Veeva Network 19R1.1.1 Release Notes

June 2019

Contents

About these Release Notes

These Release Notes describe all features that are included in Veeva Network 19R1.1.1.

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For more information, see About Network Customer Master Releases.

Browser requirements

The following are the minimum browser requirements:

- Internet Explorer™ 11+
- Google Chrome™ (most stable version at Network release)
- Safari® 10+
- Microsoft Edge™

Veeva Network is not supported on mobile devices.

What's new

The following key enhancements have been introduced in Veeva Network 19R1.1.1.

		ST	DS	DM	AD
Widgets					
Search widget	The Search widget resets when it is opened in a pop-up window.	●	●	●	●
Profile					
Multi-country HCPs	The Profile page contains a link that identifies multi-country HCPs that are managed by Veeva OpenData.	●	●	●	●

		ST	DS	DM	AD
Ad Hoc Match					
Exported child objects	Updated rules determine the child objects that are included in the exported results.	●	●	●	●
Usability updates	Updates have been made to the match log and the timestamp of your jobs.	●	●	●	●
Logs	Ad hoc match actions are now logged in the System Audit History.				●
Custom objects					
Data change requests	Network now supports add and change requests for custom objects.	●	●	●	●
Reports					
Reference codes for ad hoc queries	Only active reference codes display in reporting filters.	●	●	●	●
Query updates for data quality reports	Queries used by some reports will be updated to ensure that records are being correctly identified and record ownership is indicated.	●	●	●	●
Subscriptions					
Job triggers	Administrators can define actions to occur after a subscription job runs.			●	●
Loading data					
Match against OpenData	A maximum of 5000 matched OpenData records can be downloaded during a job.			●	●
Match					
Upcoming changes to default match rules	In version 19R2.0, the default match rules for the United States and Canada will be updated to support the Address Lines Construction feature.			●	●
Data model					
Supported countries	A data model has been added for Bosnia and Herzegovina, Estonia, Montenegro, North Macedonia, and Serbia. Reference data is translated for these countries, plus Iceland.			●	●
HCP opt-out	Bosnia and Herzegovina, Estonia, Montenegro, North Macedonia, and Serbia have been added to the list of opted-out countries.			●	●
Users					
Additional permissions	Setting options for Compliance and Data Lineage are updated to reflect the new profile page.				●

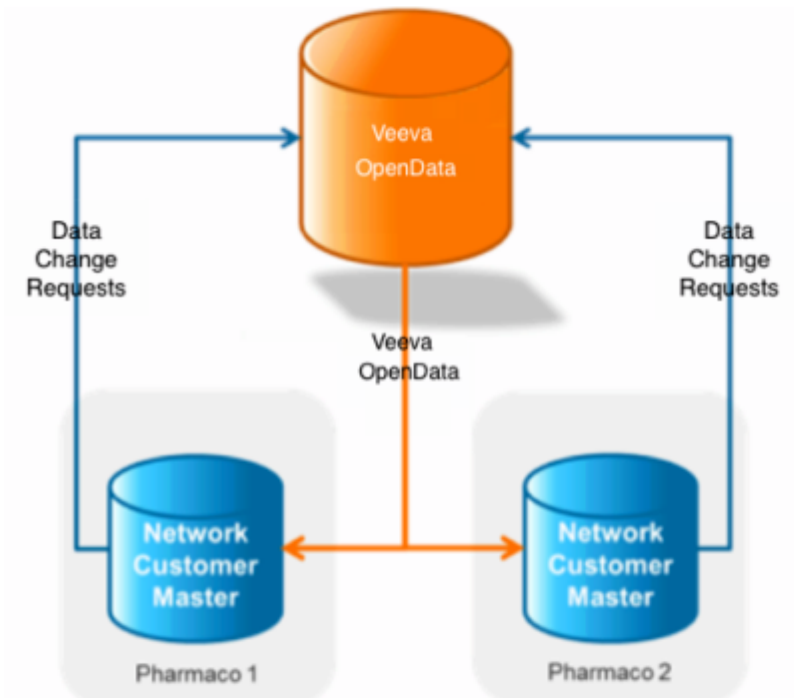
Data Governance - Specific updates for fields and reference data are provided in the *Veeva Network Data Governance* release notes for every minor and major Network release.

Introduction

Veeva Network includes Network Customer Master, and for applicable countries, Veeva OpenData Customer Data.

Veeva OpenData provides identity, demographic, and licensure data about Healthcare Professionals and Healthcare Organizations.

Network Customer Master is a SaaS Master Data Management (MDM) application that is populated with a subset of the data from Veeva OpenData, according to each pharmaco's contract with Veeva.



Network Customer Master

Veeva Network Customer Master is a multi-tenant SaaS Master Data Management (MDM) application. Each pharmaco that subscribes to Veeva Network has its own Network Customer Master tenant (often referred to as a Network org similar in concept to a Veeva CRM or Salesforce.com org).

Where Veeva OpenData is enabled, each Network org comes pre-populated with data from the Veeva OpenData databases to which the pharmaco has subscribed. Veeva Network automatically keeps the data in each production Network org up-to-date and in sync with the data in Veeva OpenData.

Pharmacos can also load their own data into their Network org and match and merge it with the Veeva OpenData data. Veeva is responsible for stewarding the quality of the Veeva-provided data as well as any new records added in the Network org that can be shared with Veeva OpenData.

Records that do not match Veeva records will be loaded as customer-stewarded records and updates on those records will not be shared with Veeva OpenData.

Widget

SEARCH WIDGET

The Search widget now resets when it is reopened in a pop-up window. Previously, searches would be saved, so records that had previously been selected were not available to select again.

This enhancement is enabled by default if you have configured your search widget to open in a pop-up.

Profile

MULTI-COUNTRY HCPS

On the profile page, a new link called **Multi-country HCP** displays on Veeva OpenData records when an HCP has a record in another country.

Some health care professionals practice in more than one country, particularly in Europe. In these situations, HCPs have a record for each country that they practice in so that country-specific data like local IDs and contact details is contained. However, it is valuable to know that records are for the same person; for example, for transparency reporting or for GDPR compliance (when HCPs request to have their data removed). The **Multi-country HCP** link enables you to easily identify and access records in other countries for the same HCP.

Enable the feature

This feature is available in your Network instance if you subscribe to Veeva OpenData records in Europe. It is not supported for records in other OpenData regions or for locally managed or third party managed records.

A new field, `link_vid__v`, is included in the Veeva OpenData subscription. Administrators must enable the field so the **Multi-country HCP** link can display on the profile page.

To enable the field:

1. In the Admin console, click **Data Model > Network Data Model**.
2. In the **Health Care Professional** section, find the `link_id__v` field.
3. Click the **Not Enabled** icon.

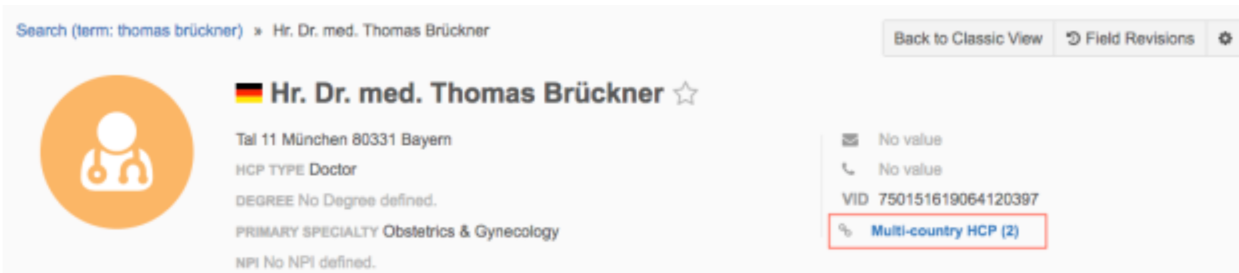
The icon changes to the **Enabled** state to indicate that the field is now enabled.

In your Network instance, the field is populated for any HCPs that have records in more than one country and that OpenData has identified as a multi-country HCP. Only a very small number of HCPs have records in more than one country. For most HCP records managed by Veeva OpenData, the value of the field will be null and the **Multi-country HCP** link will not display on the HCP profile page.

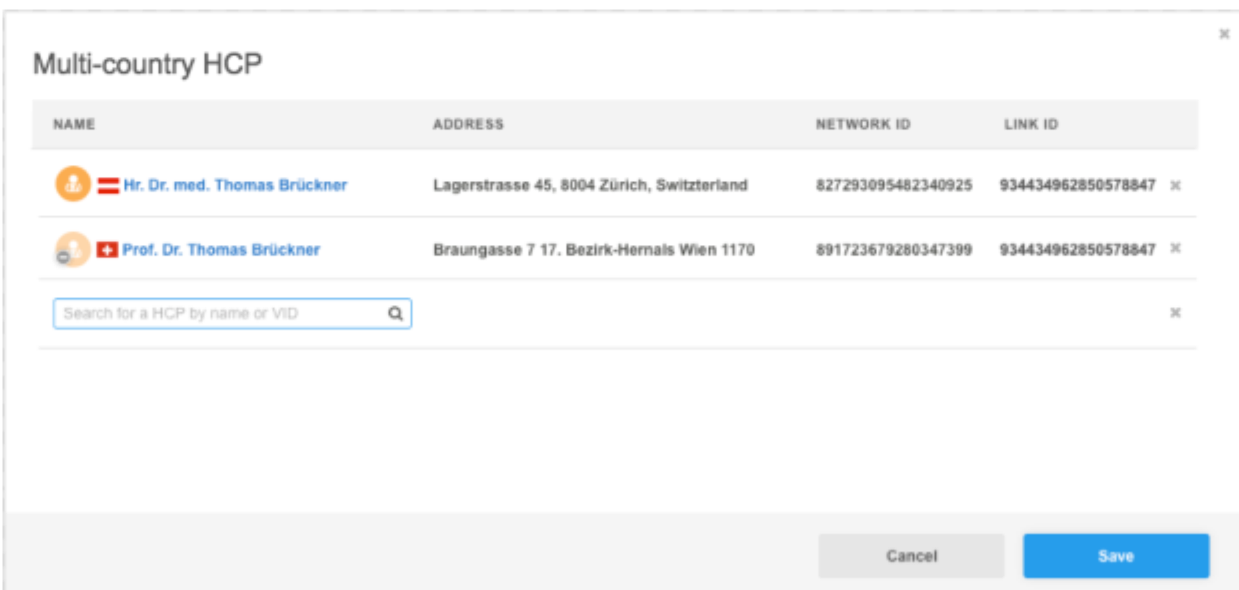
View multi-country HCP records

The **Multi-country HCP** link is available only on Veeva OpenData records in Europe. You can view multi-country HCPs that you have access to through your data visibility profile. Also, you must have a subscription for the country to view the linked record.

