

**OPTN Network Operations Oversight Committee
Meeting Summary
February 19, 2021
Conference Call**

Kimberly A. Rallis, BS, MHA, Chair

Introduction

The Network Operations Oversight Committee met via Cisco WebEx on 2/19/21 to discuss the following agenda items:

1. UNetSM Incident Overview
2. API Pipeline with Integrators
3. Organ Allocation Assurance Program

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

1. UNetSM Incident Overview

Alex Tulchinsky shared a timeline of the incident on February 6, 2021. Thousand Eyes began alerting between 8:10-8:20 PM (Eastern Time). The Organ Center began receiving member calls 8:30-8:45 PM; it was then determined that some of the functions in UNetSM were unavailable. Some workloads began being re-routed from Richmond to the Sandston data center between 9:30-9:40 PM. Some impacted UNetSM impacted functions were operational between 9:45-10:00 PM, and the all-clear was declared by 11:00 PM.

Actions taken:

- All procedural documentation will be updated in Attainium.net first, then synchronized with the on-premises copy. Attainium.net has no dependency to internal infrastructure. (Completed 2/8/21).
- Transition Plan (TP) procedures training will be updated to accommodate all scenarios. Staff retraining has commenced, and will be required for all new team members. Training will be ongoing as procedures are updated, and a quarterly review of all procedure documentation will be conducted.
- Continue with additional automation (scripting) to further reduce manual TP tasks, avoiding potential for human error and resulting in faster transitions. (2/28/21)
- Continue with West Region turn-on project. Ensure TP is updated accordingly to incorporate Nutanix advanced management capabilities and staff are trained. (April 2021)

The West Region data center in Irving, TX will go online in April.

UNetSM availability for the last 12 months was measured at 99.92% (OPTN contract goal is 99.5%). It was noted that the industry standard for measurement of availability is by percentage, not hours.

During the incident on February 6, 2021, there were two Organ Procurement Organizations (OPOs) that received allocation assistance from the UNOS Organ Center. This caused a delay in allocation because it was completed manually. It was clarified that services were degraded, not down. Although there were no reports of an inability to run a match, there was a period of about an hour that anyone would have been unlikely to be able to run a match.

2. API Pipeline with Integrators

Dean Wilson provided a review of the current state of vendors and the integration with UNetSM APIs. Integrators are tracked throughout the process, from when an integrator confirms they do/do not want to integrate all the way through production.

Harvard and Duke transplant program IT staff are building integration features with UNOS' APIs.

CareDx acquired Transchart in January by they will continue to be represented separately since they are going to be managed separately. If at any time those solutions start to merge, it will be reported accordingly.

Statline is not looking to integrate with any of UNOS' new API function and will be removed from future reports and presentations.

Unacceptable Antigen Tab-Delimited file import will be deprecated FY21 once UNOS confirms integration partners are using the new service.

3. Organ Allocation Assurance Program

Marty Wilson provided an overview of UNOS' Organ Allocation Assurance program. She reviewed the components of Comprehensive Testing Components, Post-Production Monitoring, and Quality Assurance Monitoring.

Rob McTier reviewed the FMEA process and walked through an example. Failure Mode and Effect Analysis (FMEA) is a multi-disciplinary process that is aligned with anticipated Organ Allocation changes and identifies potential failures and their possible causes and consequences.

As a result of the Kidney-Pancreas FMEA, UNetSM workflows were changed, data collection was improved to handle C-peptide results, processes were changed, and a member education module on facilitated pancreas policy was published.

Upcoming Meeting(s)

- April, 2021
- June, 2021

Attendance

- **Committee Members**
 - Brian Sullivan
 - James Pittman
 - Joseph Hillenburg
 - Kelly Ranum
 - Kim Rallis
 - Merry Smith
 - Michael Mittelman
 - Michael Moritz, MD
- **HRSA Representatives**
 - Christopher McLaughlin
 - Shannon Taitt
- **UNOS Staff**
 - Alex Tulchinsky
 - Amy Hamner
 - Amy Putnam
 - Bill Wooten
 - Bonnie Felice
 - Chelsea Haynes
 - Dean Wilson
 - Marty Wilson
 - Rob McTier
 - Susie Sprinson
 - Terri Helfrich
 - Tiwan Nicholson