CIBMTR®
CENTER FOR INTERNATIONAL BLOOD
& MARROW TRANSPLANT RESEARCH

DATA MATTERS
TRAINING NEWSLETTER

Greetings!

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

Center Support Update

Can you believe we have already been using ServiceNow for two months? Since the go-live date, more than 2000 tickets have been submitted. To date, we have closed 89% of all tickets submitted. We have learned a lot over the past eight weeks and are working diligently to improve processes and fix all technical issues.

Access
A couple of issues currently being addressed include a handful of people who cannot sign into ServiceNow and an occasional issue with questions not transmitting after submission from the site. If you are not able to sign in or submit questions, please email cibmtr-centermaintenance@nmdp.org.

Ticket Turn Around Expectations
How long it will take to get an answer to my question? As outlined in the WebEx trainings during the Q & A, questions will be answered within seven business days depending on the complexity of the question. Questions will receive an initial response in the outlined time frames below.
- 24-48 Business Hours
  - Technical questions (add, reset, delete, transfer a form, duplicate donors, subsequent donations)
  - Center Maintenance (portal help, updating center staff, access)
- 3-5 Business Days
  - Clinical Questions (lab report, PBSC protocol)
  - CPI
- 6-7 Business Days
  - Data Requests, Trials

Tickets that require additional information will be changed to "pending" until the requested information is received. If the requested information is not received within seven business days, the ticket will be auto-closed by the system. Please do not respond to auto-closed tickets; instead, open a new ticket referencing the previous ticket number (CSM000xxxx).

What Should I Include in My Question?
As a reminder, when submitting a question related to a form, include the following:
1. DID/GRID
2. Form Number and version

3. Question number
4. Attach source documents (ex. lab reports, progress notes), if applicable
5. Was the question discussed with a physician? What was the physician's response?
6. What are your thoughts as to the correct answer (this information helps provide training)?

By including the above information, the CIBMTR can ensure that the most accurate answer/information is provided in a timely manner.

Updated Training and Job Aids can be found **HERE**

If you have not already done so, bookmark the link for ServiceNow: **https://nmdp.service-now.com/csm**

OKTA Password

Did you know that people who are using Okta can go to connect2.nmdp.org to update their passwords?

If your OKTA password is nearing expiration, please go to connect2.nmdp.org and select the LDAP password reset link.

THE ONE FORUM 2019

Minneapolis, MN
November 7-9, 2019

Quick Links

Center Support - submit question here previously sent to your CRC

- to refresh your memory on news we've sent

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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.