OPTN Network Operations Oversight Committee
Meeting Summary
September 25, 2023
Webex

Daniel Yip, MD, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Webex on 09/25/2023 to discuss the following agenda items:

1. Welcome
2. OPTN Computer System to Azure
3. NOOC Performance Dashboard Update
4. OPTN Security Project: Attestation Decision Points
5. Chair Updates & NOOC Composition
6. Closed Session

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

1. Welcome

Dan Yip, Chair of the Network Operations Oversight Committee (NOOC), welcomed committee members and provided an overview of the agenda.

2. OPTN Computer System to Azure

Michael Ghaffari, Senior Director of Technology Development, presented updates on the OPTN Computer System to move to the public cloud. The objective of the presentation was to share the background around the effort of moving core components of the OPTN Computer System to the public cloud. The NOOC was asked to provide their recommendations on whether to continue the initiative to migrate the OPTN Computer System to Microsoft Azure.

Mr. Ghaffari explained that anything new the OPTN develops will be developed on the cloud and therefore, migrating the OPTN Computer System to the cloud follows the cloud-first direction of the OPTN. The migration to the cloud aligns with the multi-year product roadmap that targets migrating the OPTN Computer System to the public cloud. This process started in 2021 with the migration to Nutanix. Moving to the cloud has also been identified a corrective action plan to address outages that have occurred in the past. Mr. Ghaffari explained that movement to the cloud has been identified as a foundational step in the modernization roadmap to help eliminate single points of failure and increase automated solutions.

Mr. Ghaffari explained that the plan is to migrate the core components of the OPTN Computer System to a Platform-as-a-Service (PaaS) model. PaaS is maintained in the public cloud and would provide the OPTN Computer System with improved reliability, availability, scalability, and security. Currently, the OPTN Contractor plans to implement a functional proof of concept by the end of FY 2024 to prepare for the production deployment by the end of FY 2024.

Mr. Ghaffari presented a timeline of the models of the OPTN Computer System prior to 2021, and how a shift to cloud means that the data center would no longer be managed by the current OPTN Contractor and would allow the OPTN to utilize more services that other vendors would be able to manage on behalf of the OPTN. This shift would move the OPTN Computer System from Colocation to PaaS. The majority of the OPTN Computer System is current in a Colocation in Nutanix. Mr. Ghaffari shared a delineation between what responsibilities would fall on the OPTN Contractor and the responsibilities that would fall on the hosting provider if the OPTN Computer System shifted from Colocation to PaaS.

Mr. Ghaffari presented how the architecture of the OPTN Computer System in Nutanix would transition when moved to the public cloud. He presented some of the capabilities that the OPTN Computer System would gain by utilizing more Microsoft Azure services. The goal in presenting the architecture was to show services that are currently being leveraged in a private cloud setting and how the transition to Azure would allow these capabilities to be leveraged in the public cloud. Tiwan Nicholson, Senior Director of IT Operations, shared that migrating these components to the cloud allows the OPTN to focus on tuning and operating the OPTN Computer System.

Summary of Discussion:

A committee member asked about cost and the timeline of this project. Mr. Nicholson stated that the team is exploring and learning more about the application and effort involved, and hopes to have a report on their findings by December 2023. A representative from HRSA asked for a project plan for the NOOC to review to understand the movement of the OPTN Computer System from Nutanix to Azure.

A committee member asked for the contractor to share what specific components they plan to migrate to the public cloud. Mr. Ghaffari explained that the presentation today was to provide the NOOC with a presentation of what capabilities the public cloud could bring to the OPTN Computer System, and if the committee agreed for the contractor to move forward with this migration, then a more in-depth analysis would be performed.

The committee chair summarized feedback from the committee, noting that the group is in agreement that moving to the public cloud is the appropriate direction. They suggested that in the next presentation the committee go into more granular detail on the plan specific to the OPTN Computer System. Committee members agreed that it is important to modernize the system but information on the resources necessary to make this change will be important information to provide at the next meeting. A meeting visitor asked about the potential scope of the proof of concept.

A representative from HRSA asked what benefit patients would see if the OPTN Computer System were to move from the private cloud to the public cloud. The committee chair stated that it is important for the NOOC to consider what is best for the OPTN Computer System and the community at large. They stated that it is important that the OPTN Computer System is in the best state it can be, no matter who the OPTN Contractor may be.

Next Steps:

The committee asked for contractor staff to provide additional detail on a proof of concept and the cost associated of migration to the public cloud.

3. NOOC Performance Dashboard Update

Rob McTier, Business Architect, provided an overview of the NOOC Performance Dashboard and Michael Ferguson, Senior IT Portfolio Manager, shared a demonstration of the dashboard with the committee. Mr. McTier shared that there are new requirements for the dashboard based on OPTN Contract modifications. OPTN Contract Task 3.2.5.5 requires the OPTN Contractor to provide a public-

facing dashboard displaying OPTN IT system performance metrics. Mr. McTier shared what these metrics include. He also shared a crosswalk between the requirements within the contract modifications and the different dashboards that correlate with each contract requirement. The requirements are primarily addressed by the OPTN Computer System Metrics Dashboard and the OPTN Electronic Data Submission Dashboard. Mr. McTier shared where these dashboards may be accessed by the public and that the dashboard is scheduled to go live on the OPTN website by mid-October 2023.

