NOOL Alert management system
Release: 5.0

NOOL Alert Management System (AMS) R5.0 features the following changes:

1. SOLUTION OF PROCEDURAL ERRORS

The new version of AMS enables end users to dispense packs to the public despite an alert raised as a result of a procedural error provided conditions stipulated by SÚKL (NCA) are met. This feature is only available to **end users** (pharmacy, wholesaler) and only for **End user transactions** ("Source Business Process = National System…") and for **A7 or A24** alerts that are **open** and **their state can be changed** according to the process workflow. The resolution and closing of a procedural error using this tool may enable the end user to **immediately dispense the pack to public**.

Note.: As a new feature the **MAH/OBP** can close the end user's procedural error with the alert state „*06f - Closed - End User process error - cannot be dispensed*" only after **9 days** have passed from the date the alert was raised.

If the end user is aware of a procedural error that **can be fixed** and a declaration submitted as per **conditions stipulated by SÚKL** (NCA), they may close the corresponding alert even if already closed as „*06f - Closed - End User process error - cannot be dispensed*", and subsequently set the alert to the state „*06m - Closed - End User process error - can be supplied*".

2. THE OPTION TO LIMIT END USER'S ACCESS TO AMS FOR INDIVIDUAL LOCATION/S

The objective is to give the option, for pharmacy and distribution chains in particular limit access to alerts for users of the corresponding location only, or a group of locations.
The Users administration will newly display an overview of all locations that belong to the respective Organization.
By default, all locations will be checked. The user with admin rights may, on creation of or editing a user account, check locations to which he wishes to grant access for the respective user.
Note: The user with **admin** rights has **access to all locations** of the organization and the selection cannot be narrowed down (in order to ensure every location is administered by someone).
Note.: Upon launching this feature, all users have access to all locations of the corresponding organization.

3. WORKFLOW MODIFICATION

Several improvements have been made to the AMS workflow, especially from the perspective of logical connections (eg. alert states applicable for end user transactions cannot be set for MAH transactions and vice versa, etc.)

4. PRE-INVESTIGATION MODIFICATION

Repeated running of the alert „Pre-investigation".
Any and all pre-investigation is evaluated upon alert creation and the system will not record any change that occurs later. For this reason an **automatic refresh** was incorporated so as to consider some selected entries -**this only involves unresolved alerts at the time of refresh** (e.g. "Exception", "the user is joined in AMS", "Successful dispensation of the pack after a repeated verification", etc.) Currently a repeated check of a selected data is set to occur **4x in 24 hours**.

CZMVS error indication modification.
MAH errors (data not uploaded or uploaded with the wrong version) and transaction NMVS error (the pack state change did not occur in all repositories) are differentiated.

The current error: ID = 15 "*PSUN - CZMVS error -Synchronization issue (PSUN transaction, alert raised outside of CZ)*" only occurs **in case of an A7 alert. In such cases the alert will be closed as "*06g - Closed - NMVS error*".** If the alert code is different (other than A7) a new error will be displayed with **ID 18 – "***PSUN - MAH - MAH error - PSUN transaction - data not uploaded or uploaded with the wrong version*." **The alert will not be closed automatically**.

Modification of groups
"**Source transaction type**" added (MAH or end user transaction) as **another criteria** in **creation of Groups**. The objective is to improve creation of Groups and thus provide for a convenient work with groups of alerts.

5. FUNCTIONAL CHANGES
Possibility of mass operation on user-selected alerts
It is now possible to create your own limited (max 100 entries) list of alerts (e.g. with selected fields) and include them in a list for sending preset messages or a bulk state change or send a message via Messenger.

If a group contains an alert whose state cannot be changed due to the process workflow, an error message will pop up informing that "The request cannot be performed, the group contains an alert or more alerts whose state cannot be changed due to the current state.

"Product name" field was added to notification e-mails for MAH an End user. The product name will be displayed if available.

Alert states modification
The list of alerts is expanded based on requests by SW companies. There are new fields "*State_type*" and "*State_type description*" with indication for the end user as to how the pack should be handled. Example: "Do not take any action", "Verify 2D code and return to stock" "Remove from communication and return to stock" Additional information from the end user required", etc.

6. „MINOR" MODIFICATIONS
The **overall appearance of the AMS has been modernized** including **colorization of aggregated alert states** for a better orientation.

The **interval for processing of alert e-mails was shortened** from 5 minutes to "immediate" Data synchronization between PROD, TEST and DEVELOPING environment was improved. The alert details newly contain contact information and product information (if available).
- **Section MAH:** *„EMVS MAH ID", „OBP Id", „OBP name",*
- **Section Product:**
  „Product Common Name", „Product Version Number", „Pack Type", „Pack Size, Form", „Strength", „National Code", „Article 57 Code", „Creation Date", „Withdrawal Date", „Withdrawal Reason", „Markets", „Market catalogue"
  - **Section Organization**
    „Street", „Country", „City", „Postal number"
    Location
    „Location ID", „SÚKL code", „Name", „Street", „City, „Date NMVS"

Communication logs have been made more transparent (the latest is always on top) the entries are in a single language according to the current language setting

There is also an **indication that a filter is applied** to the current overview of alerts. There is a **new date filter for Alert state** (e.g. all alerts that set to "04f" state on 10-10-2022, etc.).

7. EVIDENCE AND INVESTIGATION OF LEVEL 3 EXCEPTIONS

Level 3 alerts are newly loaded from Exceptions report to AMS. A new field "Level" (number values 1-5) was created. A filter was added for this field.

Note: "Alert Level" =5 has been allocated to all existing alerts (both active and archived). This does not involve alerts that have been removed from the AMS.

These exceptions are loaded to AMS on a periodical processing of the Exceptions report (day (8:00 - 17:59)- **every hour**, night (18:00 - 07:59) - **1x per night**. - Note.: these exceptions are loaded to AMS with a delay of approximately 2 to 3 hours from raising on the end user's side.

These exceptions **do not involve "UPRC"** and hence are not identified by the system from the outer perspective.

Unequivocal identification of Level 3 alerts in AMS: „MA"-„Location ID"-„xxxxxx", where MA= „Market", „Location ID" is the CZMVS location identifier and „xxxxxx" is an ascending counter of alerts of this kind at a given location.

Example.:

Market: CZ

Location ID: ca71c18a-d444-4fce-9903-92a232af2745

Counter: 123456

Alert ID will be as follows: CZ- ca71c18a-d444-4fce-9903-92a232af2745-123456

Notice: „*Alert state*" will be = „**01d – A1**".

For the time being, notification or escalation e-mails will not be sent.

The investigation process of these exceptions will be subject to further requests by SÚKL (NCA). The implementation of the investigation will take place after the approval of the SÚKL investigation process.

8. WORKFLOW FOR NOOL - CALL CENTER

Internal CZMVO tool for supervision over alerts where the cooperation of CZMVO is required.