

NOOL Alert management system

Release: 4.2

NOOL (Alert Management System - AMS) R4.2 features the following edits:

1. TM CONDITIONS CONFIRMATION

After your **first logging** to AMS on behalf of an organization (End User/MAH/OBP) you will be prompted to **confirm your approval** with the terms and conditions related to **the use of AMS**. The consent including a timestamp is stored for the corresponding organization should a new consent be required in case of a change to the TM.

2. CONSENT TO DELEGATE ADMINISTRATION OF ALERTS ON BEHALF OF AN MAH

Upon creation of an account for a new MAH/OBP, a new query related to administration of alerts will appear in the web form. Note: The existing users will not be prompted to give any consent since administration of their alerts is already being carried out based on previous e-mail communication and agreement between CZMVO and MAH/OBP.

3. DASHBOARD

A new option in the main menu: „**Dashboard**“, this page also serves as the „Main page“ after logging to AMS. The dashboard comprises:

- a) **A flow chart** of alerts raised in the selected date range.
Available intervals: 24 hours, 48 hours, 5, 10, 14 days, 2, 6 months, and „from - to“ option
- b) **Information window** (all roles):
 - „Count of alerts“ - „New“, „Investigation“, „Escalation“
 - „Count of alerts“ - „Pending request“
 - „Count of alerts“ - „CZMVO message“
- c) **Pie charts:**
 - MAH/OBP Roles:**
 - By state of alerts
 - Open alerts
 - Closed alerts
 - Raised by MAH/OPB/PD transaction - open
 - Raised by MAH/OPB/PD transaction- closed
 - Raised by End Users – open
 - Raised by End Users – closed
 - By alert code
 - End User Role:**
 - By state of alerts
 - Open alerts
 - Closed alerts
 - By alert code

4. EXPORT OF CZMVS REPORTS

The AMS is introducing an automatic/manual export of reports available in CZMVS. This enables autofill of further data for the preanalysis field, further options for automatic closing of alerts, and a fast export of the desired reports (e.g. pack audit trail report) for the respective alert.

4.1 ADDITION OF ALERT DATA

A report „Pack Audit Trail Report“ is generated for each alert

Note: Due to a delay occurring between the time an alert is raised and the transfer of information to the report database, the report will be generated in T+H, with T being the UTC time when the alert is raised and H_t being a parameter for time space for data transfer to Data Lake (currently 3 hours).

4.1.1 ADDITION OF ALERT DATA

The alert formula as per the corresponding UPRC in „Pack Audit Trail Report“ is supplemented with the following fields:

- „Transaction ID“ – „NOOL“ role only
- „Attempted Operation“ - „NOOL“ role only
- „Initiating Message Type“
- „Equipment ID“ – not visible for „MAH“ role!

4.1.2 PREANALYSIS:

- a) IF „Alert Code“ is not „A3“, „A7“ or „A24“, and the last entry in the audit trail („Pack Audit Trail Report“) of „New Pack state“ = „Supplied“ then the pack is deemed successfully verified and dispensed.

The field „Investigation result“ will be equal to: „Closed – End User Error“

The field „NOOL Investigation result“ will be equal to: „EUT - Fixed, supplied“.

The field „Alert state“ will be set to „06b - Closed – End User – Technical error“.

- b) IF „Source Business Process“ = „MAH...“ and also the 7th place of the value „Transaction ID“ = „D“ then the alert formula will reflect the information related to the corresponding parallel importer at whose site the alert was raised.

Note: These fields (and the filter) will only be visible for the roles of „NOOL“ and „SUKL“!

4.2 GENERATING AD HOC CZMVS REPORTS DIRECTLY VIA AMS

Applicable for NOOL role only – on demand.

- a) In the alert detail
- b) In the list of selected alerts

Currently only A5 and A9 reports are available. Further reports may eventually be added by users. The reports are saved as attachments in PDF – **visible for CZMVO only!**

4.3 GENERATING DAILY REPORTS FOR AMS

The following reports are automatically generated in the specified time:

- a) „Daily Snapshot“
- b) „A10 – System Status Historical report“
- c) „Unusual System Activity report“

5. ONE-OFF ACCESS TO AMS FOR MAHS NOT CONNECTED TO AMS

Designated for MAH/OBP that do not have access to **NOOL AMS!**

Directions:

Once the preanalysis is concluded, the alert is set to the state of „01aa - New - End User transaction - Notification“. Subsequently, a notification e-mail containing a link with a token valid for 90 days is generated to enable access the alert details via the AMS.

The one-off access provides the MAH with all functions of the AMS as if they were connected to it, however; with the following exceptions:

- a) Closing multiple alerts – **not available**
- b) Sending messages related to multiple alerts – **not available**
- c) Inserting a file to multiple alerts at the same time – **not available**

Each e-mail also contains the acceptance clause (see point 1 above).

Note: Such alert will act as an ordinary alert with all standard notifications sent out in case of inactivity. After 5 days of inactivity in the state of 01aa, a notification e-mail will be generated with a link containing a new temporary token (valid for 90 days). After another 5 days (if the state of the alert still remains in 01aa), a warning notification e-mail including a token (valid for 90 days) will be generated. This e-mail also contains an information that SÚKL (NCA) will be notified should the inactivity exceed 30 days.

Note: This function will only be launched based on an agreement of the CZMVO Board of Directors

6. „MINOR“ MODIFICATIONS

6.1 Filters

- a) A Filter „Source Market“ – new options „CZ“, and „Except CZ“, a list of other countries
- b) A new filter „Aggr. Source“ – values „National“, „MAH“
- c) A new filter „Number of days since CZMVO message“ – i.e. filters alerts by date of sending a message in the NOOL chat regardless of the current state of the alert

6.2 NOTE

The field Add note has been added to alert detail for NOOL and End user roles. The note can be made visible for the particular role only (NOOL, End User) The MAHs already have this option.

6.3 Import of state changes

Import in xlsx option added.

6.4 User removal option

An admin may remove all users on the condition that at least 1 administrator will be preserved for that ORG.

6.5 Administration of user notifications

The system must guarantee that MAH/KU will have at least one active user to receive Escalations (i.e. MAH inactivity 5 days and 10 days and End user Inactivity 48 hours and 5 days) and high priority alerts. On an attempt to deactivate sending of notifications, the system will check this and eventually display a warning.

6.6 Date formats in English version

All data variables in **EN version are in the YYYY-MM-DD HH:MM format.**

In CZ version it is DD.MM.YYYY HH:MM.

6.7. Double sending of text messages

The problem of double sending of texts (CZ, EN) when sending a preset message „Text“ has been solved.