Mapping INFORMATION PLATFORM

Issues/Questions from the MIP Studies Workflow Open Conference Call on Feb. 14 2008

Issue/Question	Answer
What steps need to be taken before I can enter my Actual End Date?	To be able to enter the Actual End Date, the Area Complete checkbox must be checked and Percent Complete must be 100%. Don't forget, a user can't check Area Complete until the QA Validation is complete.
I'm still confused over the As Of Date. If I get an invoice after the actual end date, which As Of Date do I use?	Once a user has added the Actual End Date, this is the last date that should be used. If you get an invoice 2 weeks after the actual end date, input the actual end date into the As Of Date field. The system will not allow a user to enter a future date.
I have entered cost and schedule information but it is not showing on my screen. Why?	This is likely because you have already entered information for a date more recently. For example, if you enter information for Feb. 1, but then enter information for Dec. 1, only the Feb. 1 information will display on the screen because the MIP only shows information from the most recent date. The information you entered fro Dec. 1 has been saved, but will not display.
If there has not been any progress on my project in the last month, do I still have to update the MIP? If so, how do I indicate there has been no progress?	Yes. It is required that mapping partners update their information on the MIP monthly. Even if you have had no progress on your project, enter in a new As Of Date, but leave the Percent Complete and Actual Cost fields the same. Further, if a project has been stalled for several months, work with your Regional Project Officer to determine if the project should be put on hold.
Is there a way to update information on multiple projects at the same time?	No. You must enter into each project to update costs and schedule information. Each project needs to be updated individually to ensure that mapping partners are looking at and reviewing the data.

In the Distribute Preliminary Map Products task, not all communities that exist within my countywide study are appearing. (These communities have are either newly incorporated, or have recently annexed into the subject county). MIP Help has indicated that this information needs to be verified against CIS, and it is my experience that this results in a significant delay. Can a protocol be established to get CIS and the MIP reconciled earlier on, so that I do not have to endure this delay for future counties?	The protocol should be to update CIS at the scoping phase of the project. This needs to be coordinated with the FEMA Region to verify what is currently in CIS and update as necessary. The Region can also coordinate with FEMA HQ if a new CID needs to be created. CIS maintains community information so it must be updated in accordance with FEMA. Once CIS is updated the appropriate communities will show up in the MIP, as transactions between the MIP and CIS occur nightly. If a community is incorporated after scoping, then CIS should be updated prior to Data Development tasks beginning (or as soon as possible, as it becomes more difficult to add a new CID to a project the further along in the workflow you are). MIP Help can work with FEMA HQ to establish CIDs as well, but coordinating with the Region and RMC will help to avoid mistakes, like duplicate CIDS being created for a community, etc. It is also important to note that a Region will not get full credit for their regional KPIs (which impacts national KPIs as well) if all communities are not associated with a project before Distribute Preliminary Map Products and Distribute LFD Letter. In addition, if a community is not included in a project it could be overlooked during Post Preliminary Processing and not contacted. If a community is overlooked and not contacted, it could be left out of the appeal period, ordinance reviews, adoption, etc. If the community is left out of the appeal period, the appeal period will have to be re-started, delaying the effective date. If a community is not contacted about updating their ordinances, they might not be able to adopt the new maps. If a community not contacted about adopting the new maps they could be suspended from the program.

In Distribute Preliminary Map Products, for each community's SOMA, the MIP automatically populates a "Complete" or "Not Complete". From my experience, this determination appears to be based on whether EVERY LOMC listed in the SOMA tool has been categorized. This is a problem because not every single LOMC can be classified at the time of the Preliminary Issuance. For example, time, and unavailability of the LOMA document, does not allow a LOMA issued the day before Prelim Issuance to be addressed and categorized for the SOMA. Additionally, the MIP user will not typically be updating this task until AFTER the Preliminary Issuance, and a LOMA issued the day after Prelim would cause a "Not Complete", even if everything was complete at Prelim.	For historic LOMCs it is critical they are categorized and completed prior to issuing the Preliminary FIRMs. The reason is so property owners know if their LOMC is being impacted by the new study. If they are not included in the Preliminary SOMA, property owners will not know the status. For this example, if a LOMA is issued the day before or after the Prelim then the user needs to go into the SOMA tool and select "no" to show on the SOMA that the case is considered "complete". If the MIP is not updated immediately after the Prelim is issued this same process would be used for any LOMCs that are issued.
Why are there still a lot of activities that don't initially appear on my workbench, but instead only appear there after I've emailed our region's Black Belt to move the task over?	This issue would have to be looked at on a project by project basis. When the project was created, it is possible that the organization or community was not assigned correctly. Or the user may not have the correct role that would allow the task to appear on their workbench. If you are experiencing this issue, please contact MIP Help. In addition, we recognize there are a lot of tickets requesting manual restart of a project – most are issues flowing from SP14 process migration. The MIP team is working to proactively identify those areas and to resolve them.