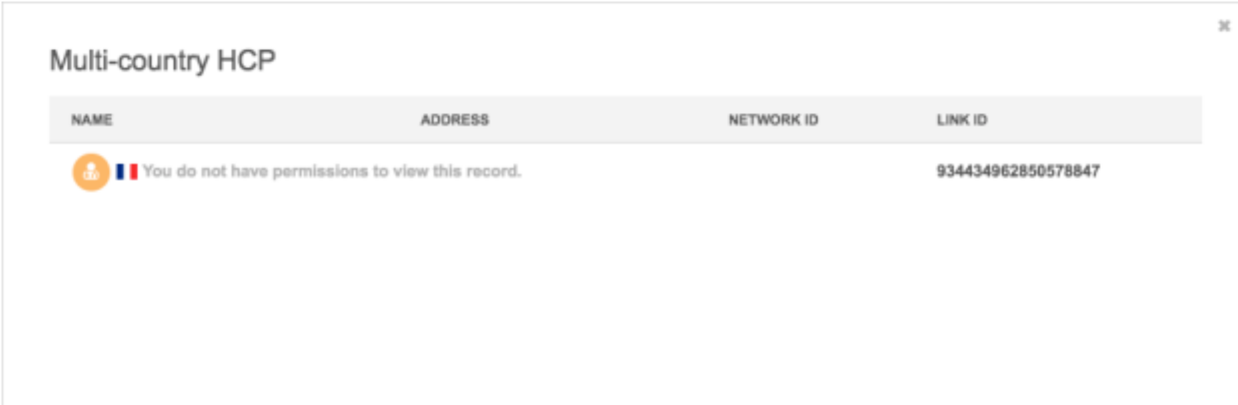
On an HCP's profile page, the count of records in other countries displays in the summary header. If the HCP is not linked to a record in another country, the icon and link does not display.



Click the **Multi-country HCP** link to open a pop-up that displays the other records. The information is read-only. Click the HCP name to open that record in a new browser window.



If you do not have access to a multi-country HCP record through your data visibility profile, you can see that another record exists, but you cannot access it. The primary country and link ID displays in the pop-up.



Records that display as multi-country HCPs

It's useful to see multi-country HCP records, even if the record is no longer active. For example, an HCP might move from one country to another. OpenData will inactivate the HCP's record for the original country and create a new record for the new country. Linking the two records ensures that you can see that the HCP is the same person.

The following types of HCP records can display as a multi-country HCP:

- active
- inactive
- retired
- deceased
- valid

Records that are invalid, deleted, merged, and opted-out do not display.

Add multi-country records

The `link_vid__v` field is managed by Veeva OpenData only. Data change requests cannot be submitted for the field and it cannot be updated using the Network API or through source subscriptions.

To advise OpenData about a multi-country HCP, contact Veeva Support.

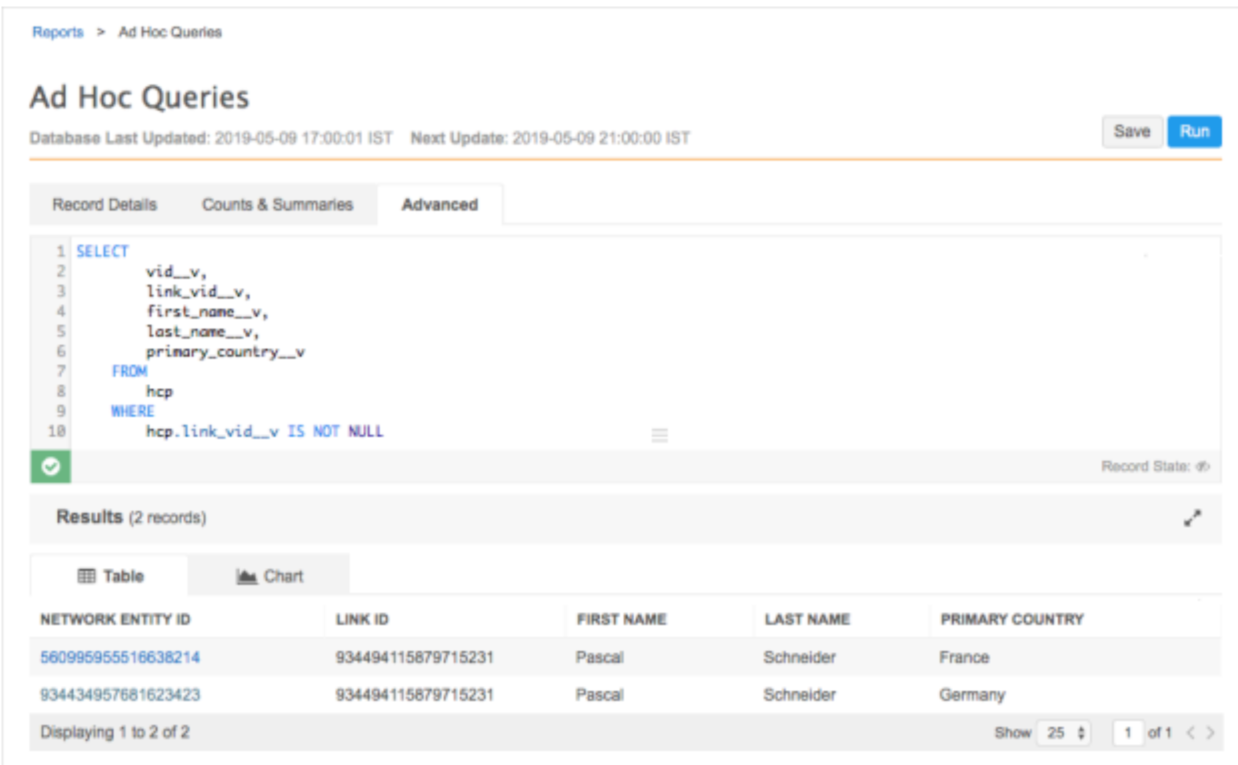
Report on multi-country HCPs

Users with access to advanced ad hoc reports can create a report to find the multi-country HCPs in their Network instance.

Use the following query:

```
SELECT
         vid__v,
         link_vid__v,
         first_name__v,
         last_name__v,
         primary_country__v
     FROM
         hcp
     WHERE
         hcp.link_vid__v IS NOT NULL
```

Example query results



Ad Hoc Match

SORT ORDER FOR EXPORTED CHILD OBJECTS

When you create an ad hoc match file, you can configure the number of child objects that you want to export in the results. The rules that determine which child objects are exported have been updated to ensure that the most relevant ones are included in your results. There are specific sorting rules for each child object type.

This enhancement is enabled by default in all Network instances.

Addresses

The addresses that are included are determined using the following sort order:

1. Ordinal (`address_ordinal__v`) - In ascending order (highest (1) to lowest).
2. Status (`address_status__v`) - Active (A) before Inactive (I).
3. Type (`address_type__v`) - Sorted in the following order:
    a. Professional (P)
    b. Professional and Preferred Mail (B)
    c. Mail Only (M)
    d. Address (U)

Licenses

The licenses that are included are determined using the following sort order:

1. Best state license (`best_state_license__v`) - Records with this field set to `Y` followed by licenses with this field set to any other value.
2. Status (`license_status__v`) - Active (A) before Inactive (I) before Status Unknown (X).
3. Most recently modified licenses (`modified_date__v`)

Parent HCO

The Parent HCOs that are included are determined using the following sort order:

1. Status (`parent_hco_status__v`) - Active (A) before Inactive (I).
2. Most recently modified Parent HCOs (`modified_date__v`).

USABILITY UPDATES

The ad hoc match feature was updated in version 19R1.0 to improve the usability of the match configuration. Additional updates have been made in this release.

These enhancements are enabled by default in all Network instances.

Match source column

In 19R1.0, the ability to match against Veeva OpenData records became available if specific conditions are met. In the exported match file, a new column called **Match Source** was added to indicate if the match was found in the Network instance (*Local*) or the Veeva OpenData instance (*Master*). In this release, the column is updated to now display *OpenData* instead of *Master* if the match was found in the OpenData instance.

Timestamp

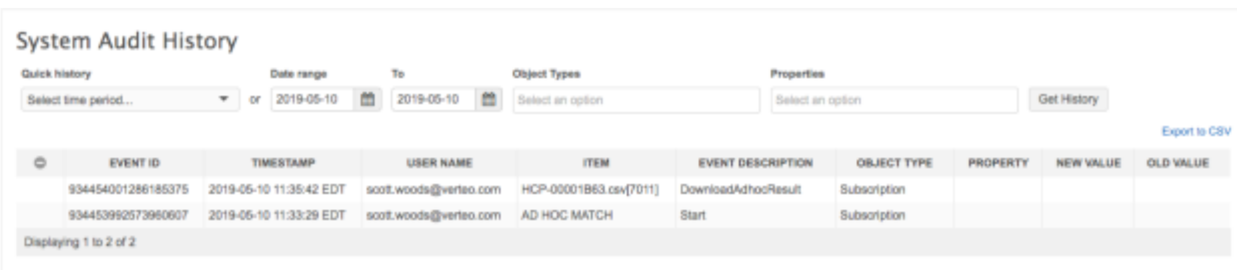
The **Start Time** column on the Matched Files page has been updated to include the seconds beside the hour and minute in the timestamp. Previously, the seconds displayed zeroes (0).

Logs

All ad hoc match actions are now tracked in the System Audit History log. Administrators can view when the actions occurred and by which user.

Logged actions:

- running jobs
- downloading input files
- downloading match results
- deleting jobs



Custom objects

Data change requests

Users can now submit add and change requests for custom objects using the Profile page or the My Requests page. Previously, only data stewards could add or update custom objects and the changes would be automatically approved. Now, administrators can configure workflow settings to support add and change requests for custom objects and determine whether the DCRs are routed to data stewards or automatically approved.

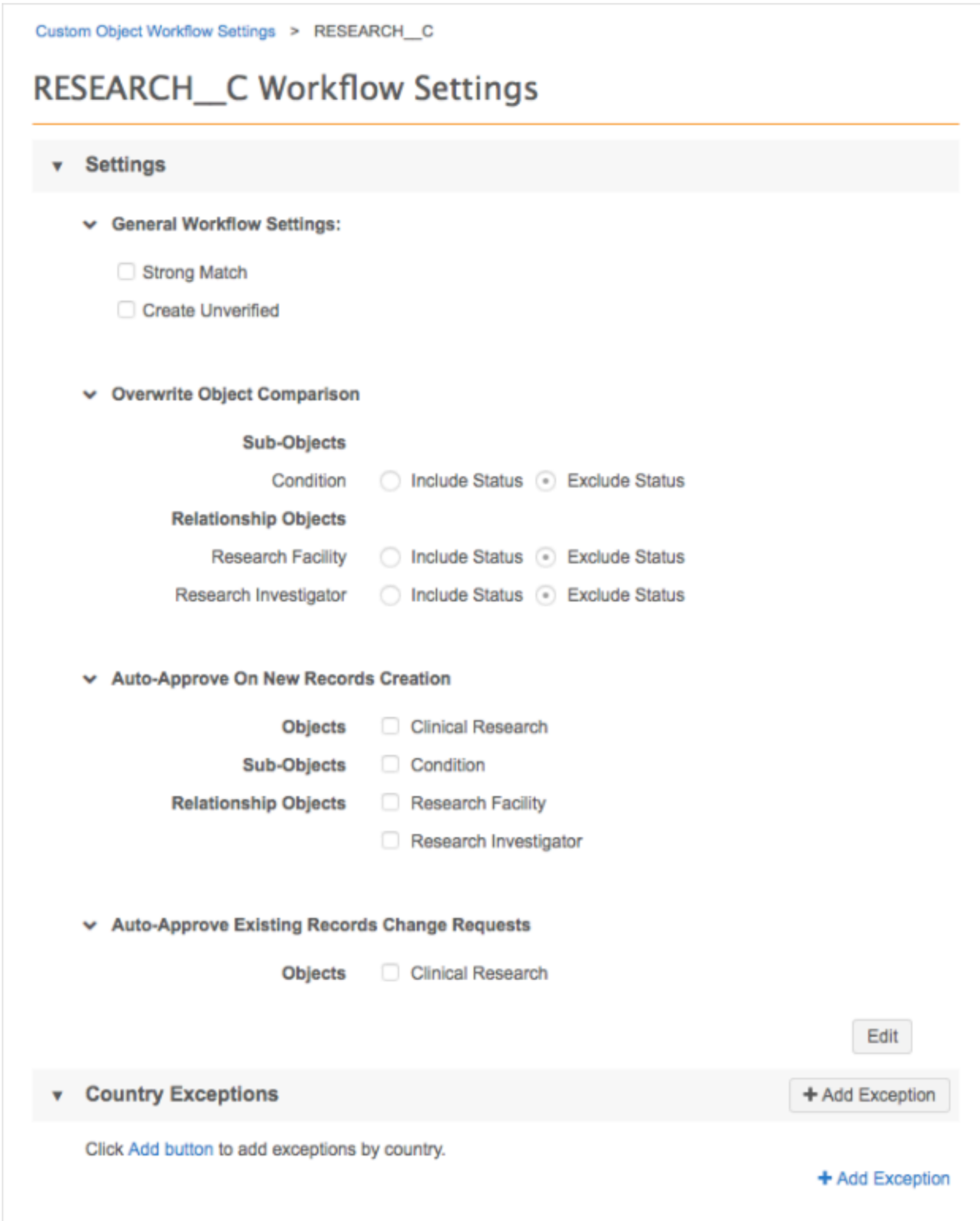
These enhancements are available by default if you have custom objects in your Network instance.

