Greetings!

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

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) or Angela Hauck (ahauck@nmdp.org).

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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CIBMTR® (Center for International Blood and Marrow Transplant Research®) is a research collaboration between the National Marrow Donor Program®/Be The Match® and Medical College of Wisconsin.