

**OPTN Network Operations Oversight Committee  
Meeting Summary  
February 28, 2022  
Conference Call**

**Kimberly A. Rallis, BS, MHA, Chair**

## **Introduction**

The Network Operations Oversight Committee (NOOC) met via Cisco WebEx on 02/28/2022 to discuss the following agenda items:

1. UNet<sup>SM</sup> Availability
2. OPTN Projects and IT Capacity
3. Multi Factor Authentication (MFA)

The following is a summary of the Committee's discussions.

### **1. UNet<sup>SM</sup> Availability**

In the December 2022 NOOC meeting, HRSA requested a clear statement/recommendation from the NOOC on what they see as a clinically acceptable percentage of UNet<sup>SM</sup> uptime. Since the last meeting, the NOOC chair and UNOS staff met with each NOOC member and technical advisor to gather input. The feedback and other relevant information was discussed in today's meeting.

Feedback included four main themes:

- Organ allocation is a critical and multi-faceted workflow
  - Organ recoveries are scheduled at night when there is available OR time
  - There are process dependencies that exist outside of UNet<sup>SM</sup> such as arranging for transportation
- Planned vs. unplanned downtime
  - 30 minutes of planned downtime is not clinically impactful; 30 minutes of unplanned downtime is clinically tolerable
  - Members recognize the need for planned downtime to improve and maintain the system
  - Focus on fewer and shorter unplanned downtimes
- Value of increasing availability
  - The value must be carefully evaluated. The cost increases exponentially each time a "9" is added.
- Appropriate availability baseline/benchmarks
  - 99.9% (three 9s) is appropriate
  - 99.999% (five 9s) is not appropriate since UNet<sup>SM</sup> is not an emergency management system
  - Comparable benchmarks are EHR/EMR systems

According to the OPTN contract the UNet<sup>SM</sup> SLA is 99.5% (two and a half 9s), measured on a monthly basis. This calculates to 3 hours and 65 minutes of both planned and unplanned downtime per month. Looking back at availability since January 2020, UNOS has surpassed 99.5%, inclusive of planned maintenance; the percentage is 99.99% when excluding planned maintenance.

UNOS spoke with Gartner to align the baseline with industry standards on a nationwide scale. Gartner recommend a focus on defining acceptable service levels based on clinical risk impact. Planned maintenance is normally excluded from the availability metrics.

A NOOC mini-brief will be drafted defining the clinically appropriate system availability target. UNOS will incorporate comments from committee members and advisors and will share with HRSA at one of the next COR meetings.

## **2. OPTN Projects and IT Capacity**

Lauren Mauk, Service Owner Manager, reviewed the OPTN Projects Roadmap and the efforts through Q2 2023.

The Policy Oversight Committee (POC), in support of the OPTN staff, looked at the work over the next 5 years and determined that the workload is misaligned to the resource availability to support it. Roger Brown, Director of Policy and Community Relations, explained that the POC is the governance group responsible for managing the OPTN policy portfolio. The POC develops and assesses progress on policy priorities. The POC reviews all new potential OPTN policy projects and determines whether the resources are available to move them forward. The POC also looks at how each project fits into the policy portfolio and how it aligns with OPTN goals.

The committee viewed a diagram of the forecasted roadmap of what this OPTN work may look like. The current budget is about 15,000 hours per Board cycle. For the next few cycles, the budget will be up to 20,000-29,000 hours.

The POC looked at two things:

- What policy work can be done at the current resource level (15,000 hours per Board cycle)
  - Adjust timing/sequencing
  - Reduce scope of forecasted work
  - Reduce amount of forecasted work (either stop work on current projects or not approving future projects)
- What changes need to occur to allow for a larger volume of work?
  - Request additional budget for technical implementation resources

The POC's next step is to better define the project benefit, develop a method to rate project attributes, and measure the potential impact to the community. The POC will request additional resources from the Finance Committee for the next budget cycle.

## **3. Multi-Factor Authentication (MFA)**

UNOS is successfully progressing through the implementation of Multi Factor Authentication (MFA). The next milestone is turning on mandatory enablement for UNet<sup>SM</sup> Site Security Administrators on March 3. UNet<sup>SM</sup> Site Security Admins are able to create, remove, and manage UNet<sup>SM</sup> user accounts and group permissions. It was important to roll out this functionality to the UNet<sup>SM</sup> Site Security Admins first as they are key to supporting MFA.

Within the last 24 hours, 961 users have logged in with MFA. Ninety-three percent (93%) of users (roughly 1,123) have registered with MFA. Lab users that are unable to access the internet are still able to log into the application without disrupting their workflow. MFA will be activated for all users on March 7.

Since the next time the NOOC meets again is scheduled for late March, the final MFA update will be provided to the committee in writing.

**Upcoming Meetings**

- April 26, 2022
- June, 2022

## Attendance

- **Committee Members and Advisors**
  - Bruno Mastroianni
  - Clifford Miles
  - James Pittman
  - Keith Wille
  - Kimberly Rallis – Committee Chair
  - Melissa McQueen
  - Michael Mittelman
- **HRSA Representatives**
  - Adriana Martinez
  - Arjun Naik
- **UNOS Staff**
  - Alex Tulchinsky
  - Amy Hamner
  - Amy Putnam
  - Bonnie Felice
  - Lauren Mauk
  - Marty Wilson
  - Michael Ghaffari
  - Rob McTier
  - Roger Brown
  - Terri Helfrich
  - Tiwan Nicholson