OV access to Sam - FAQ	Updated: 17 Mar 2011
Question	**Response**
What are you changing?	We are changing the way we send and receive TB testing information to and from OVs.
When will this take place?	Animal Health is still designing the new processes and systems to handle this. We plan to make the change in summer 2011.
Why are you making the change?	Over the last couple of years we have been changing the way we operate, moving away from paper-based processes towards electronic-based systems. This is a work area where electronic process can help us work more efficiently and effectively.
How will this affect me?	Initially, you will be able to view and complete TB tests directly onto our core system, known as Sam, through online access. Over time, Animal Health plans to develop Sam to cover other aspects of our work with OVs.
How will I access Sam?	Authorised users will access Sam on the internet. There will be a link to the system from the Animal Health website. OVs will also need to be registered with the Government Gateway.
Will OV practice staff be able to access Sam?	Yes. Authorised OVs and OV practice staff will be able to access Sam and will have different roles and permissions within the system. For example, OVs and practice staff will be able to 'enter' test data, but only authenticated OVs will be able to 'submit' the data to Animal Health.
What training will I receive?	Animal Health is currently developing a detailed plan to support OVs. This will include: - guidance on registering and using Sam - e-learning training material - access to an IT helpdesk - more intensive support providing during the initial implementation period
How will you keep me informed of developments?	We will keep you updated via the OV Newsletter and the Animal Health website and local arrangements where possible. We will also contact you direct about the registration process.
Will my practice be able to continue to carry out TB testing even though we don't use a PC?	Only in the short term. Ultimately, a PC and broadband access will be required. The minimum specifications for Operating System and web browser are currently being confirmed. You will also require at least MS Excel 2007 as well as Anti-Virus software.
Will the VeBus system still be accessible?	No. Sam will provide much of the existing VeBus functionality as well as additional features, such as offline working. Arrangements for the very small numbers of Brucellosis tests are being reviewed.

Will I have access to more TB testing and case information about my clients (tests required, post mortem results etc.)?	Animal Health is currently looking at ways to increase the amount and accessibility of TB case information available to you. The new system will reduce the need for Animal Health to write to you with updates and testing information.
Will I still have to issue a paper TB2 Restriction Notice on farm, should reactors be found?	Yes. This paper form will still be required as it must be served immediately on identification of Reactors or Inconclusive Reactors, with a copy then being sent to your local Animal Health office.
Will Sam have diary functionality to allow me to manage TB testing workloads?	Sam does not have a diary function in the traditional format. Forthcoming tests, together with their arrangement dates, will be stored in the system and this information can be filtered, allowing you to quickly identify tests that still need to be arranged. This functionality will greatly reduce the volume of telephone calls you would receive from Animal Health enquiring when test dates are booked for - for example, calls in relation to overdue TB testing.
Where or how does this fit in with the tendering process?	The two are separate and working to different timelines.
Does this mean you won't require a signature for electronically submitted tests?	The RCVS view is that the system sign-on and authorisations we put in place are acceptable.
Will I need any particular computer skills in order submit test results to Animal Health?	Users will require some computer skills - for example, able to use a keyboard, and be familiar with using the internet and web browsers. Training provided by Animal Health will only focus on how to use Sam to obtain and submit TB work.
Will I be able to provide a hard copy of the test results locally to the client?	There will be a facility to issue results locally. We are looking at this to determine the best way to achieve it.
What about testing other animals not shown on the list on an ad-hoc basis?	You will be able to add animals to the list, but with limited information.
Will I able to check the test history of an animal that is a prospective purchase for my client?	We are looking at this, subject to Data Protection legislation and confidentiality issues.
I just need a list of animals to be tested. Will the system provide this?	The system will enable you to retrieve Cattle Tracing System (CTS) herd data and, based on that information, will highlight some types of animals that should not be tested for example, those less than 42 days old.
Will the system highlight or flag an animal that isn't to be tested?	As above, the system will highlight some types of animals that should not be tested - for example, those less than 42 days old.
Will I be able to see whether an animal has been an inconclusive reactor in previous tests?	We are looking at how useful this could be.
Will the test result information be stored locally on my computer?	You will have the test data that you have collected.

Will this new system involve using hand-held devices?	Animal Health has no plans to provide handheld equipment or other IT hardware to support the new system. We anticipate most, if not all, practices will have compatible IT equipment. Handheld devices and associated supporting software are available from commerical suppliers.
What IT support will you provide?	We're currently finalising the day-to-day IT support that will provided to you. This is likely to include access to self-help guides as well as telephone support. We plan to provide more intensive support during the initial implementation period.
Won't this system be open to abuse?	The user authentication and sign-on process should ensure that it isn't.
Will I/my client be able to print-off results for pre-movement?	Not as part of this work, but it could be introduced in the future.
Does the system use CTS data? If so, can I use it to change incorrect information held on the CTS system?	You will need to highlight incorrect data direct with CTS.
The HM Revenue and Customs system sends a confirmation email when you've used it. Will this do the same?	There are no plans to do this but we will look into it.
From the list of animals will I have the option to select some or all animals listed?	The system will allow you to select all animals in the list with one click if you need to do this.
How will you use the "non-clear" test result data?	We are discussing with the Veterinary Laboratory Agency (VLA) what data they can usefully use.
If I test just a few animals will I have to work through a long list to find just the ones I've tested?	No. If you have just a few animals, you might prefer to create blank list and add the animals to it.
Will you come to my practice to demonstrate the new system?	We don't have the resources to visit individual practices but we will arrange for presentations of the new system to be given through your local Animal Health office as part of their regular liaison meetings with OVs.
Will I be able to test or try the new system in my practice before it is released more widely?	As part of the testing process of the new system we are looking at the possibility of involving a small number of practices.
I have invested in TB Master. Is your new system compatible?	We are looking at this to ensure that, where possible, there is compatibility with data management systems such as TB Master.