Agenda

• Welcome and Introductions
• Poll Questions
• STS Updates
• IQVIA Updates
• User Feedback
  • Include Ticket Number/Case Number
STS Updates

• AQO 2020 – GOING VIRUTAL
  • Thursday, October 1
    • Live Content from 10-12pmCT and 1-3pmCT
    • Break/Exhibits/E-Posters from 12-1pmCT and 3-4pmCT
    • Pre-recorded content 5-10 videos

• ACSD v4.20.2
  • Training Manual Posted
  • Worksheets Expected Next Week
    • Sites can customize their worksheets or make their own from the DCF
Upcoming Release Updates – June 2020

• IQVIA Product Version Updated to v1.29

• ACSD Updates
  • STS-1853 - ACSD Participant Dashboard Report not displaying case list when clicking on values under Other Cardiac Procedures sub-report
  • STS-2926 – ACSD Participant Dashboard Report, removed the Subcategory Text label on the graph variable name
  • STS-2603 – Updated the valve devices list
  • STS-2612 – Update the ventricular assisted devices (VAD) list
Update
Harvest Summary Report Concept
STS/IQVIA Support Plan
IQVIA's Support Plan

Participant or vendor contacts IQVIA customer support
Phone: 833-255-7187
Email: STSTechsupport@iqvia.com

**Tier I – IQVIA**
Contact Center
Live Support: 8 am–8 pm ET, Mon–Fri

**Tier II – IQVIA**
Support Lead, Systems & Application Support
Live Support: 8 am–8 pm ET, Mon–Fri

**STS**
Live Support: 9 am–5 pm CT, Mon–Fri

**DCRI**
Live Support: 9 am–5 pm ET, Mon–Fri

Database Vendors

^ Inquiries received outside live support hours will require a 24-hour turnaround window (i.e., one business day) for responses.
Resources

- **STS National Database Webpage**
- **STSTechSupport@IQVIA.com** (Uploader, DQR, Missing Variable, Dashboard, Password and Login)
- Phone Support: 1-833-256-7187
- **STS National Database Feedback Form**
- Resource Documents
  - Contact Information
  - Webinar Information
  - FAQ Document
  - Go-Live Checklist
  - Tiered-level Support Document
  - *Training Videos*
  - *Link to IQVIA*
  - ckrohn@sts.org
Open Discussion

Please use the Q&A Function.

We will answer as many questions as possible.

We encourage your feedback and want to hear from you!
Thank you for joining!

Next ACSD Webinars

June 25, 2020
- v4.20.2 Webinar @ 2pmCT

July 1, 2020
- ACSD Monthly Webinar @ 2pmCT