



**Deliverable 5.1**  
**OD4RD User's feedbacks and Ticketing platform**  
**setup**  
**March 2022**

**OD4RD**  
**Orphanet Data For Rare Diseases**



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### Objective

Task 5.1 Objective is to support the workflow processing and access management. (ie Ticketing system...) in order to facilitate the Workpackage (WP) 4 task 4.1 (Coordination of the national nomenclature hubs network) and task 4.5 (Provide support and advice on ORPHAcodes implementation and use and Launch of National helpdesk). This deliverable describes the tool and the workflow set up to track issues within the Orphanet nomenclature national hubs network)

### Methodology

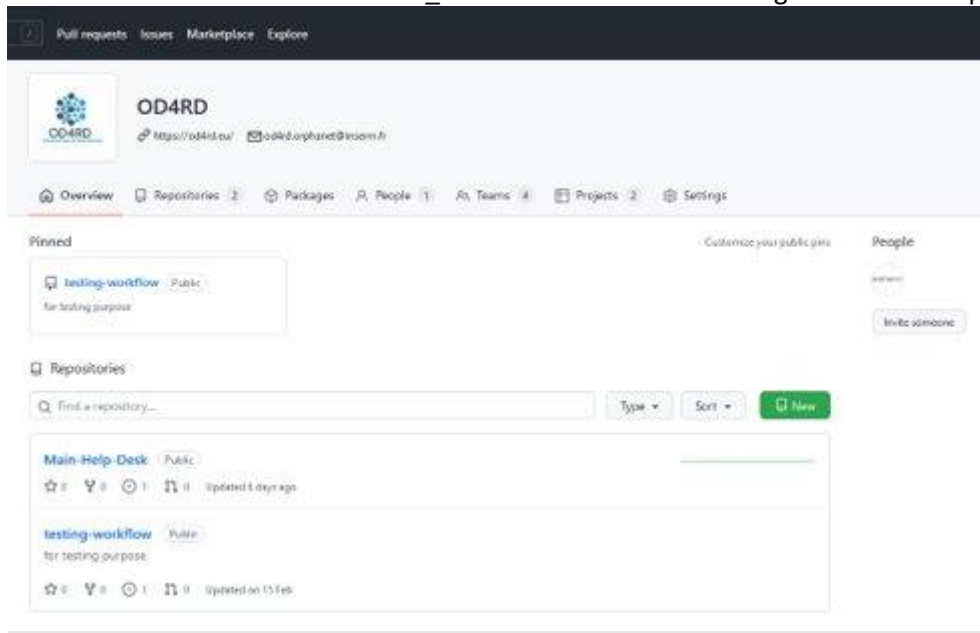
Specifications and needs from WP4 were collected during different meetings in the first three months of the project. The exchanges allowed to setup an “Issues Tracking system” according to the needs and feedbacks from the final users (“Agile” iterative adaptation) as well as to define a workflow supported by the tool.

### The tool

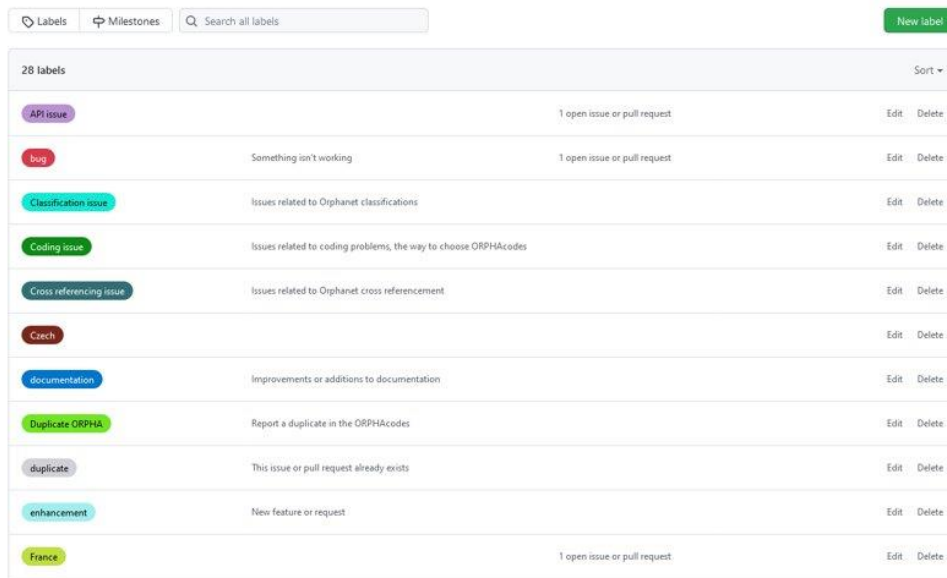
Generally speaking, a « Ticketing System » should support basic implementation of any workflow and team, it should be user-friendly and have a well-proven use in large communities.

