

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

MLM Service Desk Management

Preamble

This WIN governs the activities of contractors working for the European Medicines Agency providing the Medical Literature Monitoring service. The WIN was created by the contractors and approved by the Agency.

1. Changes since last revision

New WIN.

2. Records

Not applicable.

3. Definitions

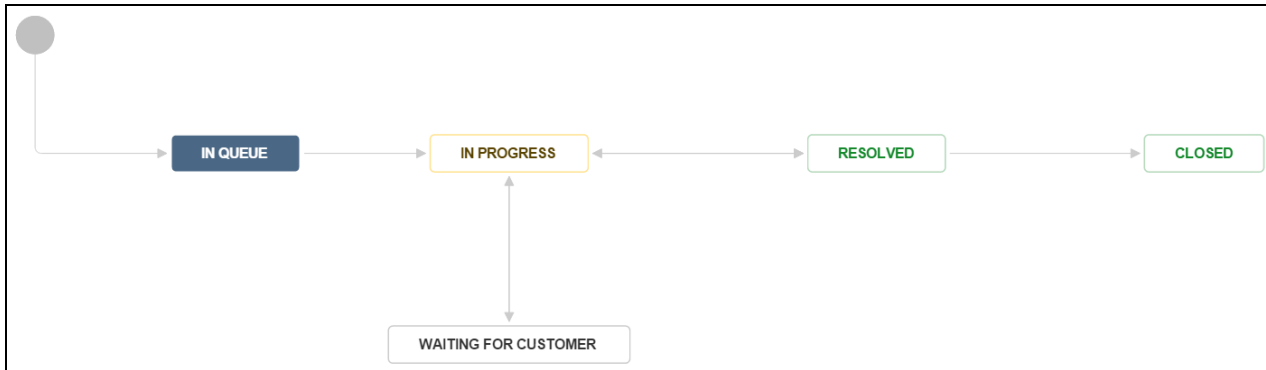
Term	Definition
JIRA	Issue and project tracking software used by the European Medicines Agency
MLM	Medical Literature Monitoring

4. Instructions

General principles

MLM is a Jira based Service Desk where the responders can monitor a queue composed of questions from the general public, and use this Service Desk to directly email a response to the customers.

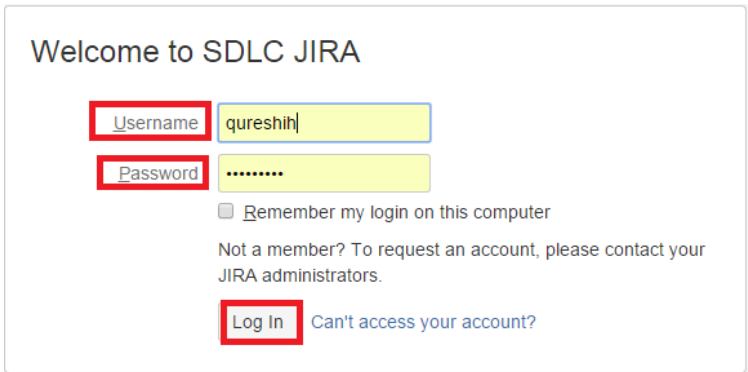
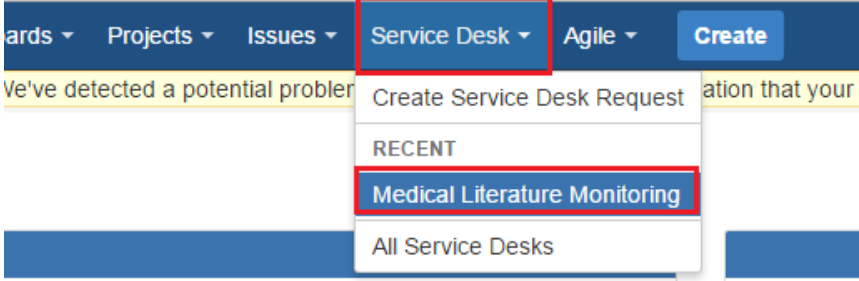
The workflow for responding to MLM enquiries is as follows.



There is a Service Level Agreement of two working days from the receipt of an issue. The time remaining on this SLA will always be displayed under Time to resolution as the number of hours remaining.

4.1. Daily Management of Emails received in the Servicedesk mailbox

Access servicedesk and enter the username and password.

Step	Action
1. Login to service desk	Review of the servicedesk mailbox is undertaken each day
1A.	<p>For daily review, access servicedesk through URL and enter the username and password.</p> 
1B.	<p>From the tool bar select Medical Literature Monitoring (MLM) from Service desk option</p> 

The New issues page will be displayed

Medical Literature Monitoring

Queues Reports SLA

New issues

Time to resolution	T	Key	Summary	Created	Reporter
-18:29	🔴	MLM-175	ICSR literature Meropenem	17/Jul/15	farmacovigilancia@farmalder.com
-15:13	🔴	MLM-178	MLM Service - pregnancy exposure cases	17/Jul/15	NDeville@ITS.JNU.com
2:22	🟢	MLM-181	Technical questions regarding download of xml file from EVWEB	20/Jul/15	christine.baltz@abbott.com
2:31	🟢	MLM-182	RE: ICSR export manager_potential issue with the query	20/Jul/15	Sabine Brosch
4:13	🟢	MLM-185	RE: AskEMA query: Medical literature - ASK-13454	20/Jul/15	Sabine Brosch

2.
New Issues

Review New issues received for the day:

