

## Overview of SP14 Emergency Service Packs

The following Emergency Service Packs (ESP) were developed to address issues resulting from the deployment of SP14. This document provides information on each ESP in reverse chronological order. Additional user guidance is also included at the end of this document.

### ESP 14c– Deployed December 14

1. **Issue:** Activities in Workflow History completed by 'bpeadmin' is confusing to users

**Solution:** In workflow history, users now see Workflow Administrator, to indicate an activity completed by the MIP Help Desk, instead of bpeadmin.

2. **Issue:** Due to the data storage procedure changes, users will experience a short delay and see a new icon when accessing files that were moved from the K or J drive to external storage.

**Solution:** Guidance added to the screens to inform users that files with a small black clock on the icon indicate items stored in external storage and may take longer to access.

3. **Issue:** Multiple folders may be present when exploring the J drive in Citrix.

**Solution:** An automatic check will be run to determine if a folder already exists for that community. If a folder already exists, a new folder will not be created; if a folder does not exist a new folder will be created as per the normal process.

4. **Issue:** The Estimated SPI that is displayed on the Manager screens within the Studies Workflow may not be correct. However, the SPI displayed on the dashboard, in reports and in Rational Query Tool (RQT) is correct.

**Solution:** Calculations fixed so Estimated SPI displays correctly on the Manager screens.

5. **Issue:** Users submitting data to the National DFIRM quality assurance/quality control (QA/QC) through Tools & Links are not receiving emailed results.

**Solution:** Email notification will now be sent to notify user of results - whether uploaded through the MIP Workflow or Tools & Links.

6. **Issue:** Studies Workflow users are unable to skip the Revalidation of a "Prepare Revalidation Letter" when it is not required.

**Solution:** The first activity in revalidation (Prepare Revalidation Letter) will contain an option to allow the user the ability to indicate that revalidation is not required. With that indication the workflow will bypass other revalidation activities.

7. **Issue:** Process Admin users are unable to modify cost/schedule updates in Process Admin for a Data Development task that has not started, but the Mapping Partners can modify that data in the Management tasks.

**Solution:** Process Admin users now able to update actual cost/schedule information entered by the mapping partner.

8. **Issue:** Process Admin is unable to handle a large number of updates in one transaction. When the user updates a large number of tasks for a project in one transaction, the update fails.

**Solution:** No longer a limitation on the number of tasks to be rebaselined or updated in Process Admin.

9. **Issue:** Ortho Imagery metadata file fails Metaman validation for the Acquire Base Map DD task.

**Solution:** For Acquire Basemap task, the MIP will now accept Ortho Imagery and Basemap metadata files.

10. **Issue:** Files have not been deleted from K before the J to K transfer.

**Solution:** Files in K will be correctly deleted prior to files being moved over from J.

11. **Issue:** QA activities for Prelim incorrectly associated with Post Prelim tasks.

**Solution:** Functionality fixed to prevent this issue. Data clean up conducted to fix existing issues.

12. **Issue:** Organizations were not correctly assigned the Manage Prelim and Manage Post Prelim activities.

**Solution:** Workflow code corrected so organizations will be assigned correctly.

13. **Issue:** Managers of QA tasks are unable to update the task as complete until the parent task is 100% complete.

**Solution:** The DD Manager screen will be modified to allow the managers of QA tasks to enter actual end date and 100% complete before the parent task is marked as complete.

## ESP 14ac - Deployed November 27

1. **Issue:** Users unable to complete Producer tasks when submitting very large files. System would time out or not allow a user to move forward with the task until the file was finished copying from J to K drive.

**Solution:** Fix implemented to separate user action (completing the task) from the upload allowing the user to move forward without waiting for the upload to complete. Users should continue to be encouraged to mail in any file over 300 MB.

2. **Issue:** In some cases, for a limited number of projects, QA activities for Prelim tasks were incorrectly associated with Post Prelim. This impacts how these activities appear on the work item list, and how Post Prelim status is reported in the Manage Post Prelim activity.

**Solution:** A workflow fix was identified, existing data in the MIP was corrected, and 11 workflow processes were terminated and restarted.

3. **Issue:** DFIRM Metadata file names generated and validated incorrectly (outside of conventions) due to the way the date was generated with dashes. Filenames that do follow the convention fail validation.

**Solution:** The file name issue was fixed. Users should continue to use the normal file naming conventions.

4. **Issue:** Following the successful upload of a large .zip file, it may take a significant period of time to unzip the file. If the user clicks on Refresh Status for Metadata File Validation, it will indicate that validation failed if the file has not been completely unzipped.