Define custom object workflow settings

To specify workflow settings for a custom object:

1. In the Admin console, click **Settings > Custom Object Workflow Settings**.
2. Select a custom object from the list.

   The Workflow Settings page opens.



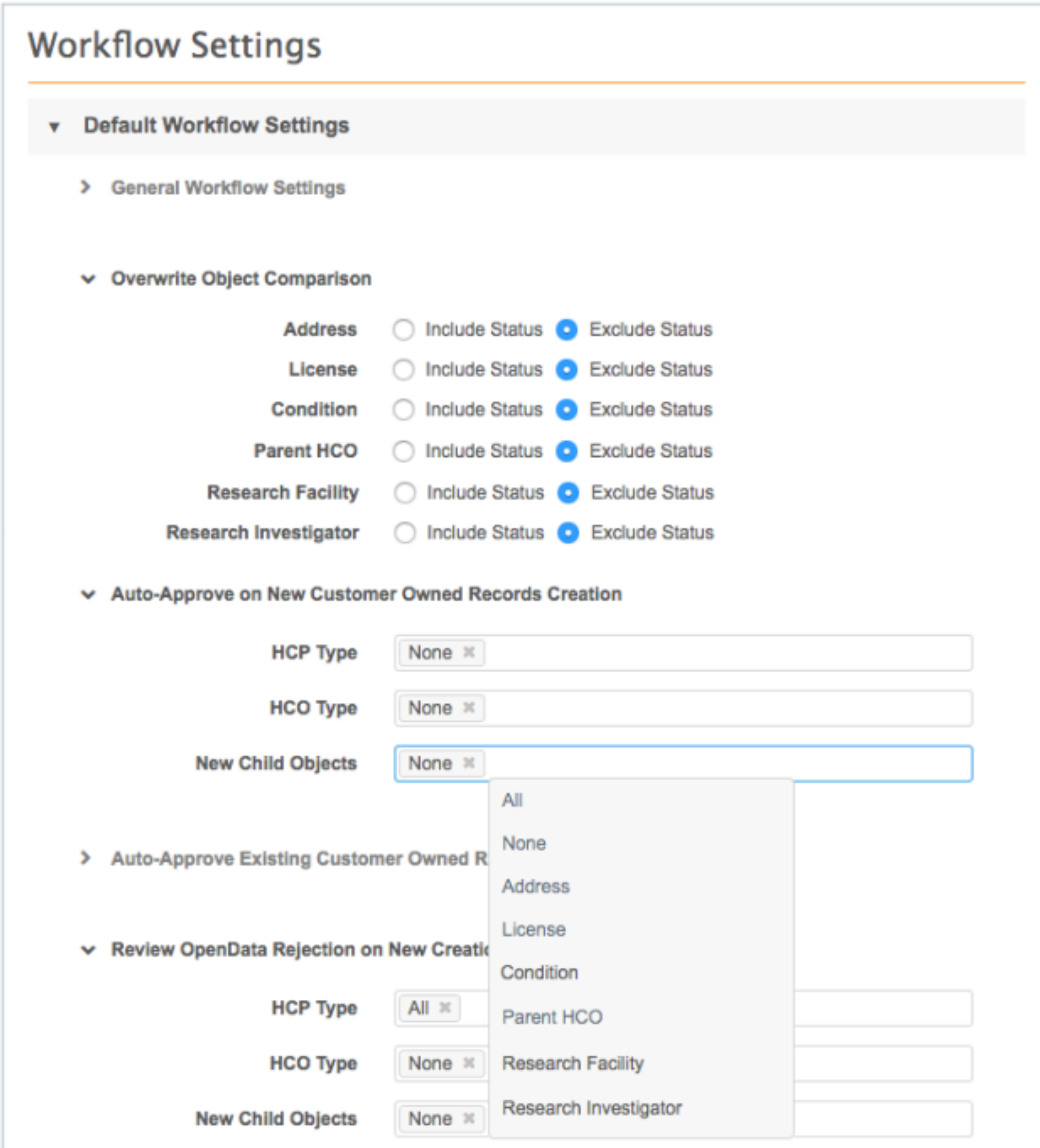
3. In the **Settings** section of the page, click **Edit**.
4. In the **General Workflow Settings** section, you can enable the following features for the custom object:
    - **Strong Match** - Determines whether an add request goes through or bypasses strong matching when creating an unverified record. Bypass a strong match to immediate create an unverified record so the Veeva ID can be used by the calling application. Not selected by default.
    - **Create Unverified** - Immediately create a record when an add request is submitted. Not selected by default.
5. In the **Overwrite Object Comparison** section, determine the status of the related sub-objects and relationship objects for unverified records.
    - **Include Status** - During sub-object comparison, consider the record status for matching.
    - **Exclude Status** - During sub-object comparison, do not consider the record status for matching. (Enabled by default).
6. In the **Auto-Approve on Add Requests** section, select the custom object type if add requests should be auto-approved. If the custom object type is not selected, add requests are routed to local data stewards for processing.
7. In the **Auto-Approve Change Requests** section, select the checkbox if changes for the custom object (including the related sub-objects and relationship objects) should be auto-approved. Otherwise, changes are routed to local data stewards for processing.
8. **Save** your changes for this section.
9. *Optional*. In the **Country Exceptions** section, click **+Add Exception** to specify countries where these settings should be different.

Updating workflow settings for Veeva objects

Custom sub-objects can be associated to Veeva standard objects (HCOs, HCPs). The Workflow Settings page now supports defining the add request behavior for these objects on HCPs and HCOs.

To specify the workflow settings for custom sub-objects:

1. In the Admin console, click **Settings > Workflow Settings**.
2. In the **Default Workflow Settings** section, click **Edit**.



3. In the **Overwrite Object Comparison** section, custom sub-objects and relationship objects that are associated with HCPs or HCOs are listed. Choose whether you want to consider (**Include Status**) or not consider (**Exclude Status**) the record status for matching. **Exclude Status** is selected by default.
4. In the **Auto-Approve on New Custom Owned Records Creation** section, expand the **New Child Objects** list and select any custom sub-objects that you want to be automatically approved. Only custom sub-objects that are associated to HCOs and HCPs are listed.

5. In the **Review OpenData Rejection on New Creations** section, expand the **New Child Objects** list and select any custom sub-objects that you want to be routed to local data stewards when they are rejected by Veeva OpenData data stewards. Only custom sub-objects that are associated to HCOs and HCPs are listed.
6. **Save** your changes.
7. *Optional*. In the **Country Exceptions** section, click **+Add Exception** to specify countries where these settings should be different.

Configure inbox task groups for custom objects

To support add and change requests, configure the inbox task groups to ensure the DCRs are sent to the appropriate data stewards. This is useful if you have data stewards with specific knowledge for custom objects. If an inbox task group is not defined for the custom object, DCRs are sent to your default routing group. Only data stewards and data managers who have permission to the custom object through their data visibility profile can access the DCRs in the inbox.

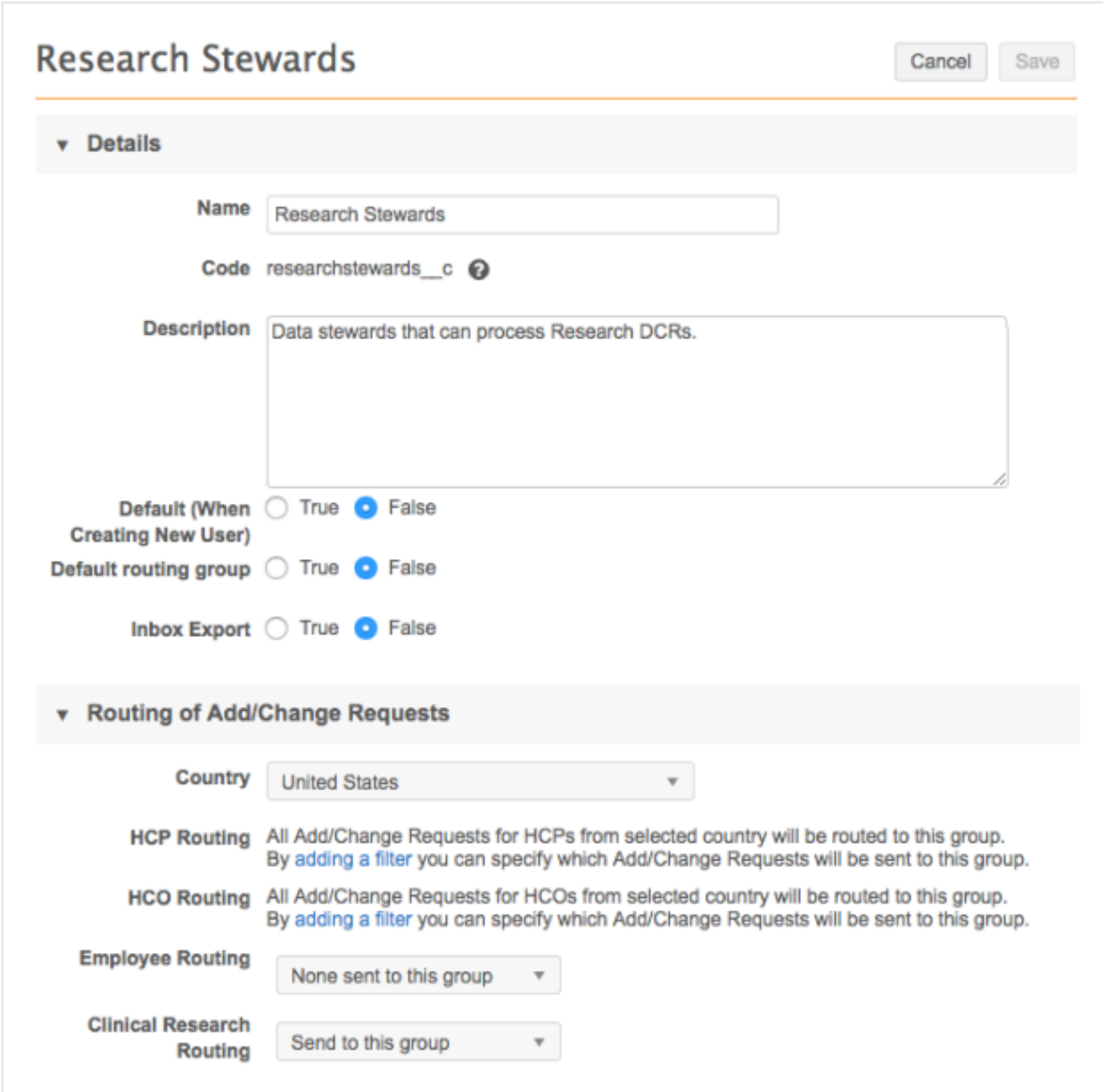
To determine the routing criteria for custom object stewardship:

1. In the Admin console, click **Users > Inbox Task Groups** and select an existing group.

   In the **Routing of Add/Change Requests** section, all of the custom objects in your Network instance are listed.

