

Study Definition Repository (SDR)

User Access Management

And

Incident Management

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Document History

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1. Introduction

1.1. Overview

The user access and support management for SDR is managed on GitHub. All user access requests to any SDR environment, incidents and any technical query/support on SDR can be requested on GitHub in TransCelerate organization's public repository **ddf-sdr-support**.

1.2. Scope of Document

This document details the steps to be followed for raising individual user access requests to SDR environments, logging incidents, and technical support using GitHub.

All references to SDR environment in this document refer to any and all environments hosting SDR for demo and integration purposes.

This document however does not cover details of SLAs on the tickets.

1.3. Definitions and Acronyms

Table 1 Definitions and Acronyms

Term / Abbreviation	Definition
ACN	Accenture
API	Application Programming Interface
DDF	Digital Data Flow
JSON	JavaScript Object Notation
SDR	Study Definition Repository
SLA	Service Level Agreement
TCB	TransCelerate BioPharma
UI	User Interface
USDM	Unified Study Definitions Model

2. Access Provisioning

This section details the steps to be followed to raise request for access to SDR environment. All correspondence from/to SDR Support Team will be primarily through GitHub Issues and comments and wherever applicable will involve email communication via the **SDR.Support@accenture.com** account.

1. User requesting access must access the **transcelerate/ddf-sdr-support** repository on GitHub and navigate to the Issues tab.
2. In the issues tab, user can click on "New Issue" to log a request.
3. In the Issue Templates available, user can select "Access Request" and proceed.
4. In the Access Request issue template, user can fill in all the mandatory details and submit the request by choosing the environment they require access to.

5. Once the issue is created, the user is automatically subscribed to the updates on this ticket. Additionally, an automated mail to the SDR Support team is triggered.
6. Access requests have to be approved by TCB before being processed further. An email to the @TCB Group will be triggered on creation.
7. SDR Support team will acknowledge the access request and request additional info including email ID to which the access invite will be sent.
8. Once request is approved by TCB, the SDR Support team shall correspond via comments on the ticket for any additional information from user. This includes
 - Certificate custom to client's company required to authenticate access. Steps to generate certificate will be shared on the ticket.
9. Once the access is provided and all necessary steps completed SDR Support team will request for confirmation to user on the ticket whether SDR application was accessed successfully.
 - This response will also have link to documentation that provides details on how to access SDR UI and API applications.
10. Once user comments affirmatively, SDR Support team will close the issue.
11. This type of issue can be logged to request access to SDR UI or API or both.

3. Incident and Support Management

3.1. Incident Management SLAs

This section details the steps to be followed to log incident on the SDR environment. All correspondence from/to SDR Support Team will be primarily through GitHub Issues and comments and wherever applicable will involve email communication via the **SDR.Support@accenture.com** account.

1. User facing an issue with the SDR environment can log an incident as Issue on GitHub in **transcelerate/ddf-sdr-support** repository.
2. In the issues tab in the repository on GitHub, user can click on "New Issue" to log a request.
3. In the Issue Templates available, user can select "Incident" and proceed.
4. The issue template will capture details of the incident and on successful creation an email to SDR Support team will be triggered. User can attach screenshots of the issue as needed. *Note that JSON files cannot be attached to GitHub Issues. Alternatively, they can be zipped and attached for providing supporting evidence of incident.*
5. The SDR support team will acknowledge receipt of the incident and after initial analysis, classify the incident based on its severity as given below.

Table 2 Incident Severity Classification

Severity	Description
Critical	System unavailable for multiple users
High	System unavailable for individual users
Medium	System available with restricted functionality, medium impact
Low	System available with restricted functionality, low impact Request for Information

6. SDR Support Team will request further details associated with the incident on the ticket (optionally via sdr.support@accenture.com in case of sensitive data exchange).
7. Timely updates on the progress of the incident resolution will be provided on the ticket. Alternatively, user can add comments directed at **@sdr-support** user on GitHub for more input or clarifications.
8. Once the incident has been successfully resolved, resolution details will be updated in the ticket and on receiving confirmation from user, the ticket will be closed.

3.2. Technical Support / Query

Technical support and assistance on SDR Environment can be requested like access requests. User can access the [transcelerate/ddf-sdr-support](https://github.com/transcelerate/ddf-sdr-support) repository on GitHub and navigate to the Issues tab and create a new issue by selecting the TechSupport template and providing requested details.

All correspondence will be via comments on the ticket and any sensitive data will be exchanged on email correspondence with sdr.support@accenture.com account.