document symbol. To the right is a 'Submit' button and a 'Required information' section with 'Subject' and 'Description' fields. The main form area has a list of required information: 'Indicates required', 'Raise this request on behalf of' (with a dropdown menu), 'Subject' (with a text input), and 'Description' (with a text input). At the bottom is an 'Add attachments' button.

Request RMS services

Use this service ([link](#)) to request **support with a change request on referential data** that cannot be submitted via the RMS Portal

Example: a request to populate data such as extended attributes that cannot be requested through a change request



The screenshot shows the 'Request RMS Service' form. It has a title 'Request RMS Service' and a subtitle 'Request assistance with the management of referential data'. Below this is a description: 'Use this service to request support with a change request on referential data that cannot be submitted via the RMS Portal.' There is an orange circular icon with a white document symbol. To the right is a 'Submit' button and a 'Required information' section with 'Subject' and 'Description' fields. The main form area has a list of required information: 'Indicates required', 'Raise this request on behalf of' (with a dropdown menu), 'Subject' (with a text input), and 'Description' (with a text input). At the bottom is an 'Add attachments' button.

Use this service ([link](#)) to **request API access** to the different SPOR Services (SMS, PMS, OMS and RMS)

- In the 'SPOR API Request type' -> select the required value
- In the 'Environment' -> select the relevant value

Requesting an access for API will grant access for **OMS & RMS only**.

PMS & SMS are still in development:

- No access to PMS is yet available
- SMS API is currently available for NCA only

Request SPOR API Services

Questions and access request to the SPOR API (SMS, PMS, OMS or RMS)



Technical questions or requests for API access to the different SPOR Services (the Management Services of Substances, Products, Organisations and Referentials of the EMA).

Please note that requesting an access for API automatically will grant access for OMS & RMS. PMS & SMS are still in development and a different request should be submitted

* Indicate required information

* Raise this request on behalf of

* Subject

* SPOR API Request type

* Environment

* Accounts

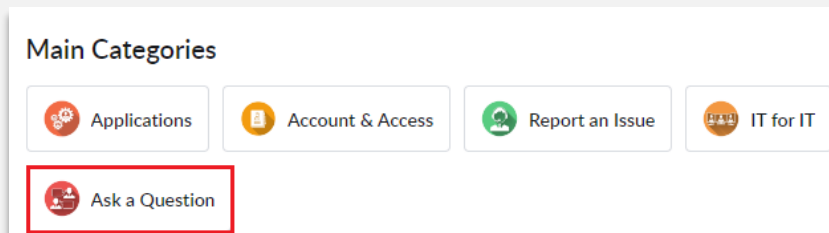
Public IP

Description

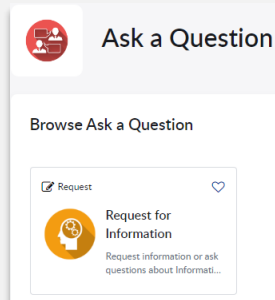
Attachment

Required information

1 Go to 'Ask a Question'



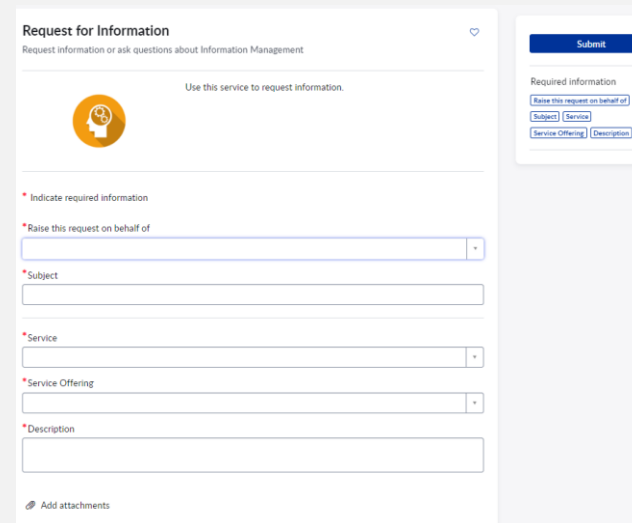
2 Click on 'Request for Information'



3

Enter details of your request for information and:

- In the 'Service' -> select '**SPOR**'
- In the 'Service Offering' -> select the required value (e.g., **SPOR registration, SMS, PMS, OMS, RMS, XEVMPD** etc.)



Request for Information

Request information or ask questions about Information Management

Use this service to request information.

