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Welcome and housekeeping notes

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

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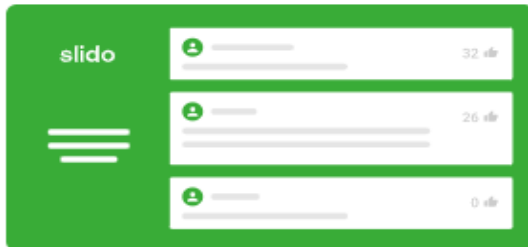slido.com
#7799 764

2 **Send or upvote the questions**
you want to hear answered

13 👍

6 👍

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

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32 👍

26 👍

0 👍

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

Substance Management Service (SMS)

19 April 2023

SPOR Week – 17-20 April 2023

An agency of the European Union

SPOR Week Webinars

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

For Questions: www.slido.com code: #7799764

Classified as public by the European Medicines Agency

Increase Awareness of SMS activities

Share Planned and future activities

Show how SMS is addressing customer feedback

For Questions: www.slido.com code: #7799764

Agenda

1 Welcome
10:00 – 10:05

2 Introduction to SMS
10:05 – 10:20

3 SMS Processes
10:20– 10:45

4 SMS Data Stewardship
10:45 – 11:00

5 SMS Change request process
11:00 – 11:10

6 SMS Data Quality Management
11:10 – 11:15

7 SMS Statistics
11:15 – 11:20

8 SMS Documentation & Help
11:20 – 11:25

9 SMS in Projects/Systems
11:25 – 11:30

10 What's new in SMS
11:30 – 11:35

11 Planned SMS Activities
11:35 – 11:40

12 Key takeaways & Conclusions
11:40 – 11:45

13 Q&A Session
11:45 – 12:00

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Introduction to SMS

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Complementary solutions for efficient substance management

SMS	EU-SRS

Purpose

SMS provides a central source of substance data that supports selection in regulatory processes and therefore enables to distinguish between two or more substances

EU-SRS provides a source of substance data that supports scientific identification and characterisation of substances

People

EMA Data stewards are specialised in data management. Substance Validation Group are Substance experts.

Using both sets of skills enables for a better substance management

Technology

EU-SRS is an open-source solution which implements **ISO IDMP logic** therefore enabling to register good quality substance data. SMS benefits from years of **integration of substance data into regulatory processes/systems**. Using both solutions is a cost-effective way to manage and share/re-use substance data.

Data

There is only one EU substance list: data between SMS and EU-SRS share the same ID and are being aligned via data fixes/batches of data. A future real-time sync is desired and has to be prioritised in the Network portfolio.

SMS contains **all the substances used in pharmaceutical products available in EU-SRS**, only it contains a **subset of the fields from EU-SRS**.

7

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Identifiers

- **Primary:** SMS ID, previously known as EUTCT ID

- **Secondary:** EV Code (only for Human substances)

Mandatory data fields

- **Domain:** Human or Veterinary

- **Status:** Current or Non-current – different exports for each status

- **Substance type**

- **Substance Name:** Preferred term, aliases and translations available in export

- **Language**

- **Name source**

- **Data classification:** Public or Restricted – only "Public" names are available in export

Optional data fields

- **Comments:** replacement substance in case of nullification - available in the export

- **Substance codes:**

  - Unique Ingredient Identifier (UNII, the FDA substance identifier) – available in the export

  - SVG cleansed flag – available in the export

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Before go live

Two different Human substance "lists" were maintained in XEVMPD:

- Approved (Authorised): registered by EMA and publicly visible

- Development: registered by Sponsors but only visible to the Sponsor that registered it

  - *This led to 5514 substances with poor data quality (duplicates, undefined substances, etc.)*

For SMS implementation

- Both Authorised and Development substances have been migrated to SMS and differentiated with the field Authorisation state. This "implies" a different level of Data Quality

- Only Authorised substances i.e. substances validated by EMA are registered/maintained and made available in the SMS API, new consuming systems and substance export

