Issues/Questions from the MIP Studies Workflow Open Conference Call on Dec. 20, 2007

On December 20, 2007 FEMA HQ and the MIP team hosted an open conference call for MIP Studies Workflow users to discuss any outstanding issues or problems as a result of SP14. The purpose of the call was to identify, discuss, and address and/or attempt to resolve issues raised by the users. The following chart lists the issues/questions that were emailed or brought up on the call and the corresponding answers.

Issue/Question	Answer
I cannot enter my Actual End Date or 100% complete for my task, even though I have uploaded my data.	The MIP currently validates that the submission has *passed* QA before you can ultimately complete the task by entering the actual end date and percent complete. There are several types of QA, including metadata validation, National DFIRM QA, and the Validate Content step, which occurs for every task and is completed by the RMC. All appropriate validations must pass before the Manager can claim that a task is 100% complete. If there is Independent QA for this task, you must pass the Independent QA before being able to mark 100% complete for the data development task.
I'm entering Percent Complete, Actual Cost and As Of Date, but when I save and return to the task, the data doesn't appear.	The MIP only displays data from the most recent date, not the most recent date the data was entered. If information was entered correctly and is displaying the wrong information, contact MIP Help who can help clear out the incorrect data.
There is nowhere for me to view the dates of submittals (by the Producers) or validation/QC by the NSP. As a Manager, I need this information but am relying on emails from all the mapping partners involved for information. I need to know what date contractors are submitting their submittals. I would like to see it in the Workflow History area.	A time and date stamp will be included in Workflow History to view when a task has been completed. This functionality will be added as part of SP14d in mid-January.

<table>
<tr><th>Issue/Question</th><th>Answer</th></tr>
<tr><td>Can someone clarify what the "Actual Start Date" is on the "Cost and Schedule Information" section of the "Manage Preliminary Map Production: Task Status”? Is this start date of the activity in the MAS known as Activity 15 "Produce Preliminary Map Products?" In certain instances this date already seems to have been filled in by someone. What is the basis for this date?</td><td>The MIP workflow steps and the MAS activities don't align perfectly, however, after much dialogue with Alexandria SMEs the mapping is as follows:

MAS Activity 15 - Preliminary DFIRM and FIS Report Distribution = MIP WF Step 'Distribute Preliminary Map Products'

MAS Activity 14A - DFIRM Production (Application of DFIRM Graphic and Database Specifications) = MIP WF Step 'Produce Preliminary Map Products'</td></tr>
<tr><td>Tasks seem to be going to the wrong place. In some cases, users are getting tasks they aren’t expecting, and not getting tasks they were expecting.</td><td>This issue could be caused by a number of reasons:

1. A user in an organization may not have been assigned the role. Proactive research was performed by the MIP team and organizations will be contacted if they need to assign users to roles.

2. A user may have been assigned more roles than expected (i.e., have both Manager and Producer roles). If you receive more tasks than you expect, contact your RMC to understand what roles have been assigned to you.

