OPTN Network Operations Oversight Committee
Meeting Summary
August 26, 2019
Conference Call

Mr. Walter Herczyk, MT, CHS, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Citrix GoToMeeting teleconference on 08/26/2019 to discuss the following agenda items:

1. Network Operations and Oversight Committee Charter
2. Network Operations and Oversight Committee Relationship with Data Advisory Committee
3. 2019 Network Operations Metrics and Monitoring Report

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

1. Network Operations and Oversight Committee Charter

UNOS staff shared the new NOOC Committee Charter with the Committee.

2. Network Operations and Oversight Committee Relationship with Data Advisory Committee

UNOS staff shared information about the relationship between the NOOC and the Data Advisory Committee (DAC).

Summary of discussion:

UNOS staff explained that the NOOC has oversight of the OPTN matching function, while the DAC interfaces with Committees and sponsors policies. The Committee had no questions or comments regarding the relationship between the two Committees.

3. 2019 Network Operations Metrics and Monitoring Report

UNOS staff are seeking feedback on the 2019 Network Operations Metrics and Monitoring Report.

Summary of discussion:

UNOS staff provided the Committee with an overview of the section of the Performance Work Statement that applies to NOOC metrics. They provided the Committee with information regarding the schedule of deliverables, noting that metrics will be reviewed on a quarterly basis with the NOOC. UNOS staff also reviewed the Service Level Agreement that established the OPTN's contract timeline for customer support resolution of issues. The Committee then reviewed the Proposed Timelines for Customer Support Resolution.

The Committee reviewed the 2019 Network Operations Metrics and Monitoring Report, beginning with a review of the distribution of match run times (in seconds) by organ from April, May, and June 2019. A new metric, organ offer notification responsiveness, will be included in future reports. The Committee examined the Percentage of Matching Function Availability by Month (including scheduled and unscheduled downtime) and the Number of Matching Function Issues by Category by Month. Next, the Committee reviewed the Summary of SLA Policy Project Implementation Performance by Year of BOD Approval and feedback was requested on ways to clearly display project implementation data.

<u>Next steps:</u>

UNOS staff requested feedback on the 2019 Network Operations Metrics and Monitoring. Committee members can submit feedback on the report to Rob McTier prior to Monday, September 2nd.

Upcoming Meetings

- December 3rd, 2019
- April 21st, 2020