- Development substances are expected to be cleansed/nullified and over time as all substances are Authorised
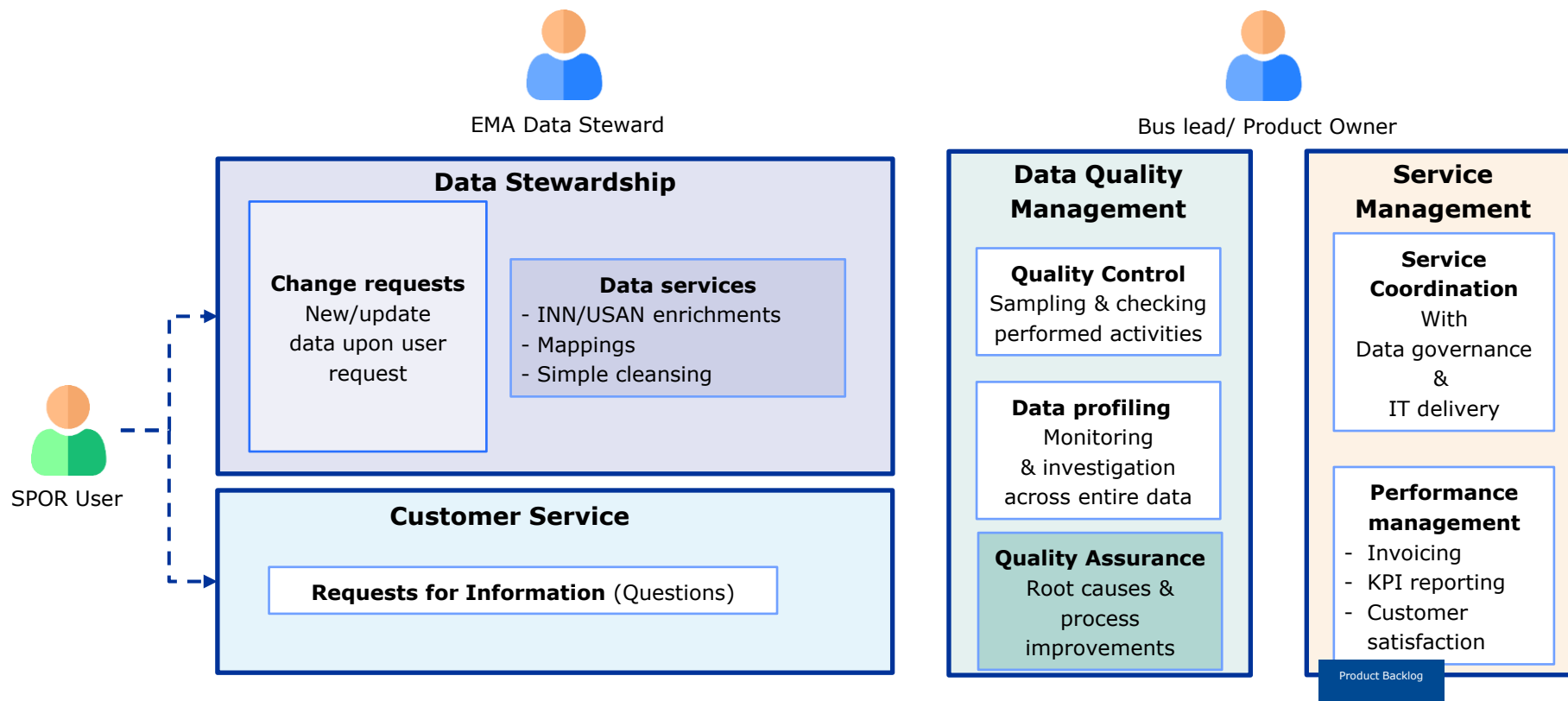
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In order to prevent disclosure of confidential substance information, SMS has "**Data Classification**" field for substance names:

Public

Definition:

Name publicly visible in all consuming systems, SMS API and in substance export in the SPOR Portal

Note:

- The substance preferred term must always be registered as "Public"

- Official names (e.g. INN, USAN) are always registered as "Public"

Restricted

Definition:

Name only visible to EMA Data Steward in SMS and to NCAs via SMS API

SMS Process

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SPOR Data Management Processes

EMA Data Steward

Bus lead/ Product Owner

SPOR User

Data Stewardship

Change requests
New/update data upon user request

Data services
- INN/USAN enrichments
- Mappings
- Simple cleansing

Customer Service

Requests for Information (Questions)

Data Quality Management

Quality Control
Sampling & checking performed activities

Data profiling
Monitoring & investigation across entire data

Quality Assurance
Root causes & process improvements

Service Management

Service Coordination
With
Data governance
&
IT delivery

Performance management
- Invoicing
- KPI reporting
- Customer satisfaction

Product Backlog

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SMS Data Stewardship

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Data Services at a glance

Mappings

- consist in **matching substance data existing in legacy systems to SMS**, and the resulting creation/update of relevant data in SMS
- supports **data migrations** and **implementation of SMS in Telematics systems**
- Examples: Vet NCA data for UPD, Orphan Designation substances for IRIS, XEVMPD development substances

SMS Data Services

Enrichments

- consist in **proactively completing SMS data** with reference information
- **improve the data quality in** and, by preventing the submission of change requests, **minimise the burden on Industry/SMS users**.
- Examples: INN and USAN names

Cleansing/ corrections

- consists in proactively looking at the SMS data to **identify and eliminate duplicates,** as well as **verify and standardise SMS data** against established reference information.
- Data cleansing **improves the data quality** and, by preventing the submission of change requests, **minimise the burden on Industry/SMS users**.
  - **The Substance Validation Group (SVG) is cleansing the legacy substance data**, as prioritised by the Network
  - **36%** of substances in SMS have been reviewed . This represents **100%** of active substances in **Veterinary authorised medicinal products** and **80%** of substances used in **Human authorised medicinal products.**

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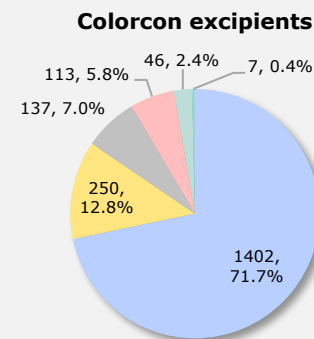| Domain	Substance type	Count of substances	% in approved Human products	SVG Cleansing	SMS implementation	Comments
Veterinary	**Active substances:** • Proteins • Vaccines • Plasma-derived • Cell therapy	~1.500	N.A.	100% completed	Completed	Cleansed and implemented
Human	**Chemical**	~18.000	53%	Completed	Completed	Mostly cleansed and implemented: • Some PT changes pending due to impact on ICSRs • Not all duplicates/invalids nullified due to links to ICSRs/products
Human	**Insulins**	~100	0.03%	Completed	Completed	
Human	**Proteins linked to products**	~1.000	0.2%	Completed	Completed	
Human	**Polymers more used in products**	~1.500	27%	Completed	Completed	Cleansed and implemented
Human	**Opadry/Opalux**	~2.500	0.6%	Completed	Completed	Cleansed and implemented
Human	**Vaccines**	~1.300	0.4%	Ongoing	TBC	
Human	**Homoeopathics**	~16.000	0.3%	Ongoing	TBC	
Human	**Mixtures**	~1.000	5%	Ongoing	TBC	
Human	**Herbals/Extracts**	~7.000	2%	Not cleansed	TBC	
Human	**Flavours**	~4.000	2%	Not cleansed	TBC	
Human	**Other Specified Substances**	~4.000	10%	Not cleansed	TBC	
Human	**Remaining**	~2.500	0.6%	Not cleansed	TBC	

