



SCI/COS2023/1

DOCUMENT E: Questions and Answers

This document is established to centralise the responses to all the questions WOAHA receives related to the Reference Laboratory and Collaborating Centre reporting (RL&CC) system evolution (reference SCI/COS2023/1).

Updated on : 23/08/2023

Questions will be accepted until 23/08/2023

Section	Question	Answer
Document A		
General	Do will have users during the workshops for the UX experience?	We will not have the final users (the experts) but we will have the WOAHA key users (the Product Owner and the two Proxy Product Owner).
Doc A	<p>Document A mention 2 months of implementation and 3 years of maintenance (support, corrective and evolutive maintenance)</p> <p>The max budget of 30 000 euros does it concern the implementation?</p> <p>The implementation + 1 year of maintenance?</p> <p>The implementation + three years of maintenance?</p> <p>In the financial offer: "Overall cost" does it refer to implementation of the two milestones? Implementation + 1 year of maintenance?</p> <p>implementation + 3 years of maintenance?</p> <p>"Recurrent maintenance cost" does it refer to 1 year of maintenance or 3 years of maintenance?</p>	<p>As stated in Document A, under section 3.1 "Planning and Implementation Schedule," the implementation is estimated to take 2 months, and upon completing all milestones, there should be ensured a 3-year period for maintenance.</p> <p><u>The maximum budget of 30 000 euros covers only the implementation/development of the tool.</u></p> <p><u>Similarly, the financial offer encompasses the implementation phase along with the 3-year maintenance period. The term "Recurrent maintenance cost" is for knowing the budget of maintenance for only one year.</u></p> <p><u>Therefore, the total offer of 60,000 euros includes both the implementation and the 3-year maintenance period.</u></p>



<p>UR-1</p>	<ul style="list-style-type: none"> • How are the users rights managed? Is everything based on the AD groups or is there any existing in-app right management system? • For instance, must the hierarchy between experts and support users be managed by the application or by the Azure AD system? 	<ul style="list-style-type: none"> • The access to the application is managed by Azure AD groups. There are 3 AD groups; Centres, laboratories and admin. • The rights of the users are managed through the application database. Hierarchy is therefore managed in the database. • We will need to add a group Azure AD for the user supports but their specific permissions will be managed within the application.
<p>UR-3</p>	<ul style="list-style-type: none"> • Is the support user access limited in time? • Can they be changed by the Expert User (in a wrong e-mail case for instance)? • How do the support users get warned about their collaboration duty? • If e-mails are sent to them, is it in the name of the connected expert user or is it a generic application name? 	<ul style="list-style-type: none"> • The support user access should be the same as the expert, the support must have the same permissions of timing as the expert. The responses, along with the experts, are cleared out at the end of each year when the system is closed. The same should apply to the support users. • Yes, the expert should be able to modify the e-mail for the support users. • The support users are not warned directly by the system but selected by the expert as a potential help. The expert will choose the support users entering their e-mails into the system and in that way, they will be notified and able to create their own password. • The support user will receive a Microsoft invitation to create their account. The email sent to the support user will be addressed to the support user of a specific expert. <u>This technical point will be discussed during the discovery workshops.</u>
<p>UR-4</p>	<p>If two allowed users are connected on the same report form at the same moment, do you want a functional lock on each question/field currently used by one person, or do you want a kind of live co-editing system?</p>	<p>A co-editing system will be needed.</p>
<p>UR-5</p>	<p>How are data synchronised between the CRM and the app? Is it a scheduled task or is there an API that runs at each user connection?</p>	<p>Currently the data is synchronized once per year when the application is prepared for launching the data collection and the data from laboratories and centres is imported. through the CRM API. But we want to have a synchronized in real time for the whole data collection round.</p> <p>“UR-5: As an expert RL&CC user, I must have my email updated in real time (synchronised) when my details are updated in CRM so that that I can connect</p>



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		to the system without the need to contact the support (business and IT teams)”
UR-12	In order to analyse the performance issue, is it possible to get a copy of the source code?	For security and confidentiality purpose, it is not possible to provide the source code.
UR-16	Is it possible to produce a joint report between two Laboratories from two different regions? (also related to UR-9)	<ul style="list-style-type: none"> • Twinned laboratories can produce ONE joint report. • Twinned labs can and often come from two different regions. <p>It's necessary to highlight that UR-9 refers to the possibility of twinned laboratories to submit one unique joint report for both laboratories.</p> <p>On the other hand, UR-16 refers to the last column option displayed in question 3, where the system presents a list of regions as choices, while we were expecting to find a list of countries</p> <p>NB: there is no link between UR-9 and UR-16.</p>
UR-22	Who is the e-mail sending provider? Any already known restrictions?	Outlook smtp is used. Random issues for sending email campaign have been identified. Some emails are not sent. Root cause hasn't been identified yet.
UR-23	<ul style="list-style-type: none"> • How many functions to translate? (approximatively). • Is the framework and functions manager already based on a resource file system for translations? 	<ul style="list-style-type: none"> • Approximately, 25 questions for the RL annual reports, and 9 question con the CC annual reports. • Yes, the language files are stored in 3 files on the front-end of the application But some of the non-translated text are directly in the code source.
UR-24	What kind of bugs/errors are known in the processes of importing and inviting experts?	Some experts didn't receive the invitation to complete the annual report system.
UR-25	How many occurrences to correct? (approximatively)	Approximatively: 41 for RL and 48 for CC = 89 occurrences (potentially)