![CIBMTR - Center for International Blood & Marrow Transplant Research]

Date: March 8, 2019

To: U.S. Medical Directors and Primary Contacts

From: Eileen E. Tuschl, DNP, RN, ACNS-BC, APNP
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Subject: Introducing the Center Support Model

CIBMTR is pleased to announce that we are going-live with a new Center Support Model that enables CIBMTR to deliver a more flexible and service-oriented experience for Centers.

The platform, ServiceNow, will replace our current process and how you receive assistance from your assigned CRC.

The new Center Support Model will deploy on **Wednesday, May 22, 2019**. At that time, we will provide you with the live link to ServiceNow.

WHAT IS DIFFERENT?
- **Customer Service:** Quality of customer service will increase with more transparency and improved turnaround time.
- **CRCs:** Centers will no longer be assigned to a single CRC except for Centers who have a CPI suspension or probation, failed audit, Centers with new data managers, or are a brand-new Center.
- **Self-Service:** All your questions and requests for Customer Service will be entered in a single location, making it easier for Centers to manage. ServiceNow will offer a robust self-service capability with everything in one spot, including:
    - Knowledge-based articles
    - Link to the Forms Instruction Manual, and
    - Ability to ask a question or make a request.
- **Visibility:** Data Managers will have increased visibility into the status of their questions and requests. Data Managers will always be able to track the progress of the question or request and know its current state.
- **Reporting:** CIBMTR will have the ability to track metrics and see trending questions or concerns. This will allow us to be proactive in making beneficial changes to the system or processes.

WHAT IS THE SAME?
- Technical issues will still go through the NMDP IT Help Desk

UPCOMING EVENTS:

- **TCT Presentation:** The new Center Support Model presented at the CRP/Data Management Conference on 2/20/19 is posted on the CIBMTR website. The recording will be available 6-8 weeks after TCT.
- **Lunch & Learns:** Prior to Go-Live, CIBMTR will schedule several Lunch & Learn sessions via webex to review how Centers will utilize the new system.
- **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).

Q & A from 2/20/19 TCT Presentation

Q: How do I know who is answering the question I submitted?

A: When a response is added to the ticket in ServiceNow by a CRC, the platform will generate an email to the Data Manager. Once the Data Manager opens the email, the script will provide who supplied the answer.

Q: Currently, Data Managers can request CPI reports through their CRC at various time intervals, how will this happen in ServiceNow?

A: Data Managers will submit a request for a CPI list through ServiceNow. It will go directly to CPI team. The CPI team will then send the requested list back through ServiceNow to the Data Manager.

Q: Will portal help email address (CIBMTR-PortalHelp@mcw.edu) remain active after ServiceNow is deployed?

A: Yes, Data Back To Centers (DBtC) & Enhanced Data Back to Centers (eDBtC) email address will remain the same. These tools are accessible through the CIBMTR Portal at: portal.cibmtr.org. For Portal Help, contact CIBMTR-PortalHelp@mcw.edu. For more details, visit Data Back to Centers

Q: Teams often work as a group and typically copy each other on email correspondence. How would this work in ServiceNow?

A: There is a "keep in loop" option that Data Managers can use to add other people to notifications and responses.

Keep in the Loop

Since you are submitting this you will receive notifications. If you have included someone as 'Keep in the Loop,' they will also automatically receive the notifications.

Q: As a manager, can I see questions submitted by staff in order to address any training issues that may be present?

A: Only the employee that submits the question will be able to see the history. When Data Managers submit questions, they will have an option of "keep in the loop" as described in the previous question.

Q: What if that person leaves but the Center wants an archive of the questions and responses?

A: The primary Data Manager can request a report from ServiceNow with the archived questions and responses.

Q: **How will administrative tasks such as 1) transfer requests 2) asking for contact information 3) sending in completed transfer forms going to be handled?**

A: Data Managers will submit requests and use the attachment feature in Service Now.

Q: **Is a list of questions received being kept in a repository?**

A: Yes, and we will review and add materials to better assess additional training needs. This will also help the CIBMTR create or update knowledge-based articles and the Forms Instruction Manual.

Q: **What can we expect for turnaround time on responses to questions?**

A: Guidelines have not been established yet. Each question will be assigned a score (high, med, or low) and your receipt will include your score and expected resolution timeline. The timelines will be trial and error and may change as more questions come in.

Q: **Can the pilot be longer in order to clean up snags before ServiceNow goes live to all Centers?**

A: Pilot length was a suggestion from build team. We do not want to extend longer as staffing changes have required CRCs to have multiple job responsibilities over their current ones. We hope to get major issues resolved during pilot. There will be support staff and a command center in Minneapolis. We will be asking for feedback via survey along the way to improve the product.

CIBMTR® is a research collaboration between
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