For Questions: www.slido.com code: #7799764

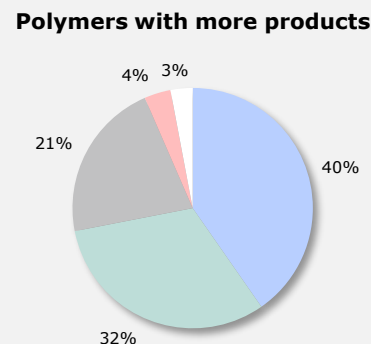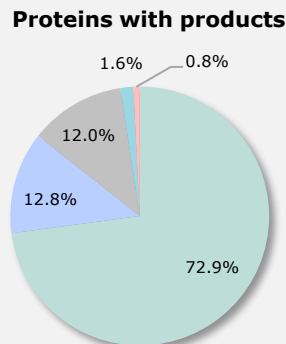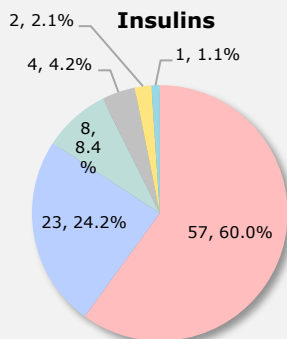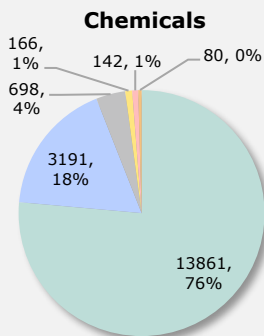**Veterinary active substances**

- Invalid
- Valid

21%

79%
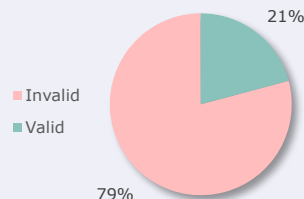
VET substances:

- Originally, poor level of substance data quality
- Data cleansing has brought a **significant data quality improvement** – 79% duplicates reduced.
- all active substances now cleansed in SMS
- Vet NCA substance data has been mapped to SMS

Legend:
- No action required
- Updated
- Duplicate
- New Substance created
- Concept
- Mismatch
- Under review

HUMAN substances:

- Originally, **mixed level of substance data quality across substance classes**
- Data cleansing has brought **assurance of the level of data quality**
- With the cleansing of Chemicals, Insulins, Proteins, Polymers and Colorcon excipients **80% of substances used in products are of good data quality**
- As cleansing is implemented in SMS, consuming systems/processes benefit from improved Substance data quality

Chemicals

166, 1%
142, 1%
80, 0%
698, 4%
3191, 18%
13861, 76%

Insulins

2, 2.1%
1, 1.1%
4, 4.2%
8, 8.4%
23, 24.2%
57, 60.0%

Proteins with products

1.6%
0.8%
12.0%
12.8%
72.9%

Polymers with more products

4% 3%
21%
40%
32%

Colorcon excipients

113, 5.8%
46, 2.4%
7, 0.4%
137, 7.0%
250, 12.8%
1402, 71.7%

Substance cleansing – SVG cleansing outcome

Impact to users:
- *What has changed?*
- *What users should look out for?*

Substance Names & codes
- **Substance names changed** (updated preferred term, new names added, names removed, alias converted to translation)
- **UNII codes** were added (when available)
- Some preferred terms to be changed only in the future (impact on ICSR recoding)

Substance status
- Current
- Non-Current
  - **invalid/duplicated** substances **not used in any medicinals product in XEVMPD or ICSRs** have been made Non-current
  - *Replacement substance available in Comments section*
  - *Users are advised to check if these substances are in use in any other system/context and use the correct substance instead*
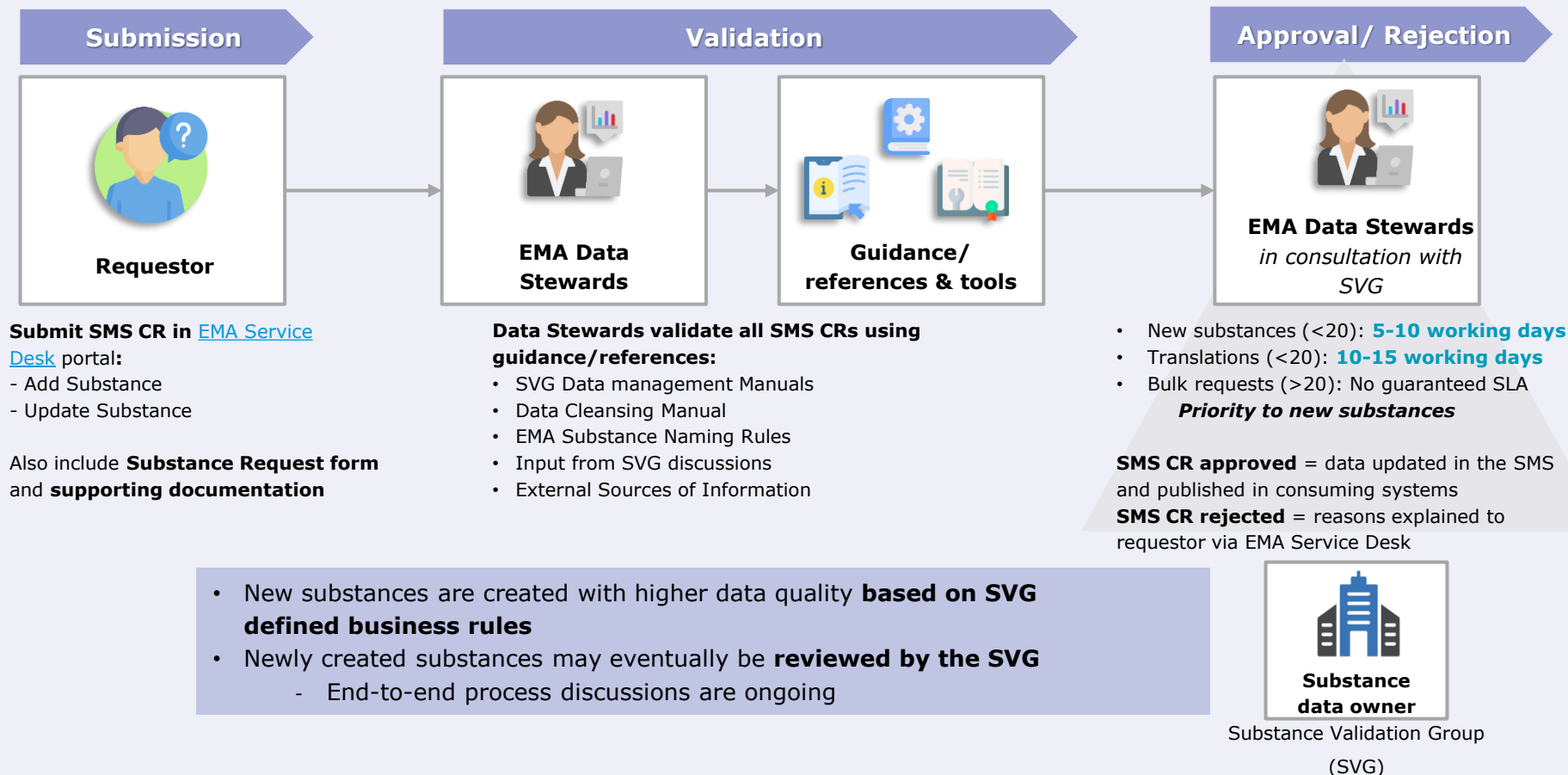
SVG Cleansed Flag
- **Null** – Substance not yet reviewed by SVG
- **1** – Substance reviewed by SVG - **Valid substance**
- **0** – Substance reviewed by SVG - **Invalid substance**
  - This is not a valid substance record and should not be used in regulatory applications
  - **The Substance is in use in one or multiple Authorised medicinal product or ICSR** and will be nullified in due course
  - *Users should correct any medicinal product using these substances, so the substance can be nullified.*
  - *Replacement substance is available in Comments section in the substance export*

