

Issue/Question Conference Call

Issue/Question - ANNOUNCEMENT: SP 18 & SP 19

SP 18 – Successfully Deployed August 28th

The primary focus of this release is to support the transition of program management and production activities from the NSP to the PM and PTS contractors. New user accounts will also be added for the PM and PTS organizations.

Enhancements were also made to the Sequencing Tool to provide additional functionality and improve performance. Specifics include the addition of new data fields to accommodate the Risk MAP fiscal years, new project types, and changes to the user interface that will make the tool faster to load.

SP 19– Scheduled October 2nd

SP19 will cover the remaining changes necessary to support the NSP/PTS transition. Changes include the implementation of a new framework for restricting financial data in the MIP and the removal of the MOD role from all existing Map Mod user profiles. After SP19, users will be able to complete items on their workbench and, as the user advances to the next activity in the workflow activities for the MOD organization will be picked up by the appropriate PTS organization in accordance with the Risk MAP structure. As a result, workflow activities previously assigned to the MOD role will be shifted to either the PM, PTS, or CDS organizations.

Issue/Question - ANNOUNCEMENT: New Risk Map IDs

With the release of SP 18, new roles have been added to the MIP to reflect the changes in activity assignments for Risk MAP. MIP Help also created new Risk MAP user ids for some users. MIP users will typically have been two and three user ids:

- Existing user id (ex. Mipuser)
- Id for users responsible for MOD activities (ex. Mipuser_mod)
- Id for users responsible for PTS activities (ex. Mipuser_pts)
- Id for users responsible for PM activities (ex. Mipuser_pm)

It should be noted that neither the new **Mipuser_mod** users nor the new **Mipuser_pts** have been granted Process Admin or MARS access. Effective October 2, updates to the MARS tool will be in place that will restrict cost information for PTS users for any project outside of their organization.

Issue/Question - ANNOUNCEMENT: MIP Help

Extended Hours

Good News! In order to accommodate the Effective Monday September 14th MIP Help is offering extended support hours from 8:00 AM to 8:00 PM (Eastern) Monday to Friday. This support will continue into mid-October.

MIP Help Escalation Plan

As a reminder, the MIP Help escalation plan is a procedure that can be used when users encounter a problem or need support in using the MIP. The MIP Help Escalation Plan is posted on the MIP under the

MIP User Care tab and under Guides & Documentation. There is guidance on this document for what to do if:

- You receive no response after 3 days of submitting a MIP Help ticket
- The explanation you receive from MIP Help does not answer your question

You have an urgent matter that needs immediate assistance.

Submitted Questions

Issue/Question - DFIRM Session Time Out

When using the DFIRM tools over the Citrix connection, I have found lately (for the past few months, perhaps) that if I am disconnected for longer than an hour, the session is terminated. For instance, if I am away for lunch and return in an hour, then the session is still active and will resume. However, if it is any more than an hour, perhaps an hour and a half, before I log in again, then the session has terminated and I must restart the applications.

Answer

The Citrix tool is configured to time out after 30 minutes of inactivity. When this occurs, the process that the user has started continues in the background, but they will be required to log back in to the tool to start additional activities.

There are a number of other potential contributing factors that could also explain the behavior that the user is reporting:

- Lunch hours are peak hours for data upload.
- Local network issues could result in a dropped session

Maximum upload size is 1 GB. Trying to upload a file larger than this via the MIP will result in a failed upload.

Issue/Question - When will my MOD ID expire?

The MOD ID will not “expire” per se. Effective SP 19, the MOD roles will be removed from the “existing ID” mentioned above. The result of this will be that that existing user ID will see fewer and fewer claimable activities over time. These activities will instead be claimed by users who are part of the PTS, PM or CDS organizations. In-flight activities that are claimable by members with MOD organization right in their profile. At some point in the future the older Map Mod IDs will become obsolete.

Issue/Question - Should I have received a new ID?

Prior to the implementation of SP 18, a user registration process was performed for new Risk Map user accounts. Emails were sent back to representative from PTS and the PM organizations with the new user IDs and passwords. If you believe you should have a new user ID for Risk Map work or to complete MOD activities, please check with representatives from your organization.

1. BakerAECOM: Ken Hamer
2. STARR: Josh Price and Rob Truelsen
3. RAMPP: Peter Chaput
4. PM: Shawn Steffy

Issue/Question - What happens to Black Belts that need to continue to help out with activities (e.g. workflow, training, etc) beyond October 2nd?

FEMA has circulated a partnership agreement where tasks that are transferring as a result of transition are outlined. These agreements were due back to FEMA by September 30th.

Issue/Question - On the Citrix timeout issue, has there been any thought to extending the time out period from 30 minutes to longer?

Like all IT systems, optimization of the Citrix infrastructure involves a number of trade offs to maximize performance.

Issue/Question - For Projects with no appeal period, the MIP forces you to Create Final Rule. Why does it do this?

This is a known issue in the MIP. There is User Guidance currently posted to the Champions and Black Belts SharePoint site and there is also a Work Instruction document that is part of the Studies End to End training on this issue. Please check with your Black Belt to obtain these documents.