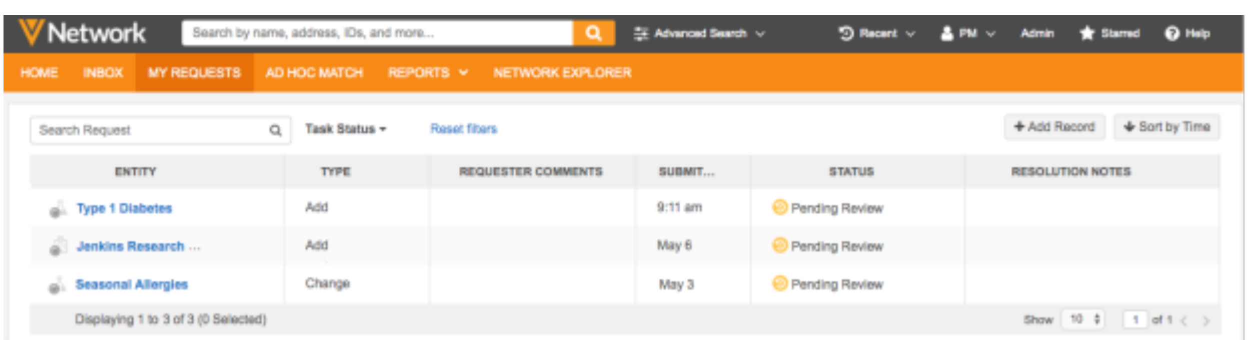
2. Beside each custom object, expand the list and select either **Send to this group** or **None sent to this group** (default).

Note: Data change requests for custom objects are never routed to Veeva OpenData or third party master data stewards.



My requests

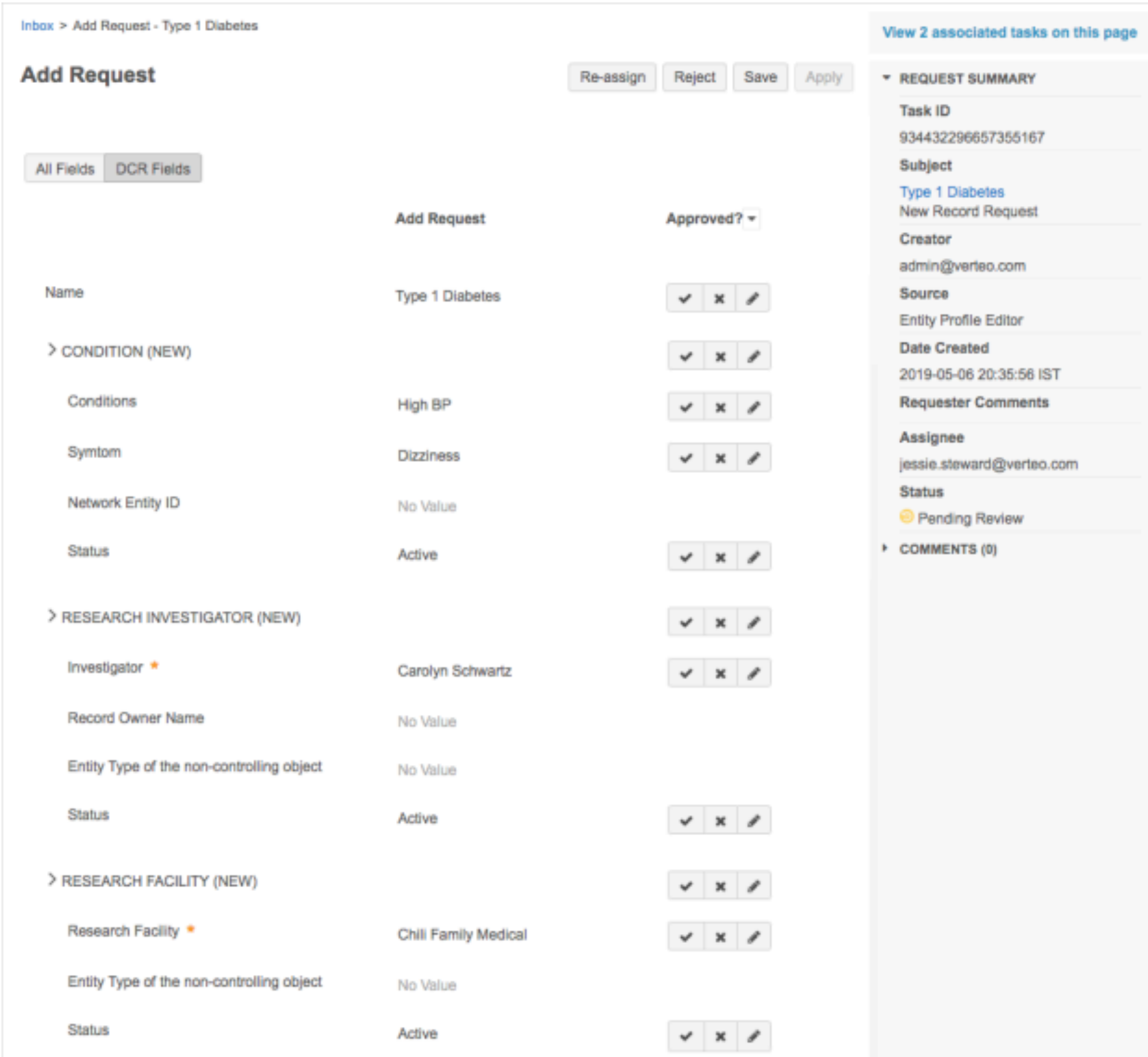
Users can submit add requests for custom objects from the My Requests page or the Profile page. After an add request or change request is submitted, users can track it from the My Requests page.



Stewarding DCRs

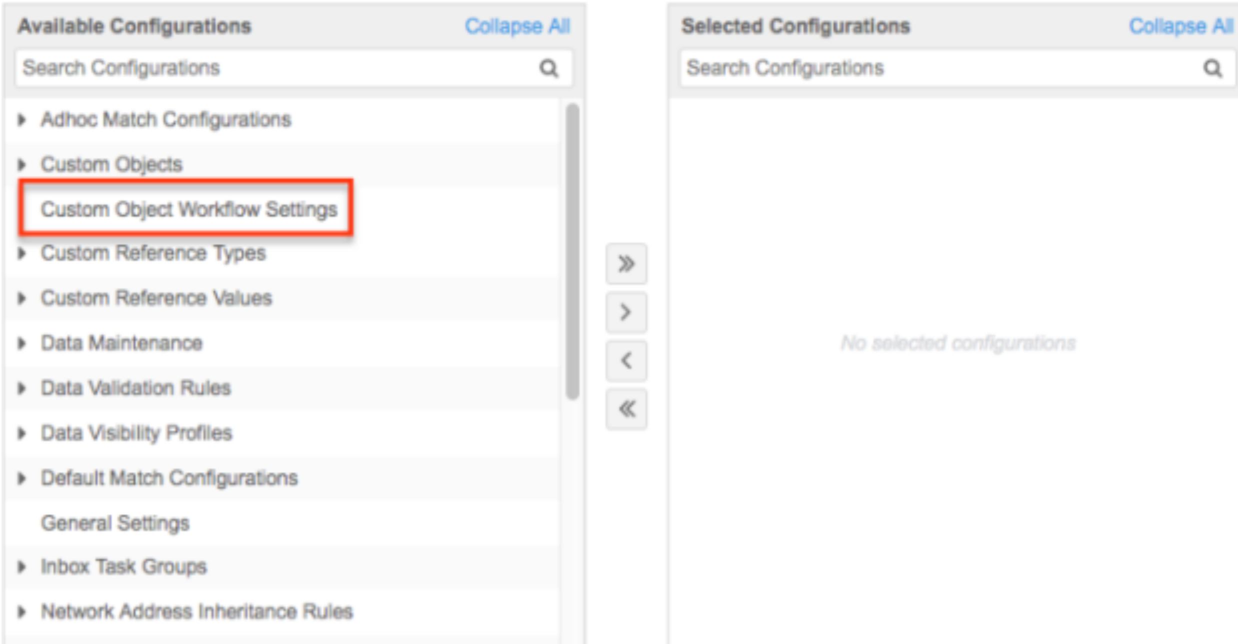
Add and change requests for custom objects are either automatically approved or routed to local data stewards. The inbox displays DCRs for custom objects. Data stewards that have access to custom objects can find the DCRs by filtering the inbox or by searching by task ID. Data stewards that do not have access to the custom object through their data visibility profile will see a **Lock** icon beside the name in the inbox and will be unable to open the task.

Data stewards can process add and change requests for custom objects in the same way they process Veeva standard objects. Associated tasks display by default. In-Queue tasks display if the **Create Unverified** setting is enabled in the custom object workflow settings.



Managing configurations

Workflow settings for custom objects can be included configuration export packages and imported to target environments. When you are adding configurations to your export package (**Settings > Configuration Export**), workflow settings for custom objects are located in the **Custom Object Workflow Settings** node.



API considerations

The Change Request API is updated to support custom objects. Note that the API call for custom sub-objects and relationship objects is different than the API call for Veeva standard sub-objects; custom sub-objects and relationship objects must be grouped by "set". For example, in the API call below, the CONDITION__C custom sub-object is `condition_set__c`".