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SMS Change Request process

For Questions: www.slido.com code: #7799764

SMS Change Request process at a glance

Submission

Validation

Approval/ Rejection

Requestor

EMA Data Stewards

Guidance/ references & tools

EMA Data Stewards
in consultation with SVG

Submit SMS CR in EMA Service Desk portal**:**
- Add Substance
- Update Substance

Also include **Substance Request form** and **supporting documentation**

Data Stewards validate all SMS CRs using guidance/references:
- SVG Data management Manuals
- Data Cleansing Manual
- EMA Substance Naming Rules
- Input from SVG discussions
- External Sources of Information

- New substances (<20): **5-10 working days**
- Translations (<20): **10-15 working days**
- Bulk requests (>20): No guaranteed SLA
  Priority to new substances

SMS CR approved = data updated in the SMS and published in consuming systems
SMS CR rejected = reasons explained to requestor via EMA Service Desk

- New substances are created with higher data quality **based on SVG defined business rules**
- Newly created substances may eventually be **reviewed by the SVG**
  - End-to-end process discussions are ongoing

Substance data owner

Substance Validation Group

(SVG)

For Questions: www.slido.com code: #7799764

Request SMS services

Request assistance with the management of substance data

Use this service to request the registration of a new substance term or the update of an existing substance term through EMA Service Desk. Please ensure that you attach the completed Substance Request Form and supporting documentation describing the substance structure.

* Indicate required information

* Raise this request on behalf of

ⓘ Pedro Batista

* Subject

* Description

* SMS Request type

-- Please Select --

🖉 Add attachments

- **Description:**
  - **For creates:** Brief description of the substance
  - **For updates:** provide the SMS ID or EV Code of the substance to be updated and the new name to be added

- **SMS Request type:** select the regulatory procedure

- **Attachments:**

- **Substance request form**
  - **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.)*

REQUEST FOR REGISTRATION OF A NEW SUBSTANCE

Please provide at least one preferred term in English and as many aliases as known. Copy the table below if multiple substances are being requested.

Please adjust the privacy settings of each name if your substance is still in development. Public names will be published in EUTCT.

Note: proposed INN and company code are not acceptable for Orphan Designation, Opinions on Paediatric Investigation Plans/waivers, and Marketing Authorisations

Name type	Name	Privacy settings	Comments
Recommended INN		Public	
Proposed INN		Public	
Chemical name		Public	
Scientific name		Public	
Common name		Public	
Company code		Public	
Other (specify)		Public	
Molecular formula		Public	
CAS number		Public	

- **At least one name** must be made **public**

- **Official names** (INN, USAN, etc.) are **always public**

- For Orphan Designation, Paediatric Investigation Plan and Marketing Authorisation Application, company codes **cannot** be used as the substance preferred term

SMS Data Quality Management

For Questions: www.slido.com code: #7799764

SMS Data Quality Management

Activity based Monitoring - Started

Data Stewardship Tasks	Quality Control	Quality Assurance	DQ Defects

Data Stewardship Tasks
- CR Tasks
- Data services (mappings, cleansing, enrichments)

Quality Control
- Tasks are sampled (20-100%) and inspected to detect errors

Quality Assurance
- Sampled QC results are inspected to calibrate QC results
- Root causes are analysed and where possible preventive actions are identified/ implemented
- Process improvements

DQ Defects
- Defects/errors are classified into **Major/ Minor**
- Identified defects/errors are corrected in SMS

- **Substance data quality** is being improved gradually with the **SVG data cleansing**
- **New substances** will be created with **higher data quality** (i.e. No duplicates, IDMP business rules, SVG input on naming conventions)
- **Data Quality Mgmt** methodologies (Quality Control/Quality assurance) guarantee **we can maintain a very high-level of DQ** for the new/updated data being managed in SMS.