Michael Ferguson, Senior IT Portfolio Manager, provided a demonstration of the OPTN Computer System Metrics Dashboard to the committee. Mr. Ferguson presented what information will be available on the dashboard and how the metrics may be utilized by the transplant community.

Summary of Discussion:

A visitor asked what time of day scheduled maintenance to the OPTN Computer System occurs. Mr. Ferguson informed the guest and the NOOC that scheduled maintenance takes place in the early morning. He shared that based on their research, this is the time of day the system sees the least amount of use.

4. **OPTN Security Project: Attestation Decision Points**

Courtney Jett, Policy Analyst, presented the attestation decision points associated with the OPTN security project and provided an update on the project. She shared that there are 5 information security contacts still outstanding and 18 members who still need to submit a second site security administrator. The committee discussed that a warning should be sent to these members to submit the pertinent information, and then if they do not respond to the warning, a letter should be sent referring them to the Membership and Professional Standards Committee (MPSC). The committee decided more targeted outreach should be performed before referral to the MPSC, and for Ms. Jett to report back with any updates at the next NOOC meeting.

Ms. Jett shared that a webinar for members will be held on readiness assessments in the near future and that a request for proposals is currently out for attestations. She briefed the committee on attestation group methodology and reminded them of their prior conversations on how members will be divided into groups. She shared that affiliated members would be grouped based on shared 4-letter membership codes, pediatric hospital affiliations, shared or very similar names, shared information security contacts, and hospitals within the same health system. Members will then be randomly assigned to three groups. Ms. Jett then shared the anticipated attestation timeline. She shared that members will have 90 days to complete their attestation. Ms. Jett encouraged members of the committee to consider escalation pathways to the NOOC for attestation issues.

Ms. Jett explained that the first year of attestations will serve as a readiness assessment. She shared that the intent is to assess member's current state of information security maturity and to provide feedback on how members can mature their security programs. Ms. Jett then presented an overview of the attestation process.

Ms. Jett explained the gap sub-process to the committee. She noted that based on attestation findings, staff will open gaps and assign critically to the gaps, and remediation plans will be submitted by members, then reviewed by staff on how they intend to address these gaps. Ms. Jett then explained the reasons for individual case escalation to the NOOC. These reasons include disagreement on gaps or the critically of the gaps, and if there is a security posture that is judged as high risk to the OPTN Computer System. Ms. Jett shared the factors that are considered high risk to the OPTN Computer System.

Ms. Jett shared the proposed reports that will be shared with the NOOC. She shared that monthly high-level status reports will be shared with the NOOC and the NOOC Security Advisory Group, depending on

meeting placement. She shared that the NOOC will also receive an in-depth aggregate report three times after each four-month attestation cycle closes. She explained that the report is still being developed and a draft report will be shared with the committee at a later meeting.

Summary of Discussion:

The Chair commented that modifying the attestation timeline to 90 days is an appropriate change that was made based on committee feedback.

5. Chair Updates & NOOC Composition

Dan Yip, Chair of the NOOC, provided an update on the future composition of the committee. Dr. Yip shared the plan to add three advisory groups to the NOOC. These three advisory groups are tentatively: a Security Advisory Group, an Operations Monitoring Advisory Group, and a Technology and Modernization Advisory Group. Dr. Yip explained that the groups would be composed of more subject matter experts and the groups would report to the NOOC on their workings and findings. He suggested that there should be at least one NOOC member on each advisory group. Contractor staff shared that the current NOOC composition and members will stay the same.

Summary of Discussion:

A committee member commented that having a representative of the NOOC on each advisory group is a great idea, so the full committee stays informed and that there is connection back to the NOOC on each advisory group.

6. Closed Session

The committee met in a closed session.

Upcoming Meetings

- October 12, 2023
- October 27, 2023
- November 6, 2023
- November 20, 2023

Attendance

- **Committee Members and Advisors**
  - Andrew Kao
  - Bruno Mastroianni
  - Colleen McCarthy
  - Daniel Yip
  - Edward Hollinger
  - James Pittman
  - Kelley Hitchman
  - Laura Butler
  - Melissa McQueen
  - Paul Connelly
  - Willscott Naugler
- **HRSA Representatives**
  - Adriane Burton
  - Christopher McLaughlin
  - Cle Diggins
  - Daniel Thompson
  - Manjot Singh
  - Nick Lewis
  - Vinay Vuyyuru
- **UNOS Staff**
  - Anna Messmer
  - Bridgette Huff
  - Courtney Jett
  - James Jobes
  - Jonathan Moore
  - Julie Nolan
  - Laura Petrosky
  - Lauren Mauk
  - Marty Crenlon
  - Michael Ferguson
  - Michael Ghaffari
  - Morgan Jupe
  - Rebecca Murdock
  - Rob McTier
  - Roger Vacovsky
  - Susie Sprinson
  - Terri Helfrich
  - Tess Gallagher
  - Tiwan Nicholson
  - Tynisha Smith
- **Other Attendees**
  - Garrett Erdle
  - Jennifer Erickson
  - Molly McCarthy