

## **OPTN Network Operations Oversight Committee**

### **Meeting Summary**

**June 10, 2022**

**Conference Call**

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

### **Introduction**

The Network Operations Oversight Committee (NOOC) met via Cisco WebEx on 06/10/2022 to discuss the following agenda items:

1. Review the Remainder of Annual NOOC Report
2. OPTN System Security Update

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

### **1. Review the Remainder of Annual NOOC Report**

The Committee continued its review of the annual NOOC metrics report which covers data from April 2021 through March 2022. A revised copy of the report was shared prior to the meeting. The revised copy includes the addition of a crosswalk of OPTN system name conversions.

#### Availability Measures

Effective January 1, 2022, the OPTN System availability target SLA changed from 99.5% to 99.9%, excluding scheduled maintenance time. There were eight (8) occurrences of scheduled maintenance during the reporting period.

The OPTN contract establishes timelines to resolve issues: Category 1 (resolution within 1 hour of identification) to Category 4 (resolution within 8 hours of identification). Over the twelve month reporting period, there was: one (1) Category 1 issue, six (6) Category 3 issues, and one (1) Category 4 issue. Since the incidents are reported and discussed quarterly, only the one (1) issue occurring in February 2022 was discussed. The Category 1 issue took place on February 26, 2022 - one node of a high-availability solution suffered a firmware-level failure, causing it to operate in a degraded state. The degraded state (in turn) prevented a built-in automated failover of this high availability solution. All impacted services were manually transitioned to restore connectivity. It was confirmed that there was no impact to the matching function or patients. The Committee agreed to discuss this more in the meeting after the start of the next board year.

#### Accuracy Metrics

For six (6) weeks following implementation, the IT team responsible for coding the changes monitors activities associated with the changes to ensure there are no unexpected or incorrect outcomes. There were eight (8) policy projects implemented and three (3) enterprise projects had defects (discussed in a previous meeting).

#### Timeliness Metrics

The median time for delivery after board approval is 8.5 months. The Committee agreed to adjust the graphic to include the number of projects. Conversation around OMB approval timeline will continue at either the next meeting or in July.

## UNet<sup>SM</sup> Usability Survey

UNet<sup>SM</sup> users are surveyed each year through Survey Monkey. The Committee discussed results from the most recent survey in February-March, 2021. More than 90% of respondents reported a positive experience. Satisfaction with the KPD pilot was at 91%.

## **2. OPTN System Security Update**

Multi Factor Authentication (MFA) went into production for all UNet<sup>SM</sup> users on April 6, 2022. October 31, 2022 is the target date to have integrators ready. There were forty-one (41) findings closed between January 2020 and June 2022. The CPIC score is currently 97%.

In light of past OPTN information member security incidents, the Committee discussed whether the OPTN should adopt enhanced security obligations for members that use devices or systems that connect to the OPTN Computer System. No member security incident to date has impacted the OPTN Computer System. There is high confidence in the OPTN system but there are no expectations of OPTN members. Individual users are bound by the Terms of Use for their system.

### Recommendations for Potential Revisions

The OPTN would be able to take certain actions towards the member in order to make sure the system remains secure:

- Require members to follow OPTN Contractor's terms of use when using OPTN Computer System
- Define baseline security requirements for all OPTN members institutions
- Define risks at OPTN member institutions that could pose a risk to OPTN Computer System
- Require notice if risk/potential risk occurs at OPTN member institution
- Due process for handling these types of incidents

### Proposed Next Steps

The Committee will form a security focused sub-committee, identify volunteers to engage and, at the conclusion, provide recommendations and present to the Executive Committee to determine next steps. This project will be included in the NOOC Chair Annual Report to the OPTN BOD on June 27<sup>th</sup>.

### **Upcoming Meetings**

- June 27, 2022
- July, 2022

## Attendance

- **Committee Members and Advisors**
  - Brian Sullivan
  - Bruno Mastroianni
  - Clifford Miles
  - Edward Hollinger
  - James Pittman
  - Keith Wille
  - Kimberly Rallis – Committee Chair
  - Melissa McQueen
  - Michael Mittelman
- **HRSA Representatives**
  - Adriana Martinez
  - Arjun Naik
  - Christopher McLaughlin
  - Cliff Myers
  - Nick Lewis
  - Satish Gorrela
  - Vanessa Arriola
- **UNOS Staff**
  - Alex Tulchinsky
  - Bonnie Felice
  - Michael Ghaffari
  - Ralph Medina
  - Rob McTier
  - Terri Helfrich
  - Tiwan Nicholson