Required information

Indicate required information

Raise this request on behalf of

Subject

Service

Service Offering

Description

Add attachments

Submit

4

Submit the form



Resolving/closing of tickets and follow-up

Presented by Veronika Baker

- 1 Once a ticket is submitted, the **ticket summary** will be provided **on the screen** and **via a confirmation email**

Home > Request Summary

Submitted : 22-02-2023 10:32:04
Request Number : REQ0036852
Requested Item Number : RITM0036888

Item	Stage
Request for Information	Fulfillment

- 2 **Overview** of all logged tickets is available in '**My Requests**'

Search

My Tasks **My Requests**

Home > Requests

My Requests

View Search open requests

Request	State	Updated
Question: Visibility of attachments in the Article 57 database RITM0036888 Veronica	Open	12m ago

My Watched Requests

View Search open requests

You do not have any requests

3

When a **ticket is updated** (i.e.: an answer is provided/more information is requested) customers will receive a **notification via email**

Home > My Request - RITM0036888

Number	Created	Updated	State
RITM0036888	about a month ago	25d ago	Closed Complete

Question: Visibility of attachments in the Article 57 database

Name: [redacted] Opened: about a month ago

Stage: completed

To add a paragraph in your message, press Shift + Enter.

Activity Attachments Additional Details

Dear [redacted],
DMP entries and therefore attachments referenced in these entries are only visible to the owner organisation.

Kind regards,
[redacted]

© 30d ago · Additional comments

i

- **Ticket updates** can be viewed in the **'Activity'** section of your request
- **Attachments** are available in the **'Attachment'** section
- **'Additional details'** section contains **details of the original ticket submitted**

1 Review the received answer via email or in **'My Requests'**

2 If satisfied with the answer provided, close the ticket using the **'Confirm Close'** function

3 If more information is required regarding the answer provided, reopen the ticket using the **'Reopen'** function



Number: RITM0036888

Created: a day ago | Updated: 2m ago | State: Verification

Question: Visibility of attachments in the Article 57 database

Name: Ver [redacted] | Opened: a day ago

Stage: Verification

Buttons: Reopen (red), Confirm Close (green)



Number: RITM0036888

Created: a day ago | Updated: 2m ago | State: Verification

Question: Visibility of attachments in the Article 57 database

Name: Ver [redacted] | Opened: a day ago

Stage: Verification

Buttons: Reopen (red), Confirm Close (green)



Points to consider: The DOs and DON'Ts

Presented by Veronika Baker



DOs

- **Submit tickets using the correct forms**

If incorrect → the triage team cancels/closes the existing ticket and new ticket is opened on behalf of the customer

- *Leads to unnecessary delays in responding to your enquiry; ticket needs to be triaged again*

- **Reference the correct 'Service' and 'Service Offering'**

If incorrect → ticket assigned to the incorrect support team

- *Leads to unnecessary delays in responding to your enquiry;*
- *An answer provided by the incorrect support team might be generic and not tailored to your needs*

- **Provide as much information as possible**

E.g.: if reporting a technical issue, include step by step description, screenshots, organisation ID, any XML files submitted etc.

If not provided → customer is asked for that information

- *Leads to unnecessary delays in investigating the issue*



DON'Ts

- Log a ticket using **incorrect form hoping for a faster response**

-> the existing ticket is cancelled/closed by the triage team & new ticket is opened on behalf of the customer:

- *Leads to unnecessary delays in responding to your enquiry; ticket needs to be triaged again*

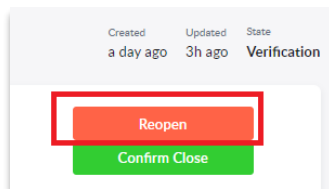
- **Submit the same issue/request/question via multiple tickets or channels**

- *Leads to unnecessary delays in responding to your enquiry;*
- *An answer provided by the incorrect support team might be generic and not tailored to your needs*
- *Duplication of efforts from EMA Service Desk -> time spent on dealing with duplicate queries is not spent addressing other user needs*



DOs

- **To follow-up on the received answer, reopen the ticket** (within the 5 WD period)



- **Open a new ticket to ask a question not related to the original ticket or to the provided answer**
 - The new question will need to be triaged again to determine type/urgency and whether it needs to be addressed by a new team
 - To prioritise resources, we monitor new tickets faster/more frequently than those considered resolved/closed



DON'Ts

- **Reopen closed tickets to ask questions not related to the answer provided or the original ticket description**
 - The ticket will be closed again
 - You will be advised to open a new ticket



Service Desk: roadmap and planned improvements

Presented by Marcelo Nahmijas



Q1 2023

Q2 2023

Q3 2023

Q4 2023



End-to-end ITSM

New SD contract

- Extended working hours of 1st line SD: Mo –Fr 7:00 20:00
- Stricter SLA requirements: Faster resolution times on standard services, less exceptions (90% (was 80%) within SLA
- Chat & phone support: Additional communication channel, real-time support!
- Clarity on System Maintenance: Outage announcements in ServiceNow
- IT Knowledge base: Self-service option for users, allows to find information quickly