SMS Acceptable DQ	Errors percentage in 2022
<1 % major errors (confidentiality, duplicates, wrong PT, incorrect mappings)	0.04% major errors
<10 % minor errors (inconsistent subst details – incorrect translation/source)	0.09% minor errors

SMS Data Quality Management

Error Type	Error category	Justification
Major	Incorrect preferred term selected	• Major impact on regulatory applications • Confidentiality disclosures
	Incorrect alias added	
	Incorrect data classification selected	
	Duplicated substance created	
	Restricted substance registered as public	
	Public substance registered as Restricted for Orphan Designation	
Minor	Incorrect translation added	Minor or no impact on regulatory applications
	Use of abbreviations instead of spelled-out word	
	Parent substance not created	
	Incorrect casing	

SMS Statistics

For Questions: www.slido.com code: #7799764

Number of Substances

Year	Value
2019	48145
2020	54518
2021	60642
2022	63646

Number of Substance names

Year	Value
2021	181832
2022	191048

■ Subs Names
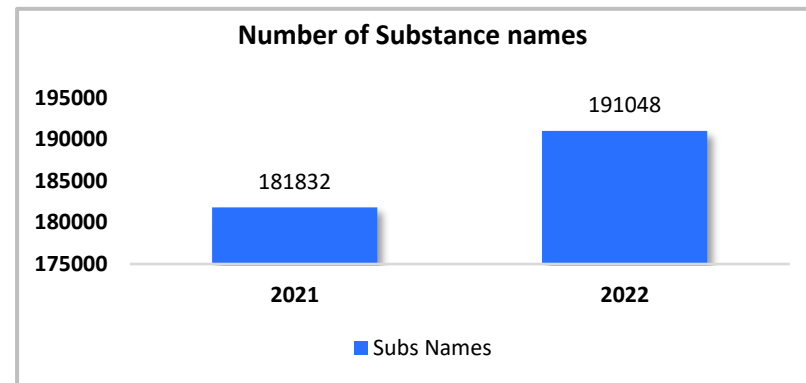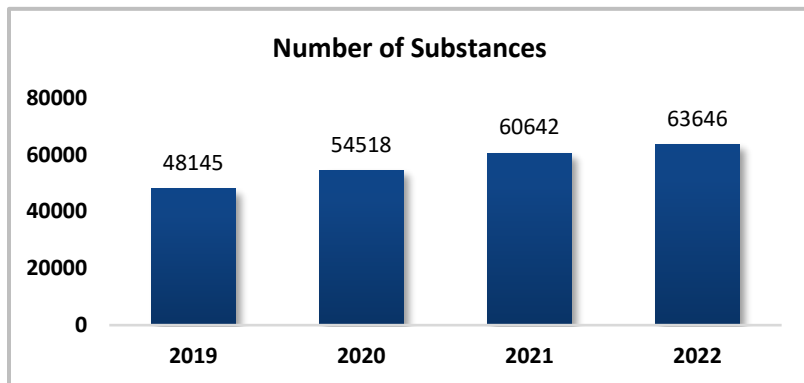
- The **increase in substances** (~+6000) and **substance names** (~+6000) in 2021 due to change requests, data enrichments (INN/USAN) and data mappings (NCA veterinary substances for UPD).

- More modest increase in substances in 2022 (~+3000)

Number of Change Requests

Year	Value
2019	1519
2020	1756
2021	1719
2022	1859

Overall Compliance

Year	Compliance
2019	91%
2020	76%
2021	87%
2022	89%
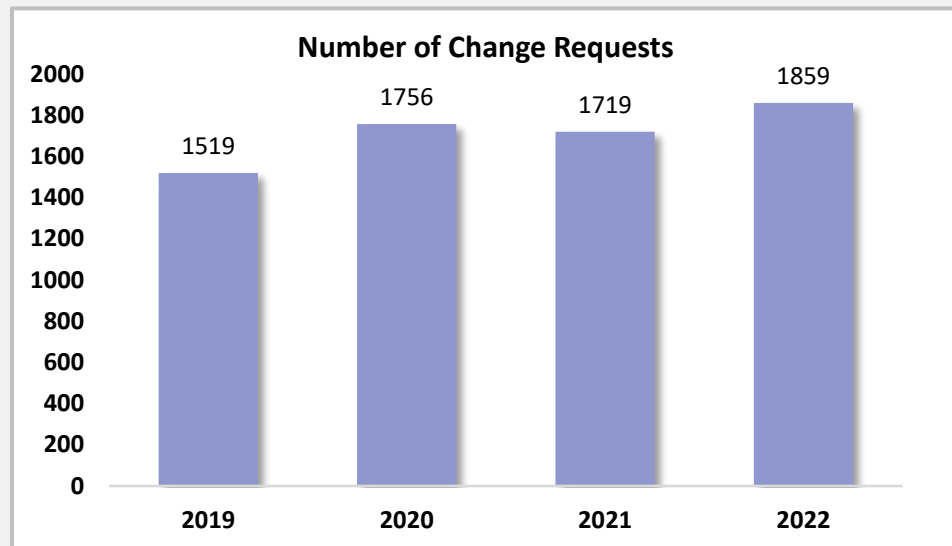
Change requests **increased 8% in 2022**
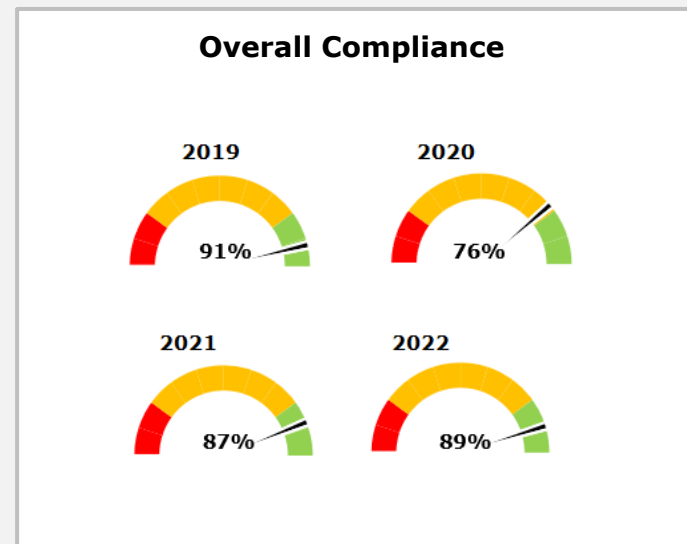
Despite the increase in change request volume, the **SLA compliance has also increased**

