

## **OPTN Network Operations Oversight Committee**

### **Meeting Summary**

**April 19, 2021**

**Conference Call**

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

### **Introduction**

The Network Operations Oversight Committee (NOOC) met via Citrix GoTo 04/19/2021 to discuss the following agenda items:

1. DonorNet® Mobile Update
2. Migration to Regional Computing Environments
3. NOOC Metrics for Q2 FY21
4. Multi-Factor Authentication Project

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

#### **1. DonorNet® Mobile Update**

Lloyd Board, Service Owner, provided the update on the DonorNet® Mobile.

The DonorNet® Mobile platform was released nationally on April 7 for the transplant community. Integration with DonorNet® high quality image viewers allows users the ability to view other diagnostic tests and attachments in the donor record. API traffic from the mobile application increased by more than 1000% without slowness or responsiveness issues. UNOS launched social media campaigns on LinkedIn, Twitter, and the UNOS website, and will be targeted toward transplant professionals starting April 21.

#### **2. Migration to Regional Computing Environments**

Tiwan Nicholson, Director of IT Operations, provided the Committee with an update on the migration project.

Effective March 31, UNOS now has the West Region computing environment up and running in Irving, TX. The only East Region computing environment is in Sandston, VA (no longer at UNOS headquarters in Richmond, VA). The core computing for UNet<sup>SM</sup> and other OPTN systems all reside in the East and West Region environments. The project began in October 2019 and completed with only 75 minutes of downtime.

#### **3. NOOC Metrics for Q2 FY21**

Rob McTier, Business Architect, discussed the second quarter NOOC metrics covering January - March of 2021. A copy of the metrics report was distributed prior to the meeting.

### **Efficiency**

Median match run times remain under 15 seconds for all organs. Median organ offer notification time remains under 2.5 minutes. The percent of official OPTN data elements that can be submitted by API decreased from 63% to 62%. This is due to 34 additional fields being added to candidate management in March. The new fields support the new kidney allocation policy and expedited liver placement. UNOS

implemented a Pediatric End-State Liver Disease (PELD) calculator API allowing programs to submit clinical data and return a PELD score. In Q4 FY21, UNOS plans to implement a Waitlist<sup>SM</sup> registration Lung Allocation Score (LAS) API, allowing users to retrieve and submit LAS data for Waitlist<sup>SM</sup> registration. An additional API will provide support for calculating the LAS itself. Development is also underway on APIs that will support transplant programs in critical pre-transplant activities including the organ check-in and pre-transplant verification processes.

### **Availability**

Matching function availability remains above the 99.5% SLA specified in the contract. There was a decrease in February and March due to planned downtime events. There were zero match function issues in January, 5 in February, and 3 in March. Category 1 and 2 issues were both related to the February 6 equipment failure.

### **Accuracy**

There were over 100 releases during the second quarter including the Expedited Liver policy and removal of DSA and region from kidney and pancreas allocation. Four of the 5 deployments have had no revision. The Expedited Liver release introduced an issue with the display of those completed evaluations and was fixed within 30 minutes.

### **Timeliness**

All policy projects will be implemented within 12 months of board approval. Median project implementation time for approved projects in 2020 will be 6 months.

The UNet<sup>SM</sup> API report has been updated with more detailed adoption metrics. The report has been broken into two parts: Data reporting APIs and Supporting APIs.

Deceased Donor Reporting adoption is high and continues to grow. Living Donor Reporting is 6-7% of hospitals. About 20% of hospitals are using the API to submit candidate transplant data, and approximately 20% of hospitals are submitting transplant recipient data via API and 25% are transmitting follow up data via API.

## **4. Multi-Factor Authentication Project**

Randall Fenderson, Service Owner, gave an overview of the Multi-Factor Authentication (MFA) project and next steps.

All OPTN applications will be secured with Multi-Factor Authentication (MFA). This includes: UNet<sup>SM</sup> applications such as TIEDI<sup>®</sup>, DonorNet<sup>®</sup>, Waitlist<sup>SM</sup>, and KPD, as well as DonorNet<sup>®</sup> Mobile, and TransNet<sup>SM</sup>. The delivery date will be no later than 3<sup>rd</sup> Quarter of 2023.

A token will be linked with UNet<sup>SM</sup> and will send a push notification or a code. UNOS is currently evaluating vendors and taking into consideration that not all users will have internet access at all times. There will be a phased rollout beginning with site administrators.

Mr. Fenderson queried the Committee on what MFAs are being used and what the current processes are. Joseph Hillenburg encouraged the use of Web Auth since it does not use a third party. He recommended not using text messages/SMS; Mr. Fenderson replied that the use of texts/SMS has been ruled out. Mr. Hillenburg's company uses Duo, which is owned by Cisco. Michael Mittelman mentioned Okta as an MFA solution.

Alex Tulchinsky committed to provide an update to the Committee at the June meeting.

### **Upcoming Meeting(s)**

- June, 2021
- July, 2021

## Attendance

- **Committee Members**
  - James Pittman
  - Joseph Hillenburg
  - Kelly Ranum
  - Kim Rallis
  - Merry Smith
  - Michael Mittelman
- **HRSA Representatives**
  - Christopher McLaughlin
  - Shannon Taitt
  - Vanessa Arriola
- **UNOS Staff**
  - Alex Tulchinsky
  - Amy Hamner
  - Amy Putnam
  - Bill Wooten
  - Bob Carrico
  - Bonnie Felice
  - Chelsea Haynes
  - Greg Edwards
  - Jason Livingston
  - Marty Wilson
  - Maureen McBride
  - Randall Fenderson
  - Rob McTier
  - Susie Sprinson
  - Terri Helfrich
  - Tiwan Nicholson