

**OPTN Network Operations Oversight Committee
Meeting Summary
November 1, 2021
Conference Call**

Kimberly A. Rallis, BS, MHA, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Cisco WebEx on 11/01/2021 to discuss the following agenda items:

1. UNet APIs Adoption Update
2. OPTN Projects Roadmap
3. Business Continuity Update
4. December 2021 NOOC Meeting

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

1. UNet APIs Adoption Update

Dean Wilson, Healthcare Integration Program Manager, provided a progress report on UNet API adoption by the transplant community:

- Transplant Candidate Registration (TCR) import API adoption increased 50% between Q1 and Q4 2021.
- Waitlist Unacceptable Antigens API increased from one hospital to 14 hospitals between Q1 and Q4 (an increase of 1300%).
- The Waitlist Liver Lab feature was built and released in December 2020.
- Transplant Recipient Registration (TRR) adoption rate is up from 51 transplant hospitals in Q1 2021 to 70 transplant hospitals in Q4 2021 (37% increase).
- The Transplant Recipient Follow-Up Form (TRF) is up from 61 transplant hospitals in Q1 2021 to 85 transplant hospitals in Q4 2021 (39% increase).
- Overall TIEDI API adoption is up 38% from 64 to 99 hospitals (a 62% increase from Q4).

Responding to a question from a committee member, Mr. Wilson explained that 100% adoption is not the goal; the goal is to continue to drive adoption and reduce data burden. Dean also explained that the integration program manager or the customer service team are able to grant access to the beta portal.

2. OPTN Projects Roadmap

Michael Ferguson, Software Engineering Manager, reviewed the current OPTN projects roadmap with the committee:

The team delivered a major update to lung allocation including integration capabilities and submission of lab values. Refinements were made to the Liver Review Board. Refusal Codes goes live on Dec 2; this will give a more granular data collection on refusal options when offers are declined. Kidney offers will roll out nationwide in January 2022.

MMAT just kicked off and will be delivered within the 12-month commitment with no major changes. The lung continuous project will start after approval. HLA and CPRA efforts are aligned and will be released before continuous distribution is delivered. MFA will be released internally in January.

3. Business Continuity Update

UNOS conducted more than 25 migrations of various parts of UNet between the East Region and West Region data centers during the geographic diversity project. Any part of UNet can be operated from either location. A full migration of the UNet stack from East Region to West Region was performed August 23-28, 2021. The exercise was a success, with timely and effective communication and collaboration between IT teams. The transition documentation was accurate and stored in the BCP system, which is located outside of the UNOS internal network. Following the exercise, the team identified an opportunity to automate some manual procedures; these will be in place for the next business continuity (BC) exercise during the second or third quarter of 2022.

There are also a number of activities to ensure continuing operation of the matching function. The Technical Operations Center (TOC) was created to centralize incident response and escalation. On-call operations will begin transition to this model in Q2. This will provide a more streamlined response and escalation process for matching function issues. UNOS continues collaboration with Nutanix on transition of the full UNet stack to Azure.

Another effort in the works is to consolidate infrastructure monitoring to show when issues occur and the impact to other systems. This will allow easier identification of root causes. The new monitoring solution will be on-boarded this quarter and the full conversion is expected by Q3.

UNOS is underway with planning for transition of selected UNet infrastructure components to Azure services including caching and Content Delivery Networks (CDN). This ongoing effort will extend through FY23 as we move more to a cloud-centric architecture.

4. December 2021 NOOC Meeting

The first half of the December NOOC meeting will focus on metrics: what they are, what they mean, and why they are important. We will also share information about how the annual report is constructed, presented, and what role the committee will have in its creation based on feedback.

Upcoming Meeting(s)

- December 2, 2021
- February, 2022

Attendance

- **Committee Members**
 - Bill Bry
 - Brian Sullivan
 - Bruno Mastroianni
 - Clifford Miles
 - Edward Hollinger
 - James Pittman
 - Keith Wille
 - Kimberly Rallis
 - Melissa McQueen
 - Michael Mittelman
- **HRSA Representatives**
 - Adriana Martinez
 - Vanessa Arriola
- **UNOS Staff**
 - Alex Tulchinsky
 - Amy Hamner
 - Amy Putnam
 - Bonnie Felice
 - Carrie Caumont
 - Dean Wilson
 - Marty Wilson
 - Michael Ferguson
 - Rob McTier
 - Susie Sprinson
 - Terri Helfrich