Sample Create Change Request API

```
{
    "metadata": {
        "creator": "system.admin@verteodev.vdmdev.com",
        "note": "Test Adding New Studies via API",
        "source": "test"
    },
    "entity_type": "STUDY__C",
    "entity": {
        "nct_id__c": "2344568",
        "phase__c": "1",
        "primary_country__v": "US",
        "study_name__c": "CARD2344568",
        "condition_set__c": [{
            "condition_status__c": "A",
            "condition_name__c": "Name"
        }]
    }

}
```

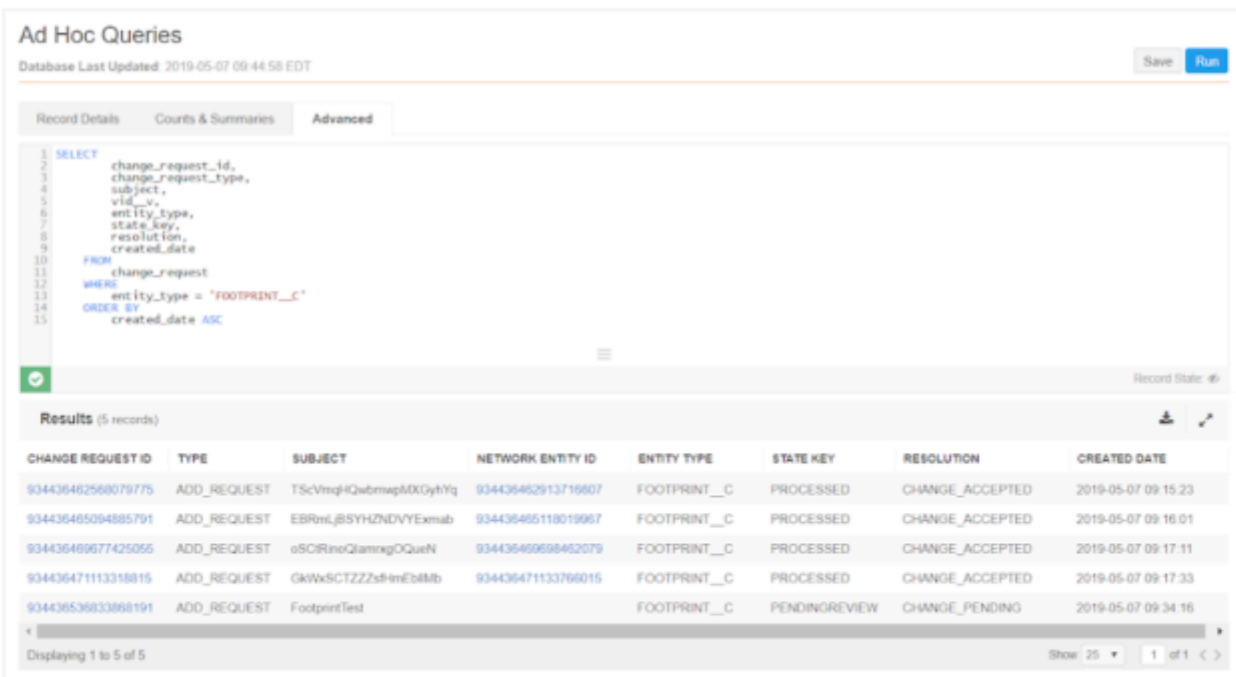
Reporting

Users with access to advanced ad hoc queries can report on change requests for custom objects.

Example query

```
SELECT
         change_request_id,
         change_request_type,
         subject,
         vid__v,
             entity_type,
         state_key,
         resolution,
         created_date
     FROM
         change_request
     WHERE
         entity_type = 'FOOTPRINT__C'
     ORDER BY
         created_date ASC
```

Example query results

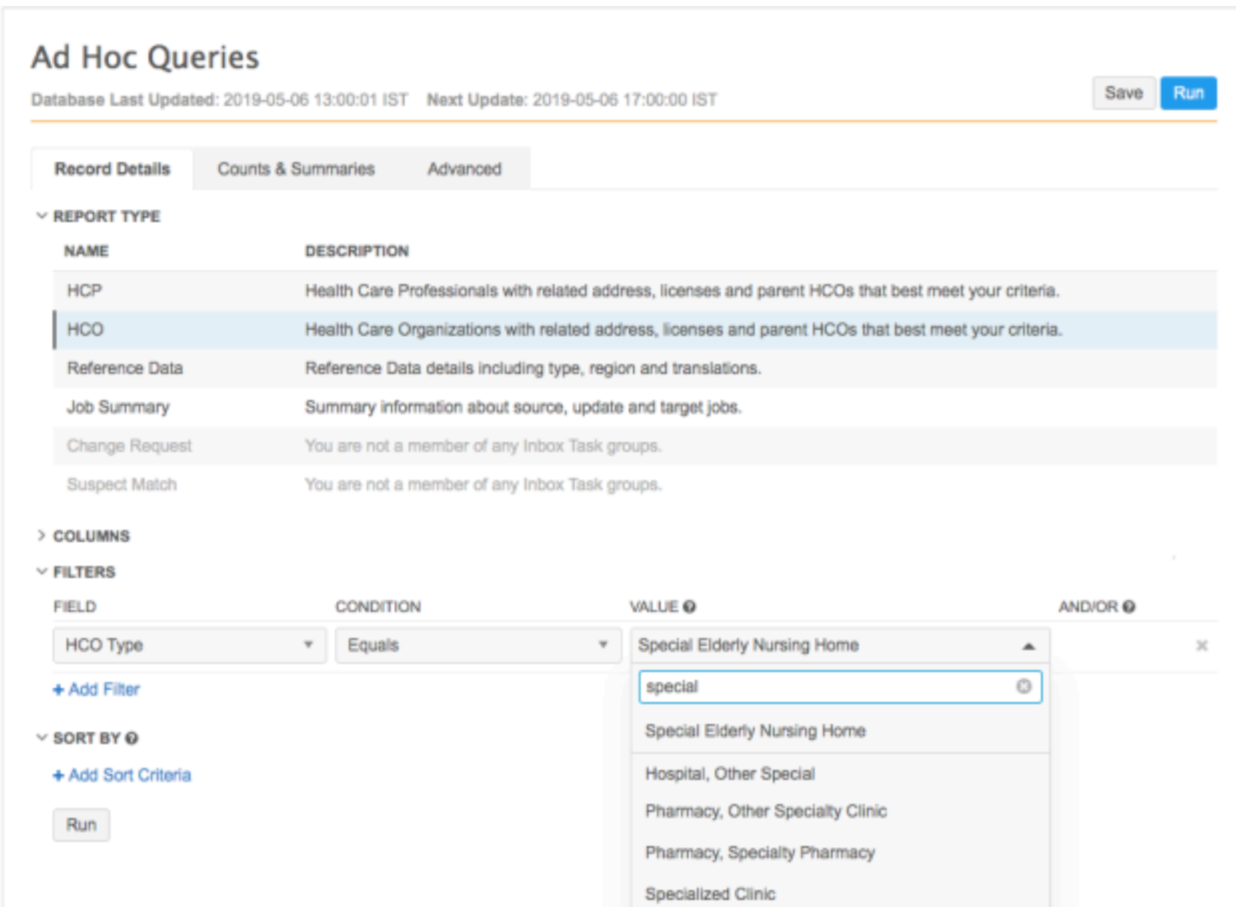


Reports

Reference codes for ad hoc queries

Reference codes that are not enabled for any country no longer display as filter options when you are creating an ad hoc query from the **Basic** and **Counts & Summaries** tabs or from the typeahead on the **Advanced** tab. Previously, all valid reference codes displayed in the filter lists whether they were enabled for any country or not, so the lists were very long. Removing reference codes that are not active for any country ensures that the lists are shorter and applicable to your data.

This enhancement is enabled by default for all Network instances.



Inactive reference codes (codes that are no longer enabled for any country) can still be queried manually using advanced reports. For example, to find records that are still using an inactive code, include the code in a query from the **Advanced** tab.

QUERY UPDATES FOR DATA QUALITY REPORTS

Queries used by some data quality reports are updated to ensure that the correct records are being identified and that issues on locally managed records are clearly indicated.

The query updates will occur by default in any instance where these data quality reports have been enabled. If a data quality report has been edited in an instance, the query will not be updated. If you have modified any of the affected data quality reports in your Network instance, Veeva will contact you directly to discuss these new updates.

Query updates

The following three updates will be made to queries for some data quality reports.

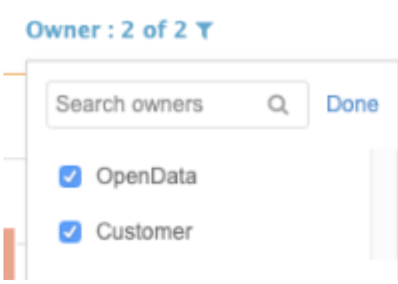
Update 1- Exclude opted-out records

Opted-out HCP records will be excluded from some data quality reports. Opted-out records are currently being included which can result in records being flagged by a data quality report unnecessarily. The query will be updated to check the value of the `data_privacy_opt_out__v` field for the HCP record.

Update 2 - Check child object ownership

Data quality report queries for child objects will be updated to check the check the ownership of the child records in addition to the owning entity. This will refine the results and more clearly indicate record ownership for data quality issues on child objects (addresses, license or Parent HCOs). The query will be updated to set the `is_veeva_master__v` field to the Address object.

After the query is updated, when you select the record ownership for a report that looks for data quality issues for child objects (addresses, licenses or Parent HCOs), the ownership will now reflect the child object and not the owning entity (HCP, HCO).



Update 3 - Correct query syntax

The query for one data quality report, Address - Improper Postal Code (CA), has been rewritten to correct the syntax so only problematic records are flagged by this report.

Affected data quality reports

One or more of the updated queries will be applied to the data quality reports listed in this table. The query updates for each report are also listed.

Data Quality Report Name	Update to be Applied
Address - Improper Postal Code (CA)	1. Exclude opted-out records 2. Check child object ownership 3. Correct query syntax
Address - Incomplete Active Address Line 1	1. Exclude opted-out records 2. Check child object ownership
Address - Missing Address Type	1. Exclude opted-out records 2. Check child object ownership
Address - Missing City	1. Exclude opted-out records 2. Check child object ownership
Address - Missing State/Province	1. Exclude opted-out records 2. Check child object ownership
Address - No Active Address	1. Exclude opted-out records
Address - No Active Address	1. Exclude opted-out records
Fax - Incomplete Address Fax Number	1. Exclude opted-out records 2. Check child object ownership
HCP - Missing Gender	1. Exclude opted-out records
HCP - Missing NPI (US)	1. Exclude opted-out records
License - DEA License with License Status Condition populated (US)	1. Exclude opted-out records 2. Check child object ownership
License - HCPs with same Best State License (US, CA)	1. Exclude opted-out records
License - Missing Best State License Flag (US, CA)	1. Exclude opted-out records 2. Check child object ownership
License - Missing License - Prescribers Only (US, CA)	1. Exclude opted-out records
License - Missing License Authority (US)	1. Exclude opted-out records 2. Check child object ownership
License - Missing License Eligibility (US)	1. Exclude opted-out records 2. Check child object ownership
License - Missing License Expiration Date	1. Exclude opted-out records 2. Check child object ownership
License - Missing License Number (US, CA, BR)	1. Exclude opted-out records 2. Check child object ownership
License - Missing License Type	1. Exclude opted-out records 2. Check child object ownership
Name - First Name same as Last Name	1. Exclude opted-out records

