

LETTER OF ANNOUNCEMENT
Downtime & Disruption Information System (DDIS)

18th December 2018

Dear OBP,

We are contacting you today to tell you about a new feature on our website, the Downtime & Disruption Information System (DDIS), to explain its introduction and how it helps you stay informed of any technical issues with the EMVS. The DDIS will be made available on the News & Events section of the EMVO website.

The DDIS allows any interested stakeholder to view downtimes of and disruptions to the EMVS in an easily accessible manner. The DDIS will show both planned and forced downtimes and disruptions, and **will go online on Friday 21st December**. NMVOs are responsible for the data which is uploaded related to their national system, with EMVO being responsible for the data uploaded to the DDIS related to the EU Hub, EMVO Gateway and OBP Portal.

Here at EMVO we want the information from the DDIS to reach as wide an audience as possible. We have therefore added a subscription option to the DDIS webpage and encourage you to subscribe. As a subscriber you will be able to choose the systems you wish to receive alerts for and will be notified via email as soon as a disruption or downtime for these systems are announced. All the information on the DDIS will be publicly available, but being a subscriber allows you to receive instant notifications as soon as a new downtime or disruption is published.

The DDIS covers both planned and forced disruptions and downtimes. Information on planned downtimes will be uploaded in advance, with forced downtimes and disruptions being made available as soon as possible. When these downtimes have been published on the DDIS webpage, subscribers will receive a notification detailing which system is affected.

If you would like a more detailed overview of the DDIS, please see a short [PowerPoint presentation](#). We do hope that the new feature will be useful, as we want to ensure that technical information is communicated as quickly as possible.

We believe that it will be a very useful feature, as the EMVS moves to its operational phase from 9th February 2019. In addition to this, we want to assure you that we will continue to develop the DDIS and that we want to ensure that we remain flexible to the needs of the users of the DDIS. We are also aware of the need for such a system, and here at EMVO we want to react quickly to the needs of OBPs. As such, it is our intention that this first release of the DDIS will be adapted as we head towards February 9th.

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu



EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

helpdesk@emvo-medicines.eu