Exporting data from DFRIM tools results in data being place on the K drive when it needs to be on the J drive for recognition by MIP. To date, we have been copying manually and have come across conflicts between MIP Help and RMC as to where the data should be placed. What is the best way to upload my submission for a DFIRM QA? DFIRM tools or the MIP workflow?	Currently, when you export from DFIRM tools, the submission is placed on the K drive and the user must manually move the submission back to the J drive; validation is not automatically started. If you use the MIP workflow, the data is placed on the J drive and validation is automatically kicked off. The best way to upload your submission for a DFIRM QA is through the MIP workflow. For more information on data uploads and validation, please refer to the QRG Data Uploads and Validation posted on MIP User Care > Guides and Documentation.
How do I get RFIRM imagery to FAFS? And what is included in the RFIRM?	The process to move RFIRM files to QA is the same process as DFIRM. Use the Data Submission Form on the MIP workflow to submit for validation. RFIRM includes export files and any imagery in the RFIRM folder but will filter to only include .pngs .tifs and associated world files.
Will DFIRM tools create metadata in .xml or just .txt?	DFIRM tools only create .txt and a user must use Metaman to convert to xml.
Will the DFIRM tools upgrade create auto-geo-referenced FIRM rasters?	Auto-geo rasters will not be part of the initial DFIRM tools release.
FAFS for final review of visual database – can it take in 400 dpi? Not just 200?	FAFS can accept any image file of any size as long as they can see the image on the screen. In general, going with a lower dpi or 8 bit depth is better because it is a smaller file that can be transmitted faster and allows for a faster review by FAFS. Submitting a 400dpi with full 24 bit color depth may cause delays with the review.
In DFIRM Tools, I currently get errors with AO zones greater than 3ft. – is that going to be fixed soon?	The AO zones are for depths between 1 and 3 feet. For questions on zones greater than 3 feet, please coordinate with the Regional Project Officer.

Based on the new PM guidelines, if you submit for review without having an effective date, how complete can these images be if we don't have an effective date? Does FAFS see it after we put the effective date in?	PM 42 states that the final DFIRM submission and map panels (images) must be submitted and pass auto and visual validation (QR#5) 60 days prior to the LFD date. If the mapping partner for some reason does not have an LFD date within this timeframe and submits the study for QA, FAFS would at a minimum flag the lack of effective date as an error. If an LFD date is subsequently issued for the same study, and QR#5 can not be passed by the LFD date, a new LFD would have to be applied for. FAFS does need to review the submission after the effective date has been added. The study would have to be resubmitted to FAFS for review of any corrected errors to the images and database that were detected in the initial inspection.
For a copy of the LFD that is uploaded to the MIP– is that the draft or final to be reviewed?	This should be the final copy for upload. Rejected LFDs will be returned to the mapping partner for corrections and re-upload of the new version.
For final DFIRM submissions, when will I see results from the auto checks?	Auto checks are returned along with the visual checks and can be found as a link on the Submission Status section from the Producer or Manager screens.
Why does the workbench take an extended amount of time to appear when we try to access it? It sometimes takes a half an hour to bring up a management task. This is an ongoing issue and happens almost every time I access it.	The MIP team is continually monitoring performance and looking to make improvements to accessing the Manager screens from the work item list. Communication will be sent to the user community as performance issues are identified and fixed.
I have 2 Manager tasks for 2 different QAs. Is that OK?	Yes. It is likely in this case that the Manager has 2 different organizations or 2 different QA tasks.

When I complete independent QA review and reject it, there is an option to upload the results. The zip file gets rejected because it only accepts certain file types. The onscreen text says to zip the file, but it doesn't work. System won't also allow PDF files.	Currently, the MIP only supports one file at a time for the QA upload. Currently only Word and Excel files under 200MB are accepted – not zipped files or PDFs. In the short term, the text will be updated on the screen to indicate the Word and Excel requirements. A CR was created and is scheduled to be included in a service pack planned for spring 2008 to allow all file types to be included in the upload.
As a QA reviewer, where does my file go when it is approved?	Uploaded files are placed on a QA folder in the file system. Once the activity is completed, the files are removed from the file system and stored on a database.
As a Producer, where can I see the QA files that were uploaded?	If a file is rejected a new Producer activity appears on the workbench and a link to that file is within that activity. If the file is approved, the Producer will not see that file as it is stored on the database. If you need to access that file, please contact MIP Help.
When a project is significantly ahead of schedule and below cost, the dash board indicates the project as RED- Needs Attention. We are concerned that FEMA HQ will use the dashboard to review projects and think we are not doing well on a project, when we are actually ahead. I have heard that the dashboard will be redesigned to show projects ahead of schedule as green rather than yellow for at risk or red for needs attention. Is this correct and when is this planned?	Currently, upgrades to the redesign of the dashboard are on hold. Additional indicators to the dashboard colors are the SPI and CPI. When reviewing a project, FEMA considers the SPI and CPI, and if a project is ahead, will likely ask few questions. If the project is significantly ahead, the project should be re-baselined to provide more realistic cost and schedule information, so that planning for the reallocation of resources, if appropriate, can occur. Users should work with their Regional Project Officer to determine their preference for communication on projects well ahead of schedule.

The project dashboard information doesn't seem to always be clear. In the overview of a project it shows a different status than in the detail view, perhaps because of different update intervals? We were also curious as to when the information is updated, whether it is weekly or whenever the data is entered?	The Composite View in the study dashboard shows indicators based on rolled-up data at the geography level. That is, the Earned Value calculations for all tasks associated with a specific geography. The Project List View shows indicators based on rolled up data at the project level. The EV calculations are performed at the task level and rolled up to the project level. Typically, within 15 minutes of saving the actual cost and schedule information on a Manager screen, the project dashboard metrics are re-calculated. All active studies projects metrics are recalculated every night.
User survey popping up, and I don't know which area to check on the "Which Areas on the MIP do your survey answers apply". Too much lingo I don't recognize.	The MIP team will look at the options and clarify the text.
I have already filled out the survey; will it continue to pop up on my screen?	DHS policy doesn't allow cookies to prevent the survey from popping up again. More completions of the survey will help the MIP team with our analysis. The MIP team is looking at reducing how often users receive the survey.
It would be helpful if MIP Help hours be extended to west coast hours. Would be helpful to have to 5pm west coast.	FEMA will look into the options of extending support to west coast users.