For Questions: www.slido.com code: #7799764

SMS Statistics – Change Requests

Change Requests per Type

Year	New Sub	Upd Sub (syn and/or transl)	Mixed (New + Upd)
2019	1115	301	35
2020	1253	370	48
2021	1232	334	31
2022	1108	314	11

Change Request by regulatory procedure 2022

- Clinical Trial — 32%
- eAF — 7%
- EudraGMDP — 3%
- Orphan Designation — 0%
- Scientific Advice — 10%
- Pre-Authorisation — 1%
- SIAMED Vet — 7%
- XEVMPD — 39%

CRs by status 2022

- Rejected — 23%
- Approved — 77%

- As usual, **most of the requests (77%)** were **for new substances**.
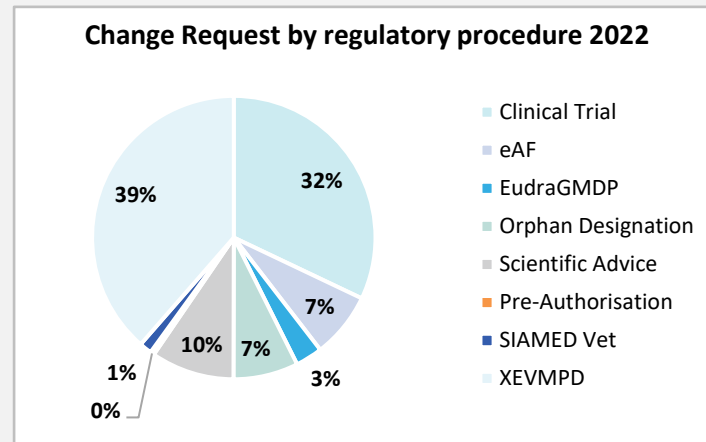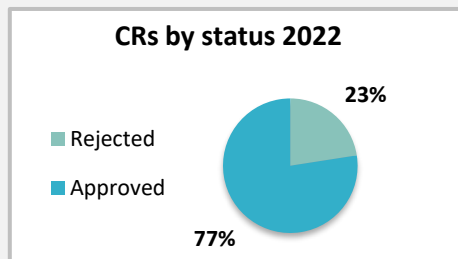
The **majority of the requests** were **for XEVMPD** (Art.57 and Pharmacovigilance) and **Clinical Trial Applications** (EudraCT and CTIS)

Overall, the **majority of requests** were **approved** (77%)

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Data Services

Mappings: 2020 = 0, 2021 = 27551, 2022 = 12636
Cleansing: 2020 = 2328, 2021 = 12118, 2022 = 17829
Enrichemnt: 2020 = 2116, 2021 = 928, 2022 = 15014