3. The organization that is assigned that task is not correct. In this situation, what to do depends how the tasks were set up from original contract. If this may be your situation, immediately contact your RMC, as it may include sensitive data issues. The RMC will be able to identify a list of studies to determine where and to whom tasks are assigned and help resolve the issue.</td></tr>
<tr><td>Producer completed the task, but I don’t see a review task appear. Shouldn’t the next task pop up? Should I be able to see them on the Workflow History?</td><td>Once the Producer completes the task the workflow advances to the next task, which is Validate Content Submission. This task is performed by the RMC. The progress of this task can be seen on Workflow History. If the workflow does not advance, please contact MIP Help.</td></tr>
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Issue/Question	Answer
When you claim a task it can no longer be seen by other users in your firm. Is there a way to "unclaim" a task if someone mistakenly claims the wrong one? We would like to request to treat Producers and Managers as groups, so that all producers/managers can see all the claimed tasks.	Currently, when the task is claimed it cannot be unclaimed. The FEMA Regions and RMCs have a tool called Process Admin that they can use to re-assign or unclaim tasks. The MIP team is looking to include some portions of this functionality for mapping partners in a future service pack.
Producers having to resubmit data because the format used previously is not acceptable with SP14. Now data needs to be on the J drive, not the K drive, and now contractors have to move files back to the J drive for the submittal to work.	SP14 did not change the format guidelines. The metadata file must be an .xml file (not .txt file). Additional validation is now performed in the workflow process. Projects that were beyond the upload point at SP14 deployment should not have been moved back in the workflow, unless the upload submission had not passed QA. If you find you have this issue, please contact MIP Help.
When doing a revised submittal, how do you delete old files from the MIP without sending a MIP Help ticket? We would like the ability to delete/modify folders in the submission folder of the J drive. Then, when the task is completed on the workbench, the current contents of the K drive are deleted and then replaced with what is on the J drive. This would eliminate the need for a MIP Help ticket.	Users currently have the ability to upload files to J, but cannot delete/move files from J through MIP workflow. User should go through Citrix to delete the files. Once you complete the workflow activity task, it will clear out the previous submission on the K drive and move what is on J onto K.
Data that was too big to upload and that was mailed to the MIP data depot was not fully copied to the correct folders.	This may have been an error by the MIP team. Contact MIP Help to research and correct the issue. The MIP team is looking at ways to increase upload submission limitations and may be included in a future service pack.

Issue/Question	Answer
When data is sent to the Data Depot, it is copied to the J drive usually? How does it get over to the K Drive? Are there special instructions to send to the Data Depot for where data should be loaded?	MIP Help uploads the submission to the J drive. You can use the Data Submission form within the Studies Workflow to indicate that submission is going to be mailed into the data depot and a ticket will be generated to give MIP Help the pertinent information. Wait until data is uploaded and then complete the task. Data will be automatically moved from J to K upon task completion. If the task is not completed in the MIP workflow, then the files will not be moved to the K drive.
I did not check the Planned QA checkbox, but now need to do add an Independent QA task.	If you need to add an Independent QA, this will have to be done on a case by case basis. Send a ticket to MIP Help to add this task and they will restart the project to bring it back to the right spot in the workflow.
I can't complete my LFD until my final QA/QC passes. Is this how the MIP is supposed to work?	Yes, you must pass final QA/QC before you can complete the LFD process. This process mirrors the requirements set by PM42.
How do DFIRM tools interact with the new SP14 folder structure? Can we export and send it to QA automatically?	DFIRM tools will place the submission on the J drive, but will no longer automatically start the QA process. Users will have to start the QA process by initiating the task on the MIP workflow.
I am having problems with the automated metadata check working. I submitted a file with no metadata and the workflow was allowed to move forward.	Users may occasionally see that they are not required to fulfill all of the requirements for that particular task. This issue has to do with the QA bypass flag. In this example, the QA bypass flag was set. This bypass was set for many projects due to PM42, DCS checks, and the MIP Corrective Action Plan (CAP). If the bypass flag was not set, users are required to fulfill all submission requirements. The MIP team continues to work with the Champs and Blackbelts to determine which projects should allow QA bypass.

