



Medical Literature Monitoring Service Contractor Work Instruction (MLM WIN-05)

Title: WIN on MLM Service Desk Management		
Applies to: Staff members in EMA and its contractors		
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Date:	Date:	Date:

1. Changes since last revision

WIN formatted as per the agency's current template.

Section 5.1 Step 1D, information related to adding response in Additional comments updated.

Section 5.1 Step 2 and 2A removed.

Section 5.1 Step 3 renumbered as 2.

2. Records

Electronic copy of this WIN will be stored in Document Management System (DMS).

No paper copies are archived.

3. Scope

The aim of this WIN is to outline the process for performing quality control activities for all the workstream activities.

4. Definitions

Term	Definition
MLM	Medical Literature Monitoring



Term	Definition
ServiceNow	Issue and project tracking software used by the European Medicines Agency
SLA	Service Level Agreement defines the level of service you expect from a vendor, laying out the metrics by which service is measured.

5. Instructions

General Principles

The Medical Literature Monitoring (MLM) Service Desk is a ServiceNow based Service Desk where the responders can monitor a queue composed of questions from the stakeholders and use this Service Desk to directly e-mail a response to the requester(s).

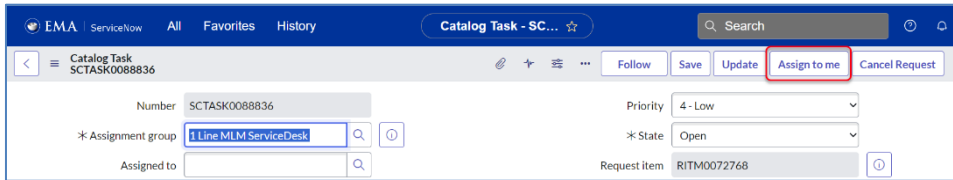
There is a Service Level Agreement (SLA) of two working days from the receipt of an issue.

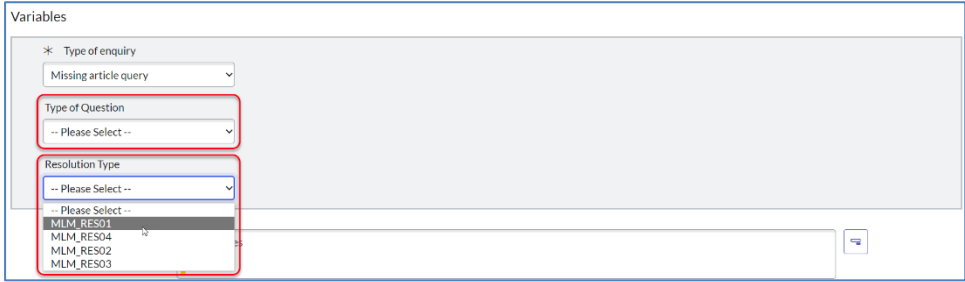
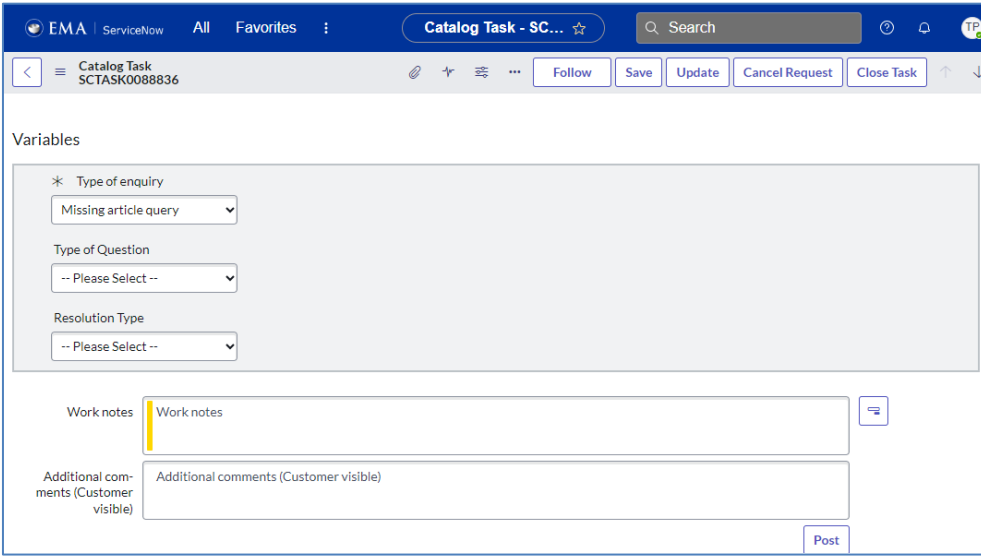
5.1. Daily Management of Emails Received in the Service Desk mailbox