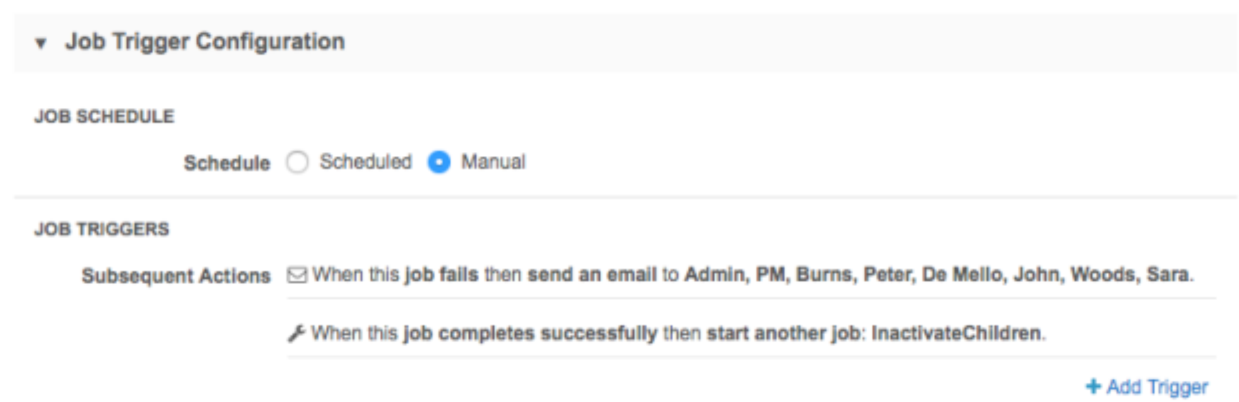
Data Quality Report Name	Update to be Applied
Phone - Incomplete Address Phone Number	1. Exclude opted-out records 2. Check child object ownership
Phone - Missing Address Phone Number	1. Exclude opted-out records 2. Check child object ownership
Relationship - Missing Relationship Type	1. Exclude opted-out records 2. Check child object ownership
Specialty - Missing Specialty - Prescribers Only (US, CA)	1. Exclude opted-out records

Subscriptions

JOB TRIGGERS

In subscription configurations, administrators and data managers can choose to trigger other actions to start after a job runs. The available triggers include sending emails for various job outcomes or starting another job when the original job successfully completes. Job triggers are available for all of Network's subscription features.

This feature is enabled by default in your Network instance.

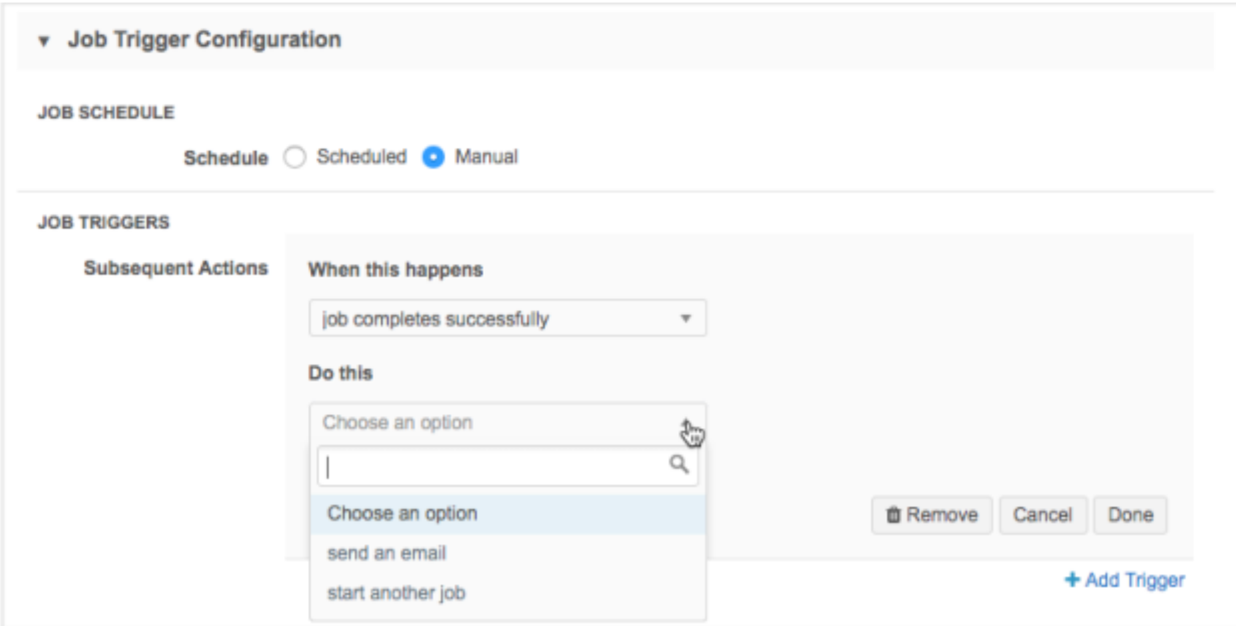


Setting a job trigger

When you configure a new subscription or edit an existing one, you can choose to send an email to specified users based on the job outcome or set another job to start if the original job completes successfully.

To set a job trigger:

1. In the Admin console, open an existing subscription or create a new subscription.
2. Under the **Job Trigger Configuration** heading near the bottom of the page, set the job schedule.



3. In the **Job Triggers** section, click **+ Add Trigger**.
4. Expand the **When this happens** list and choose the job outcome that will trigger the action.
5. Expand the **Do this** list and select one of the options:
   - **send an email** (available for all job outcomes)
   - **start another job** (available only for the **job completes successfully** outcome).
6. If you selected **send an email**, expand the recipients list and select all of the Network users that should receive an email for that job outcome. Multiple recipients can be selected.
7. If you selected **start another job**, expand the subscription list and choose the job to start. The subscriptions are categorized by type. The **Data Maintenance** category also includes Cluster Management subscriptions and Network Address Inheritance subscriptions. The **OpenData subscription** category lists your country subscriptions using the 2-digit country code.
8. Click **Done**.

Multiple actions are supported, so you can click **+ Add Trigger** to create additional job triggers.

Send email

One job trigger option is to configure the subscription to send an email to defined recipients based on job outcomes. Triggers can be created for multiple outcomes for each subscription.

Job outcomes that can trigger an email:

- Complete
- Failed
- Cancelled
- Killed (status occurs when Veeva Network manually stops a job)

To avoid spamming users, reserve Complete outcome emails for jobs that run infrequently or for jobs that you are testing. In general, trigger emails for outcomes that are unexpected or that require user action.

The email is sent to users as soon as the job reaches the defined outcome.

Recipients

For each job trigger to send an email, you must specify the Network users that should receive the email.

Only active users for your Network instance can be selected from the list. After a user is selected, if they become inactive in Network, they will be removed from the recipient list if the trigger is edited. If the user becomes active again, their name will be added to the list if the trigger hasn't changed.

Email details

When users receive a job email, it is sent from `network-emails.@veevanetwork.com` and it displays the following subject:

Job Review (Instance: <*instance name*>, Subscription: <*subscription name*>, Job ID <*ID*>)

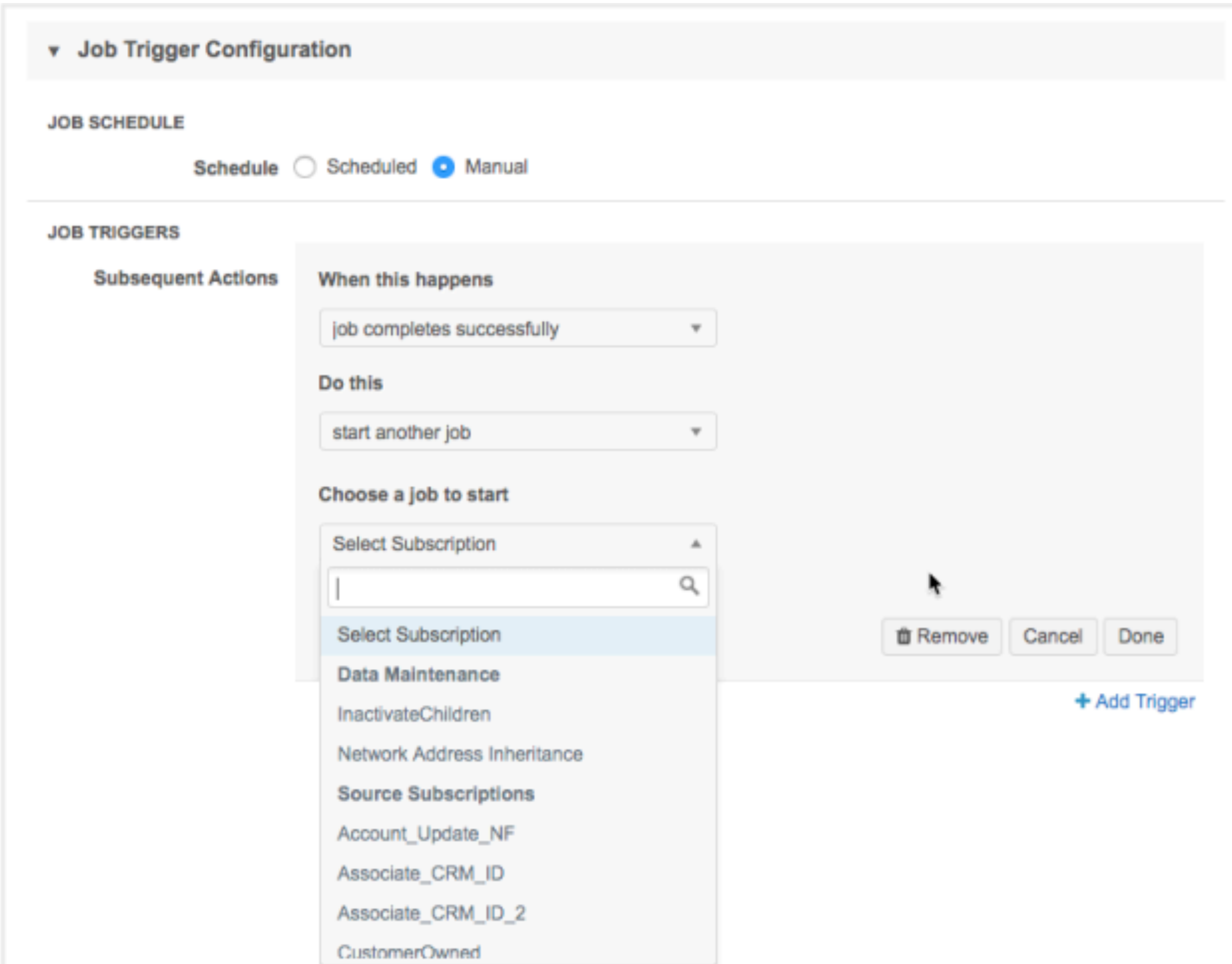
The email contains the following information:

- Job ID
- Source subscription name
- Network instance name and ID
- Link to the job page that automatically displays if they are already signed into Network. Otherwise, the Network login page displays.

Start another job

If a subscription job completes successfully, you can choose to start another job. No other job outcomes can trigger another job to start.

One or more jobs can be started after the original subscription completes. For example, after an OpenData subscription (cs_import) completes, you might want to run a child inactivation job to clean up any sub-objects that are still active on inactive records. After that job runs, you might also start a target subscription to push those updates to downstream systems.



Available jobs to run

The list of jobs that can be triggered contains the enabled subscriptions in your Network instance. In the list, the jobs are grouped by the subscription type. The Data Maintenance subscription category also includes Cluster Management subscriptions and the Network Address Inheritance subscription (Refresh job).