Issue/Question	Answer
We are working with an orthophotographic basemap, so the metadata we had followed the wrong schema for the MIP. We had this resolved as we were able to just push through our metadata without having it validated. This was fine fix for the metadata but my concern was can ANYTHING be pushed through. So we purposely cut a metadata apart, removing critical information, received the data is invalid message and proceeded to close the job or continue on. And it pushed the metadata through as it was. This is a concern for me and was curious if anyone was aware of this issue.	See above question regarding the QA bypass flag to address that metadata was able to push through the workflow process. To address the orthophotographic issue, an error was identified and fixed in emergency service pack (ESP) 14c, deployed on December 14, 2007. The Orthoimagery profile is now validated by the MIP correctly for basemap submissions. If Orthoimagery is included in the submission, then it will be validated.
I have numerous issues with metadata being rejected even after it passes Metaman.	There is some confusion regarding the difference between Metadata validation (Metaman) on the MIP Studies Workflow and through Citrix. The Workflow Metaman is “context aware” and validates the case number and CID. The Citrix Metaman is not context aware. Thus, it is possible to pass Metaman validation on Citrix and still fail it through the MIP Workflow. However, the errors should be very easy to rectify. Use the Citrix Metaman to practice, however, the official validation should be done through MIP Workflow.
MIP gets hung up and is unable to validate metadata. We must contact MIP Help to get metadata validated.	This was originally a communication problem between MIP and metadata validation that was resolved in ESP 14ab deployed on November 9, 2007. Users still experiencing this issue should contact MIP Help.
What is the upper limit of time a user should actually expect for it to take to validate Metadata?	Validation should take less than one minute once the submission has been unzipped. The time it takes to unzip the file is entirely dependent on the file size. If status says ‘unzipping’, it is still in process and has not started the validation process. Once it says ‘in progress’, the validation is taking place.

Issue/Question	Answer
It also has been telling me that my metadata is not correctly named even when it is in the correct folder and matches the suggested naming conventions of the MIP.	This was an issue identified and resolved in ESP 14ac deployed on November 27, 2007, where the metadata file naming convention on the MIP was incorrect This has now been corrected, and users should continue to use the normal naming convention. The metadata file must be under "root" folder or in the General folder for DCS tasks. The file cannot be within any subfolder as the MIP will not be able to find it.
Request to put PM42 terminology into the MIP.	The team will look into putting help text on the screen to help with PM42 terminology.
Is the goal of PM42 and MIP Workflow to have the LFD date 60 days after the preliminary issuance?	PM42 doesn't specify that LFDs should be issued within 60 days of the Preliminary map. For studies with BFE increases the appeal period alone is 90 days. Also, there is time for community meetings and comment periods. The general goal of Post Preliminary Processing is to go from Preliminary to LFD in approximately 6 to 9 months, and to have maps to communities several months before the effective date, so that they may update and adopt their floodplain management ordinances.
Based on PM42, do we wait to submit LFD until MSC deliverable is delivered?	No, these two tasks can happen concurrently.
On floodplain mapping task why asking for stream miles for redelineation?	FEMA needs to understand the level of work associated with the floodplain mapping tasks to understand what it costs them. The best way to do that for these tasks is to ask about stream miles. This information is used for future needs analysis.
What is the future of the MIP in regards to MSC package? I would like to see feedback from MSC to know they are reviewing my package.	MIP-MSC integration is being evaluated as part of the Digital Vision initiative. MIP will stay as-is for the time being until Digital Vision's requirements are solidified.

Issue/Question	Answer
When a SOMA is generated using the MIP SOMA tool, LOMCs appear in the generated SOMA that are not even listed in the SOMA tool. These LOMCs must be manually removed which is difficult because the export to Word function doesn't work on the Final SOMA.	There are two issues in this question: 1. We would need more information to understand why LOMCs showing up on the Final SOMA are not listed in the SOMA tool. Please contact MIP Help to follow up on this issue. Include the study project number, which community's SOMA is affected and the specific LOMC case numbers which show up on the SOMA letter, but not in the SOMA too. 2. The links within the SOMA tool that are used to pull up the Prelim, Final SOMA, etc do not have the export functionality built in. The export function does work when the letters are pulled from the Reports tab in the MIP. Under Form Letters, choose Final SOMA, Preliminary SOMA, etc. You can then export to Word, Excel, etc.
User sends a help ticket and response is "it shouldn't be doing that" is not helpful. We need MIP Help to fix it, not provide that response. They acknowledge the issue, but don't make an attempt to fix it.	Users who do not receive adequate answers to their issues should refer to the MIP Help Escalation Plan posted on User Care for assistance.