SNOMED CT International Request Submission (SIRS) System

User Guide

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2013-04-02
Amendment History

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Review Timetable

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1 Introduction

1.1 Background
IHTSDO is currently transitioning its content editing and technical services in house which includes the provision of an enhanced request submission system. This guide aims to give all users of the current system a view of the system and how to access the functions and support for the SNOMED CT International Request Submission (SIRS) system.

1.2 Where have we come from?
The existing request submission data has been migrated from the system supported by the College of American Pathologists (CAP), sometimes referred to as the ‘Remedy’ system. The IHTSDO Request Submission Working Group provided a comprehensive set of requirements for an ideal system, and based on this input it became apparent that additional functionality is required over and above that which the existing tool could offer. Changes are also required to fully support the implementation of the IHTSDO Content Change Management Process.

1.3 What is the new request submission process?
It is expected that all request submissions from a Member country will be submitted via the designated Member organization. Any requests from a Member country not submitted via this route will in the first instance be forwarded to the appropriate Member organization to be formally assessed by them before progressing. In addition:

- A Member organization may action a request within its own National extension, and then forward to the IHTSDO for inclusion in the International Release or both action and forward.

- Affiliates from non Member countries who want to directly submit requests will be granted access to the Request Submission Portal.

- All requests from Partner organizations1 and Standards Development Organizations will be submitted by the designated terminology authority within the organization.

- Any requests from a Partner organization not submitted via this route will in the first instance be forwarded to the appropriate terminology authority to be formally assessed by them before progressing.

- All requests arising from outputs from IHTSDO Project Groups, Special Interest Groups, Harmonization Boards and Committees will be passed through the Content Change Management Process and can be submitted through the new portal.

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1 A Partner organization is an organization which has a formal agreement in place to collaborate with the IHTSDO on extending the usage and coverage of SNOMED CT and its derivatives.
1.4 Functions of the System

- All requests submitted will be visible to all Member organizations and other Portal users.
- All updates and outcomes of requests will be visible to all Member organizations and other Portal users.
- The Request Submission System functionality will include the ability over time to log requests for changes to the concept model, documentation, derivatives and standards in addition to changes to the terminology.
- The user will be able to track the progress of their submission throughout the 'end to end' request process.
- Changes will be implemented in the International Release according to the published IHTSDO editorial principles.
- Changes will be implemented subject to the published and approved Content Change Management Process.
- The Request Submission Portal will allow for Member and Partner organizations to append, comment or provide suggested amendments to any submission. Appended details will be logged against an existing record, identified by the source of the addition.
2 User Guides

2.1 Accessing the System

The new system is hosted on behalf of IHTSDO by the US National Library of Medicine. SIRS can be accessed at following link:  https://sirs.nlm.nih.gov
2.2 Signing In

For existing users: Information on usernames and passwords will be sent separately to users via email. It is strongly recommended that users change their password to something more secure at their earliest convenience.

Users can then sign into the system by clicking on the ‘Sign In’ link in the top right of the screen.

For new users: Follow the “contact us” link on the SIRS sign in page and request a user name from info@ihtsdo.org

In order to access the support portal users will require an IHTSDO CollabNet login. If you do not currently have an account then please create a user name and password by going to the following URL:

https://csfe.aceworkspace.net/sf/sfmain/do/createUser
2.3 User Profile Settings
Users can access settings in order to change details on their profile including name, email address, organization and telephone number. To access my settings click on the ‘My Settings’ link on the menu bar near the top of the page and then select ‘My Profile’.

2.4 User Email Notifications
Users can enable email notifications through the “My Settings” -> “Email Notification” menu. The default setting is for email notifications to be disabled.
2.5 Use and Workflow

IHTSDO’s Members coordinate requests for additions or changes to SNOMED CT from each country. For more information about the processes in each country, please access the relevant Member page.

IHTSDO’s online request submission system allows Member National Release Centers and other authorized users to request changes or additions to SNOMED CT International Release content. Requests that meet inclusion criteria for the International Release are addressed by IHTSDO support organization staff. The current status of all requests that have been made through this system is available online to Request Submission users. Users are notified by email when one of their requests is closed (either completed or declined).

If a request has been declined, a reason and explanation is provided to the requester, who may choose to appeal that decision to the Chief Terminologist.
2.6 Submitting a new request

2.6.1 How do I, in a member territory, make a request submission for an addition or change to SNOMED CT content?

For more information, please see the information available on this page on the IHTSDO website.
2.6.2 How do I, in a non-member territory, make a request submission for an addition or change to SNOMED CT content?