Job triggers can be configured for any of the following subscription types:

- Source subscriptions
- Target subscriptions
- Data maintenance jobs
- OpenData subscriptions
- Network Address Inheritance refresh
- Cluster management
- US Compliance

In some cases, subscriptions that are not enabled will display; for example, a cluster management subscription. If the subscription displays and is selected, when the job runs, any updates or calculations are skipped. Similarly, Veeva OpenData subscriptions that are enabled for a country display, but if they are later disabled, they will run without downloading or updating records.

Source subscriptions with multiple input files

When a source subscription loads more than one input file, multiple independent jobs are started. For example, if a source subscription loads a file for HCPs and a file for HCOs, each file starts its own job.

Email trigger considerations

Email triggers can be configured for any of the four job outcomes; completes successfully, failed, cancelled, and killed. Multiple emails can be sent if the jobs for each input file meet any of the outcomes. For example, if the job for each input file fails, recipients will receive multiple emails.

Start job trigger considerations

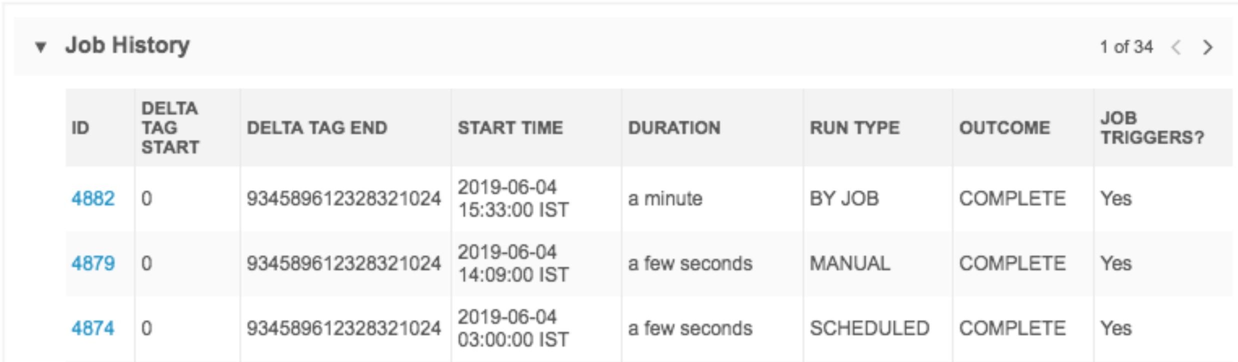
When a source subscription has multiple input files, independent jobs for each file can be started at the same time but end at differing times. When the final job for each input file finishes, Network checks to ensure that all of the jobs for the subscription completed successfully. Each job must complete successfully to start any subsequent jobs that you've defined as a job trigger. If any of the jobs in the original subscription do not complete, the job trigger will not fire.

The job for the input file that finishes last is the one that triggers any subsequent jobs to start. The **Job History** section at the bottom of the source subscription will show which job triggered the subsequent jobs.

Job History

The **Job History** section at the bottom of the subscription contains a new column called **Job Triggers?**. It indicates if any triggers occurred after the job ran. When the job is still running, the new column will be empty.

The **Run Type** column identifies how the job was started, either **Manual**, **Scheduled**, or **By Job** (triggered from another job).



▾ Job History 1 of 34

ID	DELTA TAG START	DELTA TAG END	START TIME	DURATION	RUN TYPE	OUTCOME	JOB TRIGGERS?
4882	0	934589612328321024	2019-06-04 15:33:00 IST	a minute	BY JOB	COMPLETE	Yes
4879	0	934589612328321024	2019-06-04 14:09:00 IST	a few seconds	MANUAL	COMPLETE	Yes
4874	0	934589612328321024	2019-06-04 03:00:00 IST	a few seconds	SCHEDULED	COMPLETE	Yes

Job Details

The details page for a subscription contains a new section called **Job Trigger Summary**. The section provides a summary of the job.

Job Initiation - This identifies how the job started. It could be any of the following:

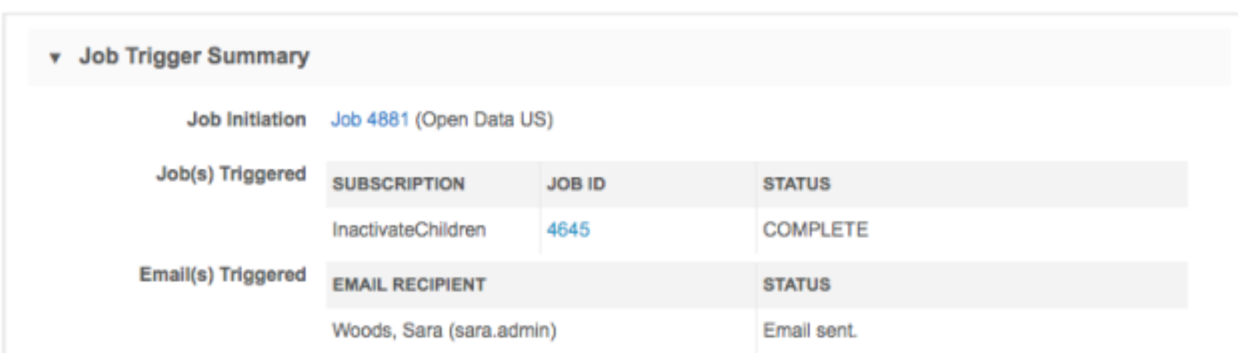
- Manual
- Scheduled
- Job ID - The job ID link displays if this job was triggered by another job.

Jobs Triggered

If subsequent jobs were triggered by this job, the subscription name, job ID, and status of the jobs display. Click the **Job ID** link to navigate to that Job Details page.

Emails Triggered

If emails were triggered, the recipient list displays with a status of the email. There might be multiple email triggers and multiple emails for each trigger. Email addresses can display more than once if the same recipient is defined for multiple triggers.



▾ Job Trigger Summary

Job Initiation: Job 4881 (Open Data US)

Job(s) Triggered

SUBSCRIPTION	JOB ID	STATUS
InactivateChildren	4645	COMPLETE

Email(s) Triggered

EMAIL RECIPIENT	STATUS
Woods, Sara (sara.admin)	Email sent.

Managing configurations

Job triggers are not included when you add subscriptions to export packages.

Data load

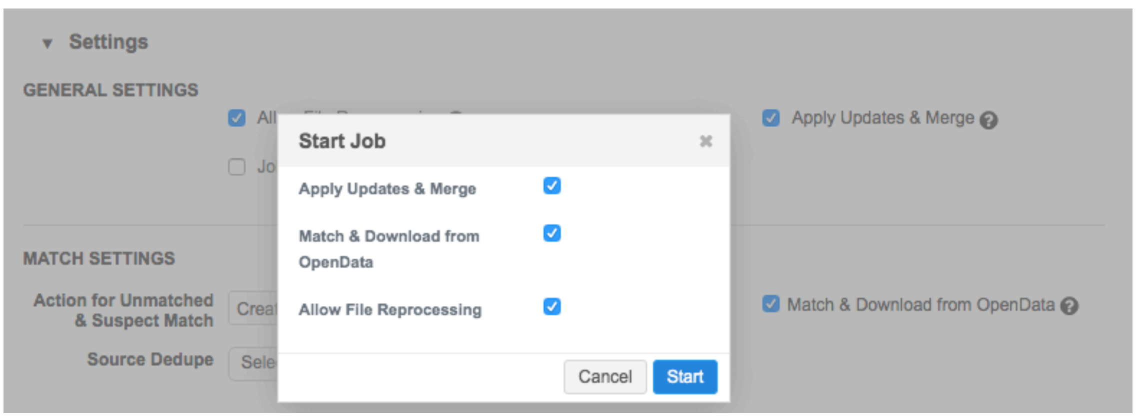
Match against OpenData

A limit has been set for the maximum number of records that can be downloaded when your source subscription uses the Match against OpenData feature. The limit ensures that customers who pay for Veeva OpenData per record do not accidentally match and download OpenData records in bulk when the source subscription runs. Now, only 5000 records can be matched and downloaded in a source subscription job. The limit is set by country because you might buy OpenData per record in some countries but you have an Enterprise Level Agreement (ELA) for other countries.

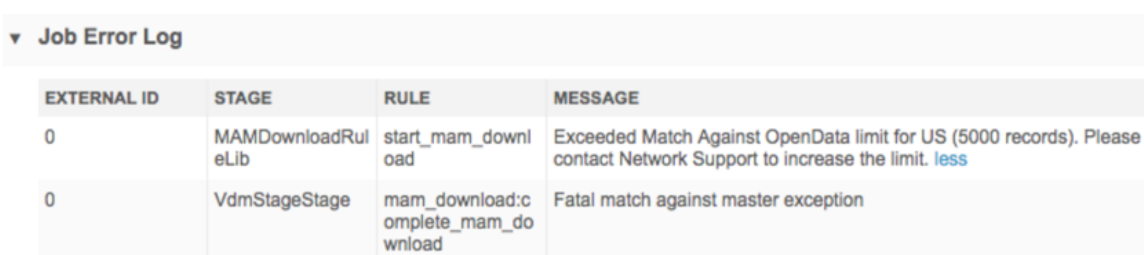
This enhancement is enabled by default for customers who buy OpenData per record in a country. This limit does not apply to ELA customers.

Downloaded records limit

The **Match & Download from OpenData** option can be configured in your source subscription. A confirmation for **Match & Download from OpenData** is now included in the message that displays when you start a job. This ensures that you understand that incoming records that are matched with records in Veeva OpenData will be downloaded to your Network instance



If you buy OpenData per record in that country and the job tries to download more than 5000 matched records, the job will fail; no records will be created or updated in your Network instance. The **Job Error Log** advises that the number of matched records exceeds the limit of records that can be downloaded for the country.


Job Error Log

EXTERNAL ID	STAGE	RULE	MESSAGE
0	MAMDownloadRuleLib	start_mam_download	Exceeded Match Against OpenData limit for US (5000 records). Please contact Network Support to increase the limit. less
0	VdmStageStage	mam_download:complete_mam_download	Fatal match against master exception

To increase the limit or discuss your subscription options, contact Veeva Support.

Reporting on downloaded records

Users with access to advanced reporting can create a query to view the number of records that were downloaded from Veeva OpenData for any job. A metric, `{object_name}.mam.downloaded`, has been added to the job_stats reporting table to support this query. Use the job ID to create your query.

Example query

```
SELECT
        *
     FROM
         job_stats
     WHERE
         job_id = '3496'
```

Match

Upcoming default match rule updates

In version 19R2.0, Network is updating the default match rules for the United States and Canada to support the address lines construction feature. Match rules that match on the `address_line_1__v` field will be updated to ensure that duplicate entities are not created after the address lines construction feature has been enabled in your Network instance.

About address lines construction

In 18R1.1, the address lines construction feature was introduced so you could standardize US and Canadian addresses to support requirements for downstream systems. After the feature is enabled, new and updated addresses are reconstructed and standardized by moving the street number, street name, and suite number into the address line 1 field. Existing local addresses in your Network instance are not updated and must be backfilled.

If `address_line_1__v` is the only address field used in the default match rules, when locally owned entities are loaded into Network without custom keys, duplicate HCPs and HCOs can be created. Network cannot match the reconstructed address line 1 fields on the incoming records with the existing local records that have the building or organization in address line 1.

The updates to the default match rules will ensure that duplicate entities are not created before you update the existing local addresses to the new format.

