



11 December 2014
EMA/602641/2013

Service Level Agreement

For users

EudraCT result related information - Approve trial assignment requests

Field	Description
Introduction	<p>EudraCT result related information - Approve trial assignment requests</p> <p>The EMA user is required to process trial assignment requests that have been sent to the agency. The outcome of the processing is approval or rejection. The processing is only performed within the EudraCT system and is fully automated.</p>
Service Hours	<p>a) Guaranteed Supported Availability:</p> <p>EMA Business Hours are Monday to Friday, 09.00 to 17.30 (UK Time) excluding EMA Holidays.</p> <p>b) System Availability:</p> <ul style="list-style-type: none">24 hours 7 days per week. Procedure to be followed if unscheduled downtime is required.
Request processing	<p>Requests for assignment to clinical trials will be processed within 25 calendar days of the date of request.</p> <p>The timing may be extended due to high volume of requests or in the event of unscheduled downtime. Refer to monitoring and reporting requirements section.</p>

