MIP Announcements

- Transition complete from NSP to Customer and Data Services (CDS) team
  - New MIP Help address – miphelp@riskmapcds.com – phone number still the same
  - New address for Data Depot and fee collection posted on the MIP home page – News & Highlights
- Transition to Production and Technical Services (PTS) contracts has not yet been done so it business as usual
  - Users will be notified as any MIP related activities are transitioned
    - Check email, News & Highlights, MIP User Care for updates
- Moving forward – the CDS team's first task is to review and update MIP screens that reference MapMod, NSP, etc. They will also focus on any MIP changes as a result of the transition – changing of roles for certain activities, etc.   A service pack will address these changes and users will be communicated of the changes.

Issue/Question	Answer
In Produce Final Map Products, I usually wait to upload PNGs until after the metadata passes, but the MIP always makes me validate contents again when I haven't changed any files that are reviewed by the auto validation. This causes a delay in being able to complete the task.	A change was introduced in SP16c (deployed December, 2008) where the Validate Contents button only appears if the metadata file or other files validated by FAFS have changed on the J drive. If a user experiences a situation in which files not validated by FAFS are updated and the status reverts to Validate Contents, please contact MIP Help with the project and details.
Given the new direction with revised PM42, I don't know where to upload the MSC paperwork, print processing work sheet, the community listing, etc.	Currently there is no specific directory folder for MSC paperwork; however with revised PM42, the MSC paperwork and other files can be uploaded at the Submit MSC deliverable task.

The MIP team recognizes that the MIP workflow does not currently reflect the revised PM42, and a future service pack will address the need to add a separate folder to upload MSC paperwork. |

Since the revised PM42, I haven't had anything successfully go through QR7 with what has been submitted through the MIP. The question is specific to DFIRM, not necessarily to paperwork required for MSC. How do I know what to enter?	The current process for submitting DFIRM data (FIRM panel images) for QR 7 is defined in PM 42. Since FEMA now prefers to perform a digital review of the FIRM panels, mapping partners are asked to provide (via FTP) FIRM panel images in .PDF format. The .PDF format allows FEMA to efficiently review each FIRM panel without the need for printing hard copy panels.

This guidance should have been provided to you by your RMC shortly after PM 42 was revised and became effective for all Post-Preliminary studies submitted to FEMA for QR 5 on or after January 1, 2009.

Once both QRs 5 & 7 are complete, the current process is to upload DFIRM data directly to the submission upload folder. Once the Produce Final Map Products activity is complete, the data goes to the K drive and is compiled for the MSC Deliverables Package. |
| I pass QR5 (validation in Produce Final Map Products activity) and then get feedback for QR7, but how do I proceed in the MIP? | Do not re-submit for QR5 until you have received and incorporated comments for QR7. This is the process until the MIP team is able to re-align the workflow based on the revised PM42. |
| When new PNG files are updated to MSC, and I try to re-download them, they don't come down with world files | Per the MSC, world files are included when downloaded via the digital post office, or included on a CD if order on media.

Users who continue to experience this issue, please contact MIP Help with the specific information. |

I am currently using Explorer in the Citrix environment to upload images in 400dpi and it can take up to a half day to upload. I keep getting locked out of the system and it is difficult to upload in a batch process. This issue also applies to QR3 reviewers to download panels. Other callers also expressed issues with hung Citrix sessions.	Since this call, the technical team has done extensive research to determine there was a capacity issue causing users to experience being locked out of Citrix or getting a hung session. These issues have since been resolved. It is also important to remember to log out of your Citrix session when you are finished. Just closing out of the browser without logging out may cause issues when logging back in at a later time. For users who continue to experience hung sessions or continue getting locked out of Citrix during a long upload, please contact MIP Help with the details and the technical team will look into the issue.