For more information, please see the information available on this page on the IHTSDO website.
2.7 Create a single request

To create a single request follow the steps shown below:

1. Sign In
2. Review the Recent Requests which are displayed in the window after sign in.
   - On the Home Page, check to make sure the request has not already been submitted, i.e. to avoid duplication.
   - Requests can be sorted by clicking on the self-selected pertinent column header or by using the Search function.
   - Review Requests:

Next:

Users can select to submit a single request or a batch request

3. Select submission type by choosing the request type from the drop down list as follows:
   - Go To New Requests Tab
   - For individual request: choose “Create Requests”
   - For Batch Requests: choose “Upload Batch Spreadsheets”
Create a single request

4. Sign In
5. Choose “New Request” from Home page,
6. Choose ”Create New Request”
   • Use the drop-down menu to select the type of change you are requesting:
     - Add Parent
     - Change Description
     - Change Parent
     - Change Relationship
     - New Concept
     - New Relationship
     - New Synonym
     - Retire Concept
     - Retire Description,
     - Retire Relationship
     - Other

7. Select type then Click on the ”Add” button

8. Complete the online form which follows. Hover the cursor over the headings on the left hand side of the page to see an explanation of the required information.

9. Type in the required information.

The information requested will vary depending on the type of request

   e.g. Add New Concept: This type of request does not mandate population of SNOMED CT centric details such as: Topic; Source Terminology or Concept Id see example below, these have not yet been created. In contrast, a request such as Change Parent does mandate this information be provided.
Add new concept:

10. Complete the form, then choose “validate and save”

2.8 View Draft Requests

- The form can be saved as a draft and completed at a later date.
- To retrieve saved drafts, go to the My Requests section of the toolbar headers and select My Draft Requests from the dropdown menu see below:

- Retrieve saved draft version of form.
- Complete the form, then choose “validate and save”
2.9 Create a batch request

To create a batch request follow the steps shown below:

1. Sign In
2. Choose “New Request” from Home page, a dropdown choice box appears;
3. Select “Upload Batch Requests”
4. Follow the online instructions to download a batch template:

5. Complete the batch request following the instructions in the EXCEL spreadsheet;
6. Save the completed spreadsheet on your local hard drive;
7. When ready, upload to system as per the instructions on the form and on the online page.
2.10 Edit or Review submitted requests

Users can edit or review previous submissions and the status of those requests:

Go to “My Requests” section of the SIRS

Select from Submitted, Accepted, Approved or Draft Requests

Once selected, submissions will be listed and using the "Actions" column, it is possible to edit previous submissions.

3 Updates

The portal links are posted in IHTSDO website (http://www.ihtsdo.org/develop/request-submission/) and CollabNet (https://csfe.aceworkspace.net/sf/sfmain/do/home).

The existing change requests and historical data have been migrated into the new system and are available.

Any queries on the content of the system should be directed initially to the IHTSDO Content Development Manager - Ian Green (igr@ihtsdo.org).

The IHTSDO SNOMED CT editors and Consultant Terminologists will participate in handling requests in the new system.
4 Issues and Enhancements

Support of the SIIRS system will be provided via the IHTSDO Tooling Support Portal at https://csfe.aceworkspace.net/sf/projects/ihtsdo_tooling/

Specifically there are two trackers set up to enable Users to raise Service requests, defects and any suggestions for enhancements to the system. Users can log into these trackers to raise items by ‘Submitting New Artifacts’. The IHTSDO Service Management team will pick them up and process them as necessary.

4.1 Service Requests, Issues or Defects

The Request Submission System request and defects tracker can be found through the Request Submission Issues Tracker link
To raise a new service request, defect or an issue, click on the Submit New Artifact button and fill the form out as necessary.

4.2 Enhancements

The Request Submission System enhancement tracker can be found through the following Request Submission Enhancement Tracker link

To raise a new enhancement, click on the Submit New Artifact button and fill the form out as necessary.
5 Notification of dates for Request Submission

The IHTSDO is modifying its process for communicating about the expected release date for requested changes. The IHTSDO will be accepting requests throughout the year, and there will be no published cut-off dates for acceptance of requests (either single or bulk).

The published cut-off dates incorrectly imply that requests received prior to that date are expected be incorporated, and those after that date will not be incorporated in the next release. Rather, each request will be reviewed and prioritized on its own merits.

Taking into account the volume and nature of requests, IHTSDO capacity, and the amount of time until the next release, each requester will be notified of the requests’ priority and a planned release date for the required change(s).

We will work to increase our capacity so that we handle requests in as timely a manner as possible.

To ensure we deliver the best service to requesters, we strongly suggest that requests are submitted with as much detail as possible.

Customer satisfaction of the system will be surveyed and reviewed on a regular basis.