

May 2019



## Greetings!

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**The Quarterly Donor Data Matters Training Newsletter will be sent out in February, May, August and November.**

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## Introducing the Center Support Model

CIBMTR is pleased to announce a new Center Support Model, called *ServiceNow*, which will be implemented for use by all CIBMTR centers on Wednesday, May 22, 2019. This new model will deliver a more flexible and service-oriented experience for centers. A link to *ServiceNow* will be provided prior to the go-live date.

- **Customer Service:** Quality of customer service will improve due to better transparency and improved turnaround times.
- **CRCs:** Most centers will no longer be assigned a specific CRC. However, centers that are new or have new data management staff; or have issues with CPI and/or audit will continue to have specific CRC support.
- **Self-Service:** Questions and/or requests will be entered into a single location, making it more efficient for centers to manage. *ServiceNow* will offer robust self-service capability with access to:
  - Knowledge-based articles
  - Link to the Forms Instruction Manual, and
  - Ability to ask a question or make a request.
- **Visibility:** Data Managers will be able to track the progress of their questions/requests.
- **Reporting:** CIBMTR will have the ability to track metrics and trend questions or concerns. This will ensure timely changes to the system or processes.

### WHAT IS THE SAME?

- Technical issues continue to be addressed by the NMDP/Be The Match IT Service Desk

### UPCOMING EVENTS:

- **Go-Live:** A Go-Live Command Center will be based out of the Minneapolis campus May 22-24 to provide extra support.

If you have questions regarding the new Center Support Model implementation, please contact Eileen Tuschl ([etuschl@mcw.edu](mailto:etuschl@mcw.edu)) or Angela Hauck ([ahauck@nmdp.org](mailto:ahauck@nmdp.org)).

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## Forms Revision Update:



# Council Meeting

November 8-9, 2019

Hilton Minneapolis  
1001 Marquette Ave S  
Minneapolis, MN 55402  
612.376.1000

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## Quick Links

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