LETTER OF ANNOUNCEMENT
The Alert Management System (AMS) project

16th July 2020

EMVO would like to share with you some important news regarding the EMVS and alerts handling; the launch of the Alert Management System (AMS) project. The objective of the AMS is not to reduce the number of false-positive alerts, but to support EMVS users (OBPs, MAHs, NMVOs and end-users) to follow-up on alert investigations.

The long-term aim of the AMS and other benefits
The ultimate goal of the AMS is to maximise the efficiency of alert management in the EMVS when the level of alert rate reaches a steady state. However, the system will bring tangible benefits to users, such as:

- Replacement of manual actions by streamlining processes;
- Long-term stabilisation and harmonisation of the alert rules;
- Guarantee that all steps in the alert investigation are fully logged & auditable.

The data used within the AMS will be protected by existing EMVS protocols and will be part of the current change management process.

Functionalities for users
The AMS will allow users to visualise alerts—illustrating and extracting reports for users—detailing their organisations' activities. Users will also be able to send files, change the status of alerts (according to the investigation status) and use business intelligence tools to support their decisions. Finally, as the AMS working group* wants to encourage collaboration within the system, it will offer users the option of communicating with each other.

Interacting with the AMS
You will have three options to access the AMS:

1. **Web app** enabling users to interact with the AMS;
2. **Mobile app**;
3. **Plug-in** via system integration, the AMS can be plugged into the current user's interface.
   (A new On-Boarding procedure will not be necessary if you opt for the plug-in option. Instructions will be provided by EMVO.)

Instructions will also be shared on how to easily embed your preferred solution when available.

What are the next steps?
The AMS team have gathered all the requirements and will collect all the Stakeholders' feedback until the beginning of September. Then, the AMS team will finalise these enhanced requirements and bring them to the EMVS governing bodies' approval. Finally, the AMS project will transition to the design and implementation phase next year. As this is an ongoing project that will be implemented in summer 2021, the success of the project will stem from the continued partnership between the AMS team and Stakeholders. Therefore, we urge you to participate as much as possible.

If you have any questions regarding the project or the requirement specifications, please feel free to contact the AMS workgroup: AlertManagementSystem@emvo-medicines.eu. We are looking forward to receiving your feedback.

***Note:** The AMS working group consists of the National Medicines Verification Organisations (NMVOs), the European Association of Hospital Pharmacists (EAHP), Affordable Medicines Europe - formerly known as the European Association of Euro-Pharmaceutical Companies (EAEPC), the European Healthcare Distribution Association (GIRP), Medicines for Europe, the European Federation of Pharmaceutical Industries and Associations (EFPIA), the Pharmaceutical Group of European Union (PGEU) and the European Medicines Verification Organisation (EMVO).

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

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