Customer Portal

New issues

Time to resolution	T	Key	Summary	Created	Reporter
-18:29	🔴	MLM-175	ICSR literature Meropenem	17/Jul/15	[REDACTED]
-15:13	🔴	MLM-178	MLM Service - pregnancy exposure cases	17/Jul/15	[REDACTED]
2:22	🟢	MLM-181	Technical questions regarding download of xml file from EVWEB	20/Jul/15	[REDACTED]
2:31	🟢	MLM-182	RE: ICSR export manager_potential issue with the query	20/Jul/15	Sabine Brosch
4:13	🟢	MLM-185	RE: AskEMA query: Medical literature - ASK-13454	20/Jul/15	Sabine Brosch
6:04	🟢	MLM-189	Question: AND/OR between and within filters	20/Jul/15	[REDACTED]
10:01	🟢	MLM-192	MLM_two questions on filters	20/Jul/15	[REDACTED]
29:34	🟢	MLM-197	Follow-up information received on literature article of Koksai Neurological Sciences. 2014	21/Jul/15	[REDACTED]
29:42	🟢	MLM-198	Question on availability of Full article	21/Jul/15	[REDACTED]

Time to resolution is the time remaining for response before the Service Level Agreement has breached. Where the clock turns red- it illustrates the SLA has been breached. In the example below email 1 has breached the SLA by going 18 hours 29 minutes beyond the 48 hour SLA and the third email shows 2 hours 22 minutes before the SLA is breached:

Time to resolution

-18:29 🟡

-15:13 🟡

2:22 🟢

Key is the MLM reference number allocated to all emails received

Summary is the subject of the email received

Created is the date the email was received by the mailbox

Reporter contains the details of the sender (email address)

2A.
Taking or Assigning
an email

Select email for review and response:

29:34 🟢 🔍 MLM-198 Question on availability of Full article 21/Jul/15 Isabelle.George@tevafrance.com

The email will open and you must 'TAKE CALL' to be able to respond:

Question on availability of Full article

[Edit](#) [Comment](#) [Assign](#) [More](#) [Take Call](#) [Email](#) [Create](#)

Details

Type: [Enquiry](#) Status: **IN QUEUE**

Priority: [Major](#) [\(View Workflow\)](#)

Component/s: None Resolution: Unresolved

Labels: None

SLAs
29:31 [🕒](#)

People
Assignee:

Reporter:

Request participant
Votes:

Description
Dear Ms or Mr,

We would like to know whether the NCAs have access to the full articles ordered in the context of the EMA literature monitoring.
Sincerely,

[cid:image001.jpg@01D0C3BC.92E84D30]

Select Assign if you wish to delegate the call to a colleague. You will be prompted to enter designee's name. Type name or select name from drop down and then select Assign:

Assign: MLM-198

Assignee

Unassigned

Comment

H

Automatic

T - T @ema.europa.eu (p...

Start Typing for Users

All Users

admin_import

Administrator

Assign

Cancel

Once assigned, the email will appear in the 'Assigned to me' list in the queue:

 **Medical Literature Monitoring**

[Queues](#) [Reports](#) [SLA](#)

New issues 9

Assigned to me 0

MLM-198

2B
Responding to
emails

Once you have identified an email that requires a response, this must be sent within 48 hours of receipt.

To respond, email the sender by selecting EMAIL:

Question on availability of Full article

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) [Take Call](#)

[Email](#)

Details

SLAs

Type: [Enquiry](#) Status: **IN QUEUE**
Priority: **Major** (View Workflow)
Component/s: **None** Resolution: **Unresolved**

Typo your response in the BODY of the email:

Email This Issue

Here you can compose and send the issue details in email

Recipients (To):

Start typing JIRA user names or full names to get a list of possible matches.
You can also specify comma-separated list of arbitrary email addresses.

Start typing to get a list of possible matches or press down to select.

Copy recipients (Cc):

Start typing JIRA user names or full names to get a list of possible matches.
You can also specify comma-separated list of arbitrary email addresses.

Start typing to get a list of possible matches or press down to select.

Subject: (MLM-198) Question on availability of Full article

The subject is generated from the template matching this issue.
The value you edit here will be set in the email.

Body:

Style ▾

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@ ▾

+

Details

Key: MLM

Summary: Que

Issue Type: [Enquiry](#)

Status: [Unresolved](#)

Priority: [Major](#)

Description

Dear Ms or Mr,

We would like to know whether the EMA literature monitoring

Sincerely,

Isabelle George - Pharmacovigilance / Service Pharmacovigilance / Tel. 01 55 41 79 39 - Mobile Teva Santé - Cœur Défense 92931 La Défense Cedex

laboratoires.com<<http://www.laboratoires.com>

This message is intended so

End all emails with the following signature:

With Best Wishes

<NAME>

MLM Servicedesk Team

Then select SEND at the bottom of the mail

3. Closing a call

MLM-197

Follow-up information received on literature article of Koksai Neurological Sciences. 2014

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) **Resolved** [Reject](#) [Requested Clarification](#) [Email](#) [Create KB article](#) [Export](#)

Details

SLAs

Once an email has been sent, then it must be closed by selecting "Resolved"

If further information is required before a full response can be sent then select "Requested Clarification".

The email will then move to the "Waiting on customer" queue

Queues Reports SLA

New issues 8

Assigned to me 1

Waiting on customer 4

Recently resolved 146

Recently Rejected 3

Unassigned Issues 0

SLA Breached 4

Once an email has been responded to and "Resolved" is selected, then the email will move to "Recently resolved" and the clock stops.