The choice was to use GitHub for it is a heavily used tool for supporting development process of software/app, it is easy to use (especially for IT environments), it supports both « organisation »and « teams » processing and it was originally specifically developed to ease issues tracking . Also, the Orphanet IT team as well as the scientific team were already familiar with the tool which has been used during RD-CODE project. Indeed, the ORPHAcodification helpdesk developed in RD-CODE was GitHub-based.

The tool is available here: <https://github.com/OD4RD>



The tool set up allows to create issues that can be tracked and assigned to the different users, according to different issues labels that qualify the different demands ( fig below ) .

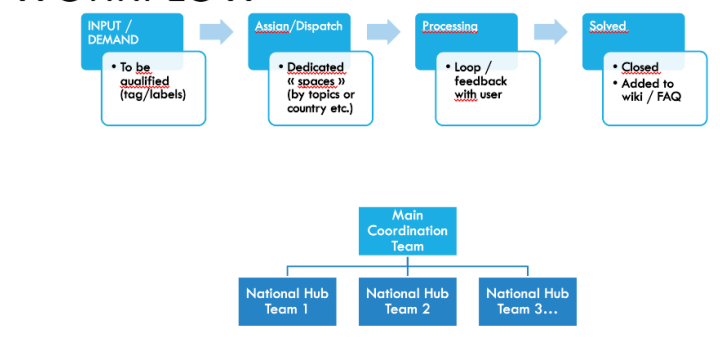


Labels	Milestones	Search all labels	New label
28 labels <span style="float: right;">Sort ▾</span>			
API issue		1 open issue or pull request	Edit Delete
bug	Something isn't working	1 open issue or pull request	Edit Delete
Classification issue	Issues related to Orphanet classifications		Edit Delete
Coding issue	Issues related to coding problems, the way to choose ORPHAcodes		Edit Delete
Cross referencing issue	Issues related to Orphanet cross referencing		Edit Delete
Czech			Edit Delete
documentation	Improvements or additions to documentation		Edit Delete
Duplicate ORPHA	Report a duplicate in the ORPHAcodes		Edit Delete
duplicate	This issue or pull request already exists		Edit Delete
enhancement	New feature or request		Edit Delete
France		1 open issue or pull request	Edit Delete

In addition to that, it allows to send notifications, to create subgroups of users according to the needs, to create repositories of issues and to have FAQ pages.

## Workflow

### WORKFLOW



Usually issues processing are based on few steps, depending on feedback loops designed.

Major steps are : qualifying a demand, assigning the demand to a team or individuals, processing the demand and eventually closed the demande once solved (or rejected).

The proposed tool provides also a fonctionnality to add a finalized process to a “wiki” or a Frequently Asked Questions section.

More over, in order to reflect the countries hub organisation, “Teams” are setup and linked to a main coordination team which could intervene at any step of the workflow.

### Next steps

Both workflows, ticketing labels and teams organisation could be revised at any time in order to reflect real life processing. National hubs could have different internal organisation and specific streams to address demands. All long the time the whole general setup will need adaptations. WP5 task 5.1 aims at addressing the needs expressed by WP4 accordingly. Based on WP4 feedbacks and countries needs, the settings will be fine tuned.