

Meeting Minutes for July 19, 2012

There are two purposes to these bi-monthly calls:

1. Provide updates that may affect workflow user studies
2. Provide a forum for MIP Studies Users to ask questions and raise concerns to their peers as well as address challenges around the work studies

Updates:

1. New Version of MIP Help Escalation Plan
 - This new version contains the updated contacts and processes for escalating MIP Help tickets to the new CDS team
 - The plan is currently available on the Guides and Documentation section of the MIP User Care website
https://hazards.fema.gov/femaportal/wps/portal/usercare_guidesAndDocs#MIP Help Escalation Plan
2. SP03 to be released on August 10, 2012. The MIP Is scheduled to be down on Friday, August 10 after business hours and scheduled to return on early Monday morning. Items included in SP03*:
 - There are 6 parts to SP03, 5 DRs and 1 CR
 - Only 3 of the 6 are front-end items and will be visible to the users. Those three are:
 - **CR 18513** changes the addresses for the LOMC Clearinghouse and the GIS Data Depot within the MIP
 - **DR 18422** affects the message given when searching for an Orthoimagery Base Map file that has been moved to USGS
 - FEMA no longer requires the MIP to maintain Base Map files after a Study is completed / becomes effective
 - This DR changes the error message received when searching for a Base Map file that has been removed. The error message is changed to indicate that it the file is available at the USGS and the message will provide a link to the USGS.
 - **DRR 18421** affects the error message given when users try to upload a MetaData file that contains errors
 - Currently the error message instructs users to contact MIP Help
 - The new error message will identify the error (either format of date or length of Case Number, Title, Status, or Directory Path)
 - This gives the user a chance to fix the error themselves without having to contact MIP Help

***NOTE:** The contents of SP03 were scaled back subsequent to this Studies User Call. Contents of SP03 implemented included only CR18513

Below are the questions and answers discussed on the Studies Workflow Open Conference Call:

Issue/Question	Answer
Why does MIP Help not log the entire email train	Seth replied that he thinks MIP Help only logs the

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<p>when responding to a MIP Help Ticket? MIP Help only logs/tracks the original message. When the ticket submitter forwards the MIP Help ticket response, it is hard for them to get a complete understanding of the issue without the full email train. Is this something that can be resolved?</p>	<p>original message while the individual addressing the issue has all the email train. Seth will follow up with user offline to address this issue.</p>
<p>Is the three day response time a new or something that has always been in place? User felt this was a long response wait time.</p>	<p>Seth replied that this response time has not been changed and has been set for quite some time. If there is ever a need to get something resolved faster, the user should address the issue with their Champ or Black Belt and they can help escalate it to the CDS/CMO team.</p>

As a reminder, MIP Help can be reached via e-mail at miphelp@riskmapcdfs.com or by telephone at 1-877-FEMA-MAP.