SMS Activities

2020: Mappings 2328, Cleansing 2116, 1756
2021: Mappings 27551, Cleansing 12118, Enrichemnt 928, 1719
2022: Mappings 12636, Cleansing 17829, Enrichemnt 15014, 0
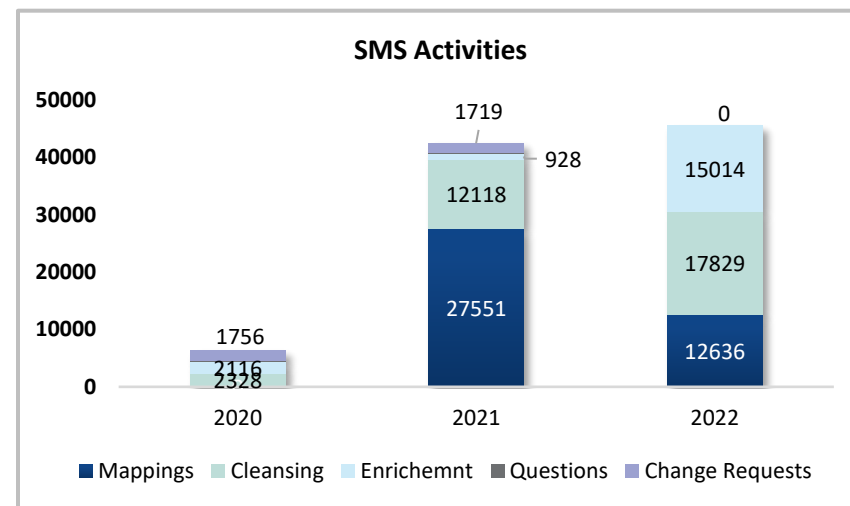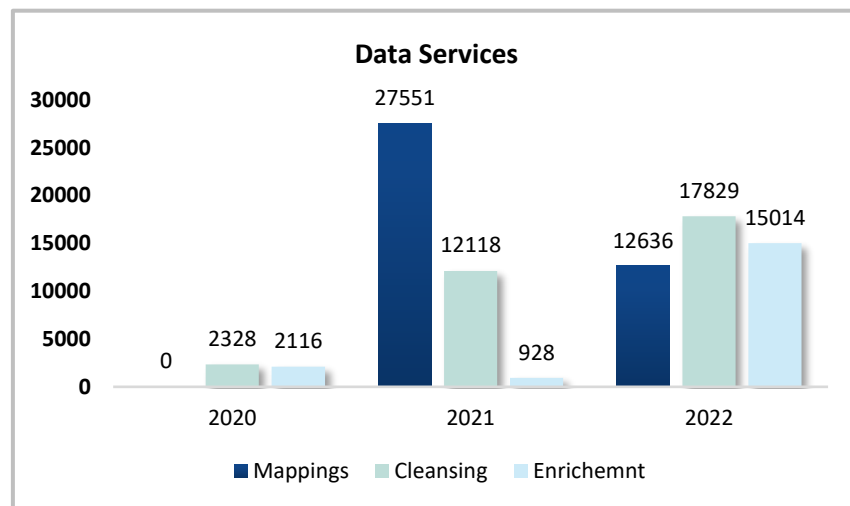
- Data cleansing was the **most significant task** in 2022: implementation of **SVG** cleansing of chemicals, proteins and polymers
- **High volumes** also on data enrichments (review and registration of all legacy INN) and mappings (development substances)
- Despite the volume of data mappings and change requests, the **number of customer services (questions) was negligible**
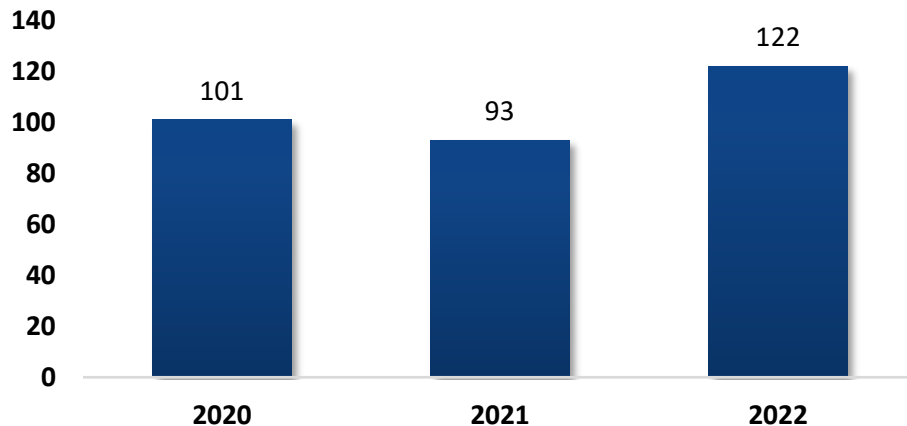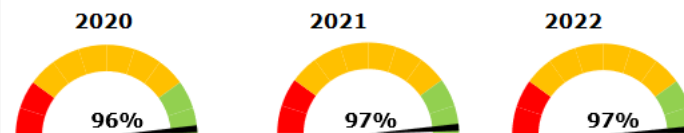
User Perspective

Customer Satisfaction Survey

63 646 Substances

191 048 Substance Name

14 809 Users

Customer Satisfaction

	Very Poor	Poor	Average	Good	Excellent
Data services	1%	2%	18%	47%	33%
Data Quality	1%	5%	20%	45%	29%
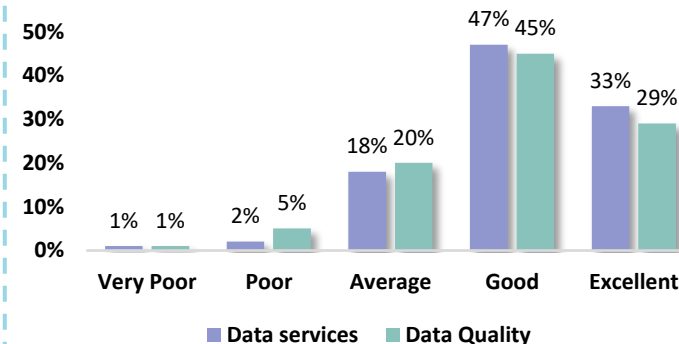
Data Services and Data Quality in SMS were **positively rated overall**:

- **80%** of the users graded **Data Services** as "Good" or "Excellent"

- **74%** of the users rated **Data Quality** in SMS Services as either "Good" or "Excellent".

Useful information on SMS

SMS Documents & Help

SPOR portal

Main documentation required to successfully use SMS services:

- Substance data exports
- V2 - RDM Customer Satisfaction Survey 2022
- X - SPOR SLAs

SMS Webinars

- @emainfo channel contains Videos of SPOR & specific SMS webinars
- Industry Webinar – Introduction to SMS services and activities on 6 September 2022

EMA Account Management Portal

- Guidance on to obtain access to EMA systems
- Create a new EMA account

EMA Service Desk

- For any help needed and not found in docs e.g., Service requests, issues, requests for technical support can be submitted through the ServiceNow Portal
- ServiceNow - Request SMS Services
- Substance request form

Documents & Help

EMA corporate website

- SPOR vision and general introduction to SPOR projects
- SPOR related information and documents

Substance Validation Group

- UNICOM SVG documents
- HMA SVG page

SMS in Projects/Systems

For Questions: www.slido.com code: #7799764

SMS in Projects/ Systems

System	Domain	Process
EudraCT & CTIS	**H**	Phase 1-4 Trials
IRIS	**H&V** – CAPs only	Scientific Advice + Orphan Designation + ITF + Marketing Status + Inspections + Parallel Distribution
EU-SRS	**H&V**	Regulatory assessment
eAF & DADI✳	**H&V**	Submission MAA, Variations, Renewal
SIAMED	**H&V** – CAPs only	Review, Approval
UPD	**V**	Approval
EudraGMDP	**H&V**	Inspections + Manufacturing Import Authorisation
XEVMPD & EV vet	**H&V**	Safety reporting
ASU✳	**V**	Antimicrobial sales and use data

Integration completed

Integration planned

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What's new in SMS

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SPOR - Substances Management System

Substances	Products	Organisations	Referentials	Help

SPOR Home

Substances Management Services (SMS)

SMS provides a central dictionary of substance data in multiple languages. SMS supports the continuous exchange of data between information systems across the European medicines regulatory network and across the pharmaceutical industry.