**Solution:** A new message now appears that the file is still in the process of being unzipped. Users should periodically check back to see that validation passed or failed.

- 5. Issue:** The DD task name is not included for Independent QA tasks on the Manage DD screen, so the user does not know which data development task the QA task is associated with. In addition, a user cannot differentiate between tasks of the same type (i.e., Field Survey) when performing independent QA because there is no task description to tell the user which task he/she is working on.

**Solution:** Information was added to the screen to indicate which data DD task the independent QA is referencing. In addition, a task description was added to differentiate between multiple tasks of the same type (i.e., multiple Field Survey tasks) when performing independent QA.

- 6. Issue:** The View Metadata Profile link only shows a template metadata template, not the user's actual metadata file.

**Solution:** Text was added to the screen to indicate to users this is only a sample metadata template, and not their actual metadata file.

- 7. Issue:** Error message for missing metadata file implemented in ESP 14ab led to user confusion. The fix for SP14b indicated to users that the file could not be found in the root directory. The file can be placed in either the root directory or general directory, so this message led users to think that the fix was incomplete or incorrect.

**Solution:** The error message was updated to indicate that the file cannot be found at all – not just that it is not in the root file.

- 8. Issue:** Submissions to National DFIRM QA should only let files with certain file extensions go through to FAFS (for all folders that make up the submissions). However, other files were getting through from the RFIRM folder, causing submissions to fail

**Solution:** A fix was applied to allow only the following file extensions go through from the RFIRM folder: .png, .pgw, .tif, .tiff, .tfw

## ESP 14ab - Deployed November 9

- 1. Issue:** The eLOMA Audit Notification fax number listed in the MIP was incorrect and needed to be updated.

**Solution:** Updated the Audit Notification email as well as the Audit Notification web page on the MIP eLOMA portal with the new fax number.

- 2. Issue:** Users adhering to the DCS guidelines for Field Survey, Hydrology, Hydraulic and Topographic submissions (DCS tasks) received an error when they submitted with metadata in the "general" folder as opposed to the "root" folder.

**Solution:** A fix was applied to ensure that metadata files for DCS tasks would be accepted (verified) if they were either in the "general" folder or the "root" folder

- 3. Issue:** Users received an immediate error when submitting for FAFS's DFIRM QA review due to an extra file separator character in the zip entry name. This caused submissions to fail with FAFS every time because FAFS was unable to automatically unpack the DFIRM archives sent for DFIRM QA.

**Solution:** The file separator issue was fixed so that zip files would be successfully unpacked and moved into FAFS's DFIRM verification tools/process.

## ESP 14aa – Deployed November 6

1. **Issue:** During SP14 deployment an issue arose with the permissions of the Create Directory Service (CDS) to the folders the Service is supposed to create on behalf of the MIP.

**Solution:** The permanent solution was implemented for the folder permissions issue. There was no impact to the end user from this issue.

2. **Issue:** When uploading files through several workflow tasks as well as through Tools & Links, the files were being loaded to the J: drive instead of the K: drive.

**Solution:** Fix was applied to the following tasks to ensure that going forward files were appropriately uploaded to the K: drive (fix also retroactively fixed any previous data issues created by this defect):

- Prepare for Scoping
- Finalize Project Scope
- Conduct Scoping Meeting
- Tools and Links Amendments
- Tools and Links Revisions
- Tools and Links Studies

3. **Issue:** Users received a false validation error for DFIRM Database tasks. This issue was caused by a Metaman schema defect.

**Solution:** The fix included adding "FEMA-CID <cid number>" to the schema. This resolved the issue. Users should no longer receive the false verification error.

## Issues Requiring Additional User Guidance

- During SP14 process migration and/or as a result of a fix listed above, data clean up may be required for certain projects or tasks. The MIP team continues to analyze and fix existing issues. Users who encounter these issues could continue to contact MIP Help to report the error.
- The MIP will only display information from the most recent date, not the necessarily the last entry information you entered. For example, if you enter information for 12/10 and then enter information for 11/15, only the information from 12/10 will display on the screen as that is the most recent date. But you can be sure that the information from 11/15 has been saved, it just does not display.
- In order for metadata files to pass validation they must be uploaded through the MIP workflow. Users who upload submissions through Citrix must click the Validate button in the MIP workflow step in order for the submission to be validated and move forward in the workflow.
- When resubmitting for any reason, the submission must again pass both Metaman and QA/QC validation.
- Recommended 300MB limit for uploads. File submissions over 300MB should be mailed to the Data Depot.