Customer centric communication

- Increased system monitoring: Faster issue discovery and improved customer satisfaction
- Coordination with business: Prioritized needs and solutions
- Coordination with development teams: Correct customer expectations



Modernise ITSM tooling

- Reliable, best on the market cloud service: No planned/unplanned downtime
- Mobile app access: Work wherever you are
- Common hub for all IT service topics: Announcements and searchable Knowledge base



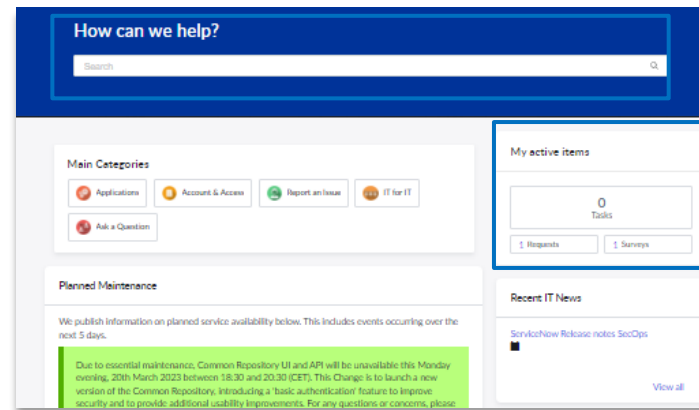
Mobile App improvements

- **Mobile app has been improved to be more user-friendly**, containing the same information and forms as the employee center and includes also phone numbers for urgent technical matters and audio-visual support.



Web view improvements

- **Search panel**
 - › Users can more **easily find the service offering** they need when reporting an incident or submitting a request for information, with the service offering field now returning results for all relevant offerings
- **My active items**
 - › **'My requests' page** now shows both the user's **own tickets** and tickets for which the user is on the **watchlist**
 - › When browsing through their tickets on 'my requests' page, users can also insert a **subject** or short description to search for their tickets instead of the name of the requested catalogue item
 - › **Watchers** of a ticket are allowed to also comment on the **ticket**





Upon ticket submission:

- **Copy-paste functionality has been setup for users to directly paste screenshots and files into their tickets.** This works both when submitting a new form as well as on an existing ticket
- You can create a ticket on behalf of another user



Upon conclusion:

- Email address that was being used to **send emails to users** was previously send on behalf of “support”, this has been changed to **“EMA Service Desk”**
- Buttons for **re-opening and closing** a request or incident on the portal has been made more **visible for the end-user.**
- Users can provide **feedback** more easily now after they have closed their incident or request. They are now greeted with a pop-up to fill in a **survey related to the closed ticket** right after they have closed it.



For employees/ agents:

- **Quick links** have been added to the employee center for easier navigation on the platform
- The **System status widget** has been added to the employee center to inform users on upcoming maintenance and downtime of any systems
- Several **new forms** have been created and the overall employee center taxonomy has been improved



Key takeaways and conclusions



This presentation explained **how SPOR helpdesk is currently managed**



After this presentation, customers should feel more **confident in using the tool** correctly, know where to **find information proactively** and **how to raise their issues/submit requests/ask questions using the right forms**



Any questions on the webinar?



SPOR week is a **full week of webinars** during which EMA's Regulatory Data Management Service team talks about all aspects of regulatory data management and how it works today.

 Webinar title	 Date	 Time
<u>SPOR and XEVMPD Data Governance</u>	17 April 2023	10:00-12:00 CET
 <u>Service Desk for SPOR and XEVMPD</u>	17 April 2023	14:00-16:00 CET
<u>Referentials Management Service (RMS)</u>	18 April 2023	10:00-12:00 CET
<u>Organisation Management Service (OMS)</u>	18 April 2023	14:00-16:00 CET
<u>Substance Management Service (SMS)</u>	19 April 2023	10:00-12:00 CET
<u>Product Management Service (XEVMPD)</u>	19 April 2023	14:00-16:00 CET
<u>Substance, product, organisation and referential (SPOR) application programming interface (API) - SPOR API</u>	20 April 2023	10:00-12:00 CET
<u>EMA Account Management</u>	20 April 2023	14:00-16:00 CET



Further information

Contact us through ServiceNow @ <https://support.ema.europa.eu/>

Official address Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

Address for visits and deliveries Refer to www.ema.europa.eu/how-to-find-us

Send us a question Go to www.ema.europa.eu/contact **Telephone** +31 (0)88 781 6000

Follow us on  **@EMA_News**