

**OPTN Network Operations Oversight Committee
Meeting Summary
June 11, 2021
Conference Call**

Kimberly A. Rallis, BS, MHA, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Citrix GoTo Meeting on 06/11/2021 to discuss the following agenda items:

1. UNOS / Accenture Federal Collaboration
2. Multi-Factor Authentication Update
3. UNetSM APIs: Review and Rationale on Prioritization of API Work
4. NOOC Chair Report to the BOD
5. IT Projects Roadmap
6. Open Forum / Q&A

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

1. UNOS / Accenture Federal Collaboration

Ryan Ehrensberger introduced Christopher Zinner, Bree Fouss, and Ben Cannon on the Accenture team and Karen Williams, a Senior Service Owner with UNOS.

UNOS and Accenture have been collaborating on a project to improve WaitlistSM registration and patient management. The project also aims to unify the UNetSM brand, create a design library, and further integrate methods of human-centered design into the components of UNetSM.

The project is currently in the design phase and the Accenture team has engaged in a variety of research methods to understand users. They have interviewed users, transplant coordinators, histocompatibility technologists, and UNOS staff (Organ Center, UNetSM Service Desk, and IT subject matter experts). Users reported certain gaps in the tool (forcing them to create workarounds), design flaws (e.g. the reset and submit buttons being next to each other), and the inability to save work intermittently (this creates a high-pressure scenario to finish data entry before the screen times out).

Ben Cannon shared a video of a prototype. The Accenture team will conduct testing with users to assess usability, comprehensiveness and functionality.

2. Multi-Factor Authentication Update

Michael Ghaffari, Assistant Director of UNOS Software Engineering, provided an update on the Multi-Factor Authentication (MFA) journey for UNetSM. UNOS started out considering three possible vendors: RSA, Twilio Authy, and Duo. Twilio's robust documentation ensures the ability to get something to market quickly and securely. UNOS recently completed the proof of concept phase with Twilio. Design will finish in late July; deployment for all UNetSM users will be February/March 2022.

Mr. Ghaffari demonstrated how Authy functions. Users without access to an internet connection can enter a token code to log into the application.

Joseph Hillenburg shared concern that this requires users to download and use a proprietary application. He strongly encouraged UNOS to consider using WebAuth and RFC6238, which all iPhones will have installed starting in September.

3. UNetSM APIs: Review and Rationale on Prioritization of API Work

Bonnie Felice, UNOS Business Architect, presented on prioritizing the API efforts that support direct data submission to the OPTN. UNOS looks at the data about transactions in the system to see what it says about data burden. It requires community collaboration with members, and most importantly, it requires evolving discovery. How, when, and where the data are collected by hospitals and other systems is ever-changing. As policies around organ allocation change, so must the data collected.

The most important consideration is to determine whether building an API for OPTN data collection is sensible and how the data are collected in EHR systems. Ongoing analysis is necessary to determine the correct denominator for API data integration targets.

4. NOOC Chair Report to the BOD

The NOOC Chair Report will be presented to the OPTN Board of Directors on June 14. The report is a contract deliverable and is a compilation of metrics reviewed in previous meetings. The report will also include a few slides summarizing UNOS IT's accomplishments.

5. IT Projects Roadmap

Michael Ferguson, UNOS Manager of Software Engineering, presented the IT Project Roadmap. The committee reviewed it and discussed the shifting priorities between HRSA, the Board of Directors, and the community. Continuous lung distribution is scheduled to go to the BOD this December with a planned implementation in Winter 2022.

6. Open Forum / Q&A

Kim Rallis thanked the committee members and advisors for their contributions and engagement over the last year. Those rolling off of the committee the end of this month are:

Brian Sullivan
James Pittman
Joseph Hillenburg
Kelly Ranum
Merry Smith
Michael Mittelman
Michael Moritz, MD

Upcoming Meeting(s)

- July, 2021
- December, 2021

Attendance

- **Committee Members**
 - Brian Sullivan
 - James Pittman
 - Joseph Hillenburg
 - Kelly Ranum
 - Kimberly Rallis
 - Merry Smith
 - Michael Mittelman
 - Michael Moritz, MD

- **HRSA Representatives**
 - Brent Kopp
 - Christopher McLaughlin
 - Lionel Combet
 - Vanessa Arriola

- **UNOS Staff**
 - Amy Hamner
 - Amy Putnam
 - Bob Carrico
 - Bonnie Felice
 - Dean Wilson
 - James Alcorn
 - Jason Livingston
 - Karen Williams
 - Lauren Mauk
 - Marty Wilson
 - Michael Ferguson
 - Michael Ghaffari
 - Rob McTier
 - Roger Brown
 - Ryan Ehrensberger
 - Susie Sprinson
 - Terri Helfrich
 - Tiwan Nicholson