Updated rules

The following default match rules for the United States and Canada will be updated in 19R2.0:

- **address line 1 is the same** - HCP
- **address line 1 is the same** - HCO
- **address line 1 is similar** - HCO

The updates for the match rules are the same for all subscriptions. Only the **Threshold** (confidence level) value might vary between subscriptions.

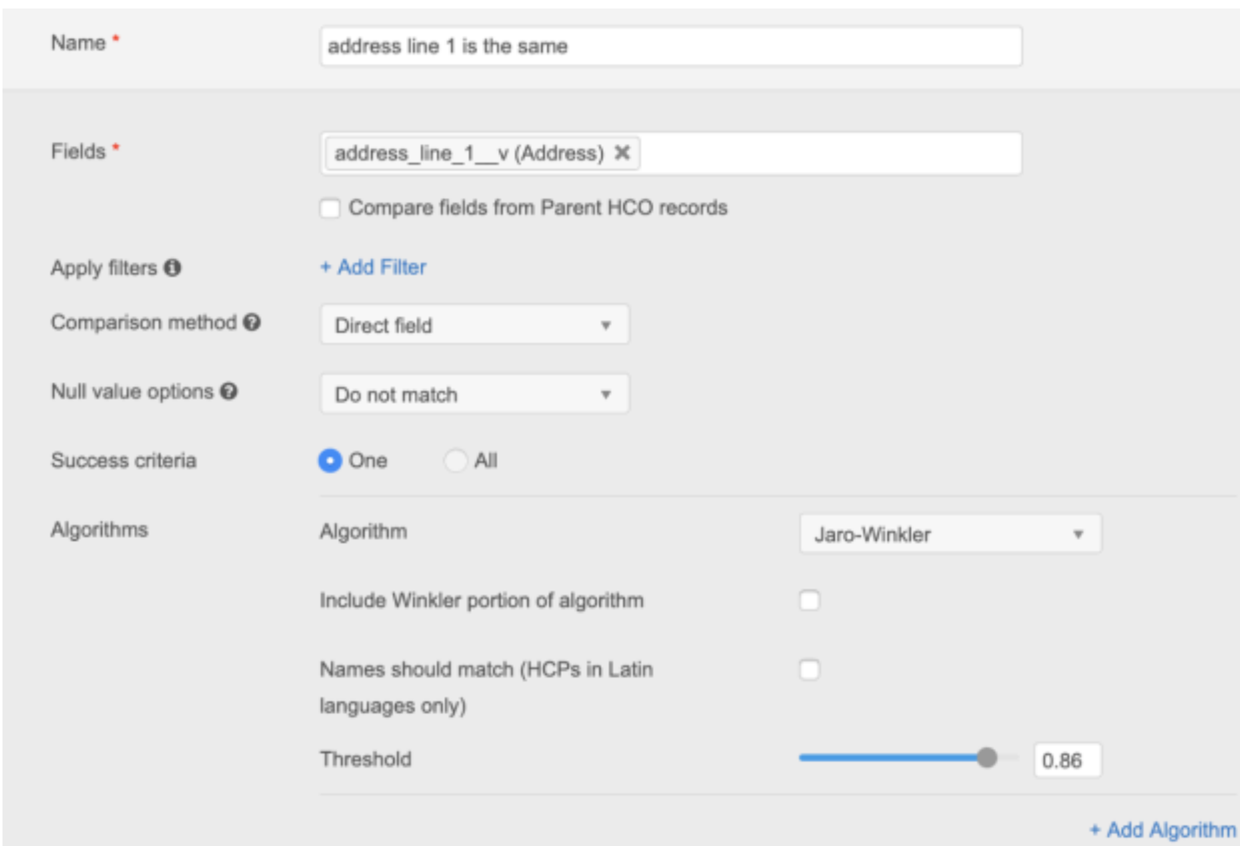
Summary of changes

- **Included fields** - The updated rules have three fields instead of one.
- **Name change** - The rule names are changed to reflect that they previously considered just the `address_line_1__v` field but now they consider the three address line fields: `address_line_1__v`, `address_line_2__v`, and `address_line_3__v`.
- **Comparison method** - The newer rules use a 'set' collation to compare across the three fields instead of a 'direct' collation which only compares field to field.

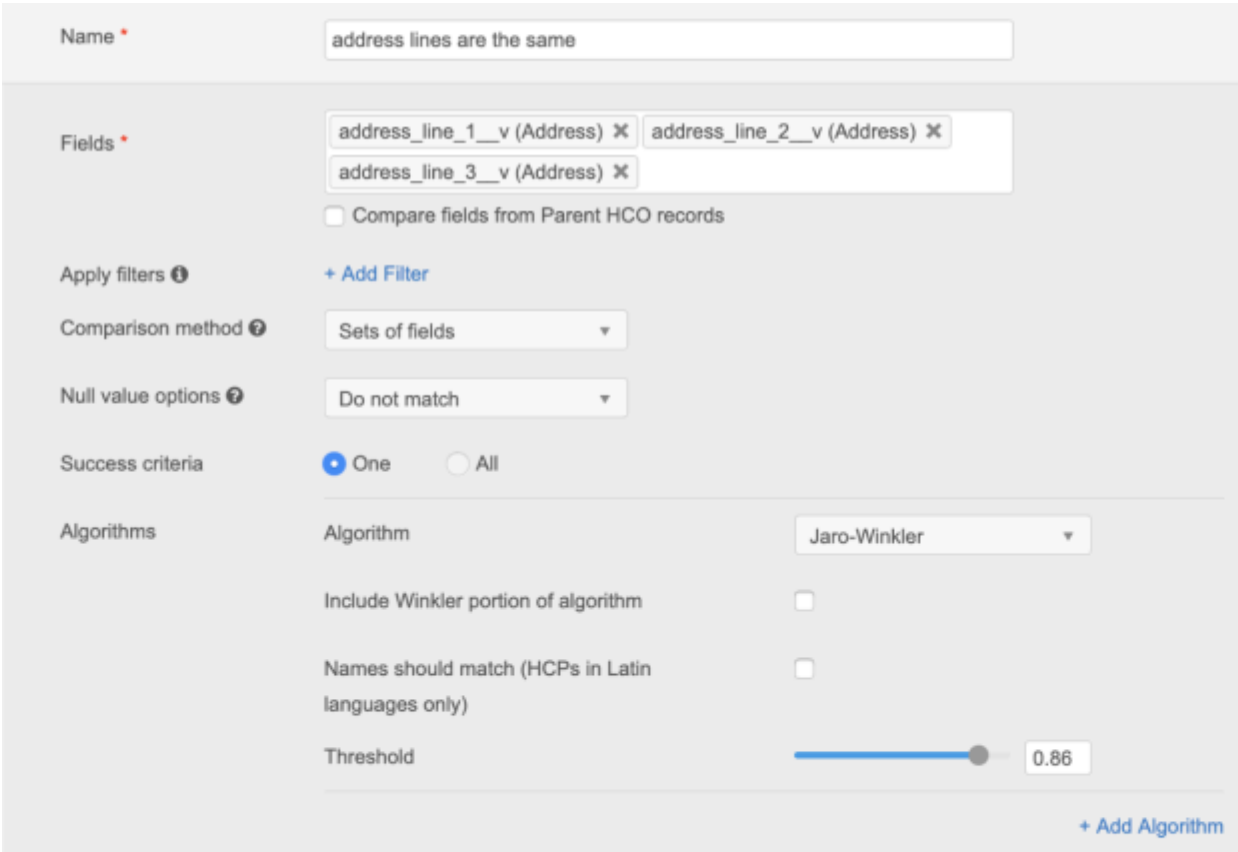
Example - Address line 1 is the same

Review the following screenshots for this match rule for HCPs (US and CA) from the Basic match UI to see how they will be updated in version 19R2.0.

Current match rule (version 19R1.1)



Updated match rule (version 19R2.0)



Subscription updates

Subscriptions that use the default match rules for these countries will be automatically updated in your Network instance.

Features where default match rules will be automatically updated:

- Source subscriptions
- Ad hoc match
- Add requests

Each match configuration shows if you are using the default rules or if they have been overridden to benefit your specific data.

Update custom match rules

If you have modified the default match rules for any subscriptions, you can update them to reflect some or all of the changes. Network will not override any custom match rules.

To update an address match rule:

1. Navigate to any feature in the UI that uses custom match rules.
2. On the **Match Rules** tab, find the match rule that you want to change; for example, **address line 1 is the same**.
3. In the **Name** field, type a more appropriate name; for example, **address lines are the same**.
4. In the **Fields** box, add `address_line_2__v` and `address_line_3__v`.
5. Expand the **Comparison method** list and change **Direct field** to select **Sets of fields**.
6. Accept the remaining default values in the match rule:
    - **Null value options** - Neutral
    - **Success criteria** - One
    - **Algorithm** - Jaro-Winkler
    - **Threshold** - 0.7
7. Ensure that the **Enabled** checkbox is selected.
8. **Save** your changes.

Updating existing local addresses

For the detailed steps to update existing US and Canadian local addresses, see the topic called Backfilling addresses in your Network instance in the *Veeva Network Online Help*.

More information

Details about the changes will also be included in the 19R2.0 Release Notes.

Data model

NEW COUNTRIES SUPPORTED

A data model has been added for five new countries for Veeva OpenData:

- Bosnia and Herzegovina (BA)
- Estonia (EE)
- Montenegro (ME)
- North Macedonia (MK)
- Serbia (RS)

The reference data is based on the ZZ and EU master data models.

The following country has an existing data model, but is now an OpenData country:

- Iceland (IS)

To view the data model for these new countries, in the Admin console, click **Data Model > Network Data Model**. On the Network Data Model page, expand the **Country** list and select the country.

Localization

The languages for these six countries are translated only for reference data in the Network UI.

DATA PRIVACY OPT-OUT

These newly supported countries have been added to the list of opted-out countries in the Veeva OpenData EUMaster:

- Bosnia and Herzegovina (BA)
- Estonia (EE)
- Montenegro (ME)
- North Macedonia (MK)
- Serbia (RS)

Records that are opted-out by Veeva OpenData do not display and cannot be accessed in downstream systems. This ensures data privacy for opted-out HCPs to satisfy regional regulatory requirements.

To review the list of opted-out countries in the `data_privacy_opt_out__v` field, in the Admin console, click **Data Model > Network Data Model** and select the field.

Users

PERMISSIONS

Changes have been made to the **Additional Permissions** section on user profiles to more accurately reflect the setting options for the new profile page. The new profile page contains preview boxes for Compliance and Data Lineage information. Previously, these features were accessed from tabs on the classic profile. The options in the **Additional Permissions** section for these features now reflect the behavior for the new profile, which became the default view for all users in version 19R1.0.

Updated permission options

Permission	User Type	Previous Values	New Values	Description
Compliance Data	Data Steward Data Manager Standard User System Admin	Hide Tab or Display Tab	Hide Preview box on profile or Display Preview box on profile	Controls access to the Compliance preview box on the profile page. The default value is Hide Tab for new users.
Data Lineage	Data Steward Data Manager Standard User System Admin	Hide Tab or Display Tab	Hide Preview box on profile or Display Preview box on profile	Controls access to the data lineage preview box on the profile page.

Note: When administrators create new users, the permissions that display will reflect this enhancement. Existing user profiles will not be changed.