The literature review which is being quality controlled should be performed in accordance with:

MLM SOP-01 – Medical Literature Monitoring Screening and Reviewing Process

MLM WIN-02 – Reviewing MLM Literature

Step	Action
1. Login to Service Desk	A review of the service desk mailbox is undertaken each business day.
1A.	For daily review, Open the MLM Service Desk queue: Catalog Tasks ServiceNow (europa.eu) (europa.eu)
1B.	Click on a ticket number and Click "Assign to me". 

Step	Action
1C.	<p>Review the question and then navigate to the section “Variables” and select the appropriate “Type of question” and “Resolution type” from the dropdown menus. Also verify that the Type of enquiry is correct and change accordingly, if necessary.</p> 
1D.	<p>Update the response in Additonal comments (Customer visible) section.</p>  <p>Amend the reply as necessary to directly respond to the user’s questions. Note: Unlike in JIRA, you will have to change the user’s name.</p>

1E.

Once the text in the "Additional comments (Customer visible)" box is added to the query clarification, scroll to the top of the screen.

End all emails with the following signature:

With Best Wishes
<NAME>
MLM Service Desk Team

Please note: The response must be sent within 48 hours of receipt of the e-mail. Routine queries can be directly responded by Syneos Health and closed. Non-routine queries require approval from the EMA, upon approval the response is emailed to the sender.

1F.

Change the State from "Work in Progress" to "Closed Complete" & click Update.

2. ServiceNow Categories

Queries received via Service Desk tool should be categorized according to the labels agreed with the EMA as detailed below:

Sl. No	JIRA Categories	JIRA Labels
1	Citation indexed in EMBASE but not retrieved in the search	MLM_01
2	Citation not indexed in EMBASE not retrieved in the search	MLM_02
3	Citation indexed in EBSCO but not retrieved in the search	MLM_03
4	Citation not indexed in EBSCO not retrieved in the search	MLM_04
5	Missing citation query - already identified by service	MLM_05
6	Reassessment of citation query	MLM_06
7	Sum ICSR report query	MLM_07
8	Sum screen report query	MLM_08
9	ICSR processing query	MLM_09
10	EVWBEB ICSR download query	MLM_10
11	IT Issues related to MLM Service	MLM_11
12	Duplicate detection query	MLM_12
13	Query about case nullification rationale	MLM_13
14	General MLM Service-related query	MLM_14
15	Agreed – change required: for use with other labels	MLM_RES01
16	Disagreed – no change needed: for use with other labels	MLM_RES02
17	Missed case: for use with other labels	MLM_RES03
18	Case to be nullified: for use with other labels	MLM_RES04
R1	Duplicate of another query	MLM_R1
R2	Non-MLM service desk query	MLM_R2
R3	EMA IT Notification	MLM_R3
R4	Spam: for use in rejection only	MLM_R4
R5	Journal not Covered by the MLM Service	MLM_R5
R6	Active Substance not Covered by the MLM Service	MLM_R6
R7	Query without citation details	MLM_R7

6. Reference documents

Not Applicable

7. Annexes

Not Applicable