

LETTER OF ANNOUNCEMENT
Downtime and Disruption Information System (DDIS)

1st February 2019

Dear all,

EMVO is contacting you today to provide some more information on the Downtime and Disruption Information System (DDIS), and to explain some changes EMVO will be making to this feature based on feedback we have received after its initial release.

As stated in our original [Letter of Announcement](#), the Downtime & Disruption Information System (DDIS) allows any interested stakeholder to view downtimes of and disruptions to the EMVS in an easily accessible manner. NMVOs are responsible for the entries related to their national system, while EMVO is responsible for entries to the DDIS related to the EU Hub, EMVO Gateway and OBP Portal.

For the avoidance of doubt, the DDIS covers two types of incidents involving the systems of the EMVS:

Downtime: A **Downtime** would indeed mean that a system is not available (down) and that communication with the system would not be possible.

Disruption: A **Disruption** would mean that *some* functionalities *may* not be working as intended *some* of the time.

To be absolutely clear, if there is a **disruption** listed in an entry on the DDIS, this does not mean that the system is down. For example, if an entry on the DDIS related to the EU Hub noted an issue as a disruption; the EU Hub is available and performing.

In addition, there is also a functionality on the DDIS which allows a pdf document to be added to entries to provide a detailed explanation of an issue. Entries made by EMVO will always include an attached document in the column titled 'Reason (if available)' where we will provide further explanation of the incident.

As stated in our original [Letter of Announcement](#) on the DDIS in December last year, we believe that the DDIS is a very useful feature of communication on the status and issues of the EMVS. However, we are aware that further improvements are to be made and we want to assure you that we will continue to develop the DDIS to the needs of its users.

To that end, EMVO plans to take the latest feedback into account which will lead to changes to the DDIS. For example, we plan to adapt the statuses of the DDIS in order to better reflect the severity of DDIS information. Also, a legend on the DDIS homepage is planned to provide, at a glance, the definitions of posted issues. This will ensure that when minor issues are uploaded, they are understood to be minor issues as opposed to downtimes of systems.

We are still confident that the DDIS will be seen to be a positive addition to the service we provide to OBPs and believe that these changes will ensure that information is provided and consumed in the most accurate manner.



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

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EMVO Team

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