SMS is currently live as an EMA internal system. Until it is onboarded in the SPOR portal, external users should use the following systems:

- View and search substance data in EUTCT or IRIS;
- Submit substance change requests in the EMA Service Desk portal;
- Export of substance data are available below:

Download SMS Export (current)

Download SMS Export (non-current)

Data management and data quality processes drive the SPOR data management services to ensure that the highest quality of data is available to support EU regulatory processes.

Related information

For further information about EMA's implementation of SPOR and the ISO IDMP standards, please see the EMA corporate website. This also includes key business and technical documents.

Both the current and non-current export files contain the following **data fields**:

- SMS ID

- Substance_Name - preferred term, aliases and translations

- Is_Preferred_Name- "Yes" refers to preferred term, "No" refers to alias or translation

- Language – Preferred term and aliases in English, Translations are in different EU languages

- Name_Source- Source of the substance name

- Substance_Domain- Human or Veterinary

- Status – Current or Non-current (each export only contains one status)

- Substance_Type - Substance type per RMS list

- Comment - Contains the SMS ID/EV Code of its replacement substance

- Created_Date

- Last_Updated_Date

- External_Code_XEVMPD - Substance EV code (only for Human substances)

- External_Code_SVG- 1 valid substance, 0 invalid substance, null not yet reviewed

- External_Code_UNII- UNII from FDA

Future SMS Activities

For Questions: www.slido.com code: #7799764

Planned SMS Activities

Q1 2023	Q2 2023	Q3 2023	Q4 2023

Deliver efficient and effective regulatory data services

SMS – Customer Services

Process improvement – Simplify Incident mgt

SMS - Data Management (Change requests & Data services)

CR outsourcing

1. Process automation – INN enrichment
Process automation – INN follow-up
Process automation - USAN enrichment

Process improvement – SMS-EU-SRS process

SMS – Data Quality

2. Development substances mapping

3. • InChI and molecular formula

pINN/rINN/USAN enrichments

Herbals, Homeophatics, Human vaccines cleansing (TBC)

4. Process improvement – data profiling/monitoring

Improve customer satisfaction and success

SMS – Documentation

5. Data Steward Manual
Revise SPOR Portal/SMS/Serv Desk text

Documentation – Guidance on Substance registration (CR process, Customer services, confidentiality)

SMS – Awareness & visibility

SPOR webinars

SPOR webinars

SPOR Customer Satisfaction survey

Modernise Data & Information Management

Information Management Modernisation initiatives

SMS improvements: Enhance substance export (Mol formula, InChiKey, non-current subs replacement)

SMS API (TBC)

Prioritised Epics (eAF, IRIS, ePI, shortages and other)

SMS UI techonology selection

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Planned Service Process Improvements 2023 (I)

EUROPEAN MEDICINES AGENCY

	WHY	**HOW & WHEN**	**IMPACT to users:**	
Automations	Faster data enrichment exercises to increase data quality and prevent change requests	• INNs (new) automation – Q2 2023 • INN (follow-up) automation – Q3 2023 • USAN automation - Q4 2023	Data quality improvement	1
Development substances mapping	Increasing data quality and ensuring that the same substance ID is used across the product lifecycle	• Requesting supporting documentation – Q2 2023 • Relinking Development products – Q3 2023 • Development substances nullifications – Q4 2023	New substance EV Code to be used in Development products in XEVMPD/CTIS	2
New data fields	Improve SMS Data Quality	• New data fields to be created and populated in SMS throughout 2023 • InChiKey, Molecular formula and Replacement substance for non-current substances – Q2 2023	New datafields available in substance export	3

For Questions: www.slido.com code: #7799764

EUROPEAN MEDICINES AGENCY

	WHY	**HOW & WHEN**	**IMPACT to users:**	
SMS Data profiling & monitoring	Improve SMS Data Quality	• Build data quality reports – Q3 2023 • Create process to monitor, inspect and correct weekly - Q4 2023	Data quality improvement	4
Documentation	Reacting to feedback from customer satisfaction survey where customers demanded more/better documentation	• SMS introduction – document describing the key principles, consuming systems, data stewardship activities and confidentiality – Q4 2023 • SMS change request guidance – document describing the change request process and expected supporting documentation – Q4 2023	Enhanced supporting documentation allowing improved awareness	5

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Planned Information Management Modernisation initiatives 2023

EUROPEAN MEDICINES AGENCY

	WHY	**HOW & WHEN**	**IMPACT to users:**
SMS API for Industry users	Improve access to SMS data	Enable to access to SMS public data via API – Q4 2023 TBC	Industry users will be able to access public data automatically
SMS User Interface (UI)	Reacting to feedback from customer satisfaction survey where customers demanded more/better documentation	Create a portal to allow external users to browse, search and download SMS public data – technology selection Q2 2023	Any user will have a centralised location to access all public substance data

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Key takeaways and conclusions

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Awareness of SMS activities
- Data stewardship (Change requests) and customer services in place and with excellent performance
- Sponsors impacted by the development substance mapping exercise will be made aware of future changes in advance

Share Planned and future activities
- Enhancement of substance export
- Improved data mgmt efficiency through automations, improved Data quality through profiling and monitoring
- SMS UI and API for all users under analysis

Show how SMS is addressing customer feedback
- Plan for guidance documentation in place

For Questions: www.slido.com code: #7799764

Any questions on the webinar?

For Questions: www.slido.com code: #7799764

SPOR Week Webinars

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

For Questions: www.slido.com code: #7799764

Further information

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