

**OPTN Network Operations Oversight Committee
Meeting Summary
June 27, 2022
Conference Call**

Kimberly A. Rallis, BS, MHA, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Cisco WebEx on 06/27/2022 to discuss the following agenda items:

1. Preview of NOOC Report to the Board
2. Creation of NOOC Security Subcommittee

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

1. Preview of NOOC Report to the Board

The Committee opened the meeting with a review of the NOOC Charter.

The NOOC agreed that organ allocation is a critical process but there are many factors that occur over a matter of hours and days. The matching function includes not only the match algorithm, but the system needed to register candidates and donors, make organ offers, and respond to organ offers.

The 2018 OPTN contract established a service level agreement of 99.5% availability, which is measured in downtime per month. The NOOC had a detailed review of this requirement. A thirty minute downtime is not clinically impactful and is therefore tolerable. Feedback received from Gartner indicated that 99.9% availability is appropriate. The NOOC recommends maintaining the 99.9% OPTN matching function uptime including planned maintenance, and where practical, planned maintenance periods should not exceed 30 minutes.

2. Creation of NOOC Security Subcommittee

The NOOC will look at forming a security subcommittee to recommend requirements for member institutions and their technology environments. Members should know what is expected of them and what to do. UNOS, OPTN, and external experts will be consulted to advise the best path to create potential policies for the entities that the OPTN system engages with. The NOOC will take recommendations to the Executive Committee.

The current metrics measure the performance of the matching function from an IT perspective. These metrics confirm that technology is working correctly and the NOOC needs to continue to review these metrics to ensure that IT performance remains reasonable.

Upcoming Meetings

- July, 2022
- December, 2023

Attendance

- **Committee Members and Advisors**
 - Bill Bry
 - Brian Sullivan
 - Cliff Miles
 - Ed Hollinger
 - James Pittman
 - Keith Wille
 - Kimberly Rallis – Committee Chair
 - Melissa McQueen
 - Michael Mittelman
- **HRSA Representatives**
 - Christopher McLaughlin
 - Nick Lewis
- **UNOS Staff**
 - Alex Tulchinsky
 - Bonnie Felice
 - Michael Ghaffari
 - Ralph Medina
 - Rob McTier
 - Terri Helfrich
 - Tiwan Nicholson