**Members:** Yvonne Coulter, Gary Fuller, ~~Randy Rhodes~~, ~~Mary McCoy~~, Melissa Craft, Earle Barnes, Debbie Smith, Ben Sharp, ~~Tymn Neece~~, Nancy Todd, Jayme Osborn, ~~Laura Jones~~

Auxiliary Members: ~~Josh Cohen~~, ~~Tammy Taylor~~, Corbin Ellsaesser

**SCC Members:** Kathy Branca, Creed Baughman, ~~Shari Kotsch~~, David Romano, Jesus Blasquez~~, Don Keller~~, ~~Amanda Moffit~~

**Recording Secretary:** Melissa Craft

1. Announcement of Recording: 12:02 pm
2. Updates
   * ICD-10 Update – Jesus
     + Any client who is currently using ICD-9 codes, and has not contacted SCC to start the ICD-10 project by the first of the year will be contacted by SCC via letter notification that they must select a date and time to initiate the project. This will help SCC to organize the project calendar so that a multitude of clients do not need to do the project last minute.
   * Management Reports – no report
   * SIG Enhancements
     + 2 Micro enhancements are scheduled for inclusion in v4.0.7
     + 8 enhancements scheduled for inclusion in v4.0.7.1
     + SCC is working to get the others on the schedule, most likely for inclusion in v4.0.7.2
     + SCC will provide the SNUG Board with an updated list of enhancement statuses.
   * Web Based Training Schedule
     + Pathology pilot was held two weeks ago. Survey will be sent to attendees for feedback.
     + SoftTotalQC will be addressed in special webinars, not necessarily Web Based Training.
3. From Customer Service SIG - Submit a SCR to define the functionality to move Test setup changes from Test to Live. Jesus update
   * PowerPoint was resent to the Board for review. The PowerPoint explains how the process works in v4.0.6 currently. Intention is to have same functionality available in v4.0.7.
4. SoftLab v 4.0.7 Update (MU2 and HL7 2.5.1) – Kathy
   * GA Availability – still not determined
   * Webinar demonstrating MU2 changes in v4.0.7 was held on 9/18/13. A link to the webinar recording has been posted on the Technical Support website under Letters & Regulations>Meaningful Use Stage 2>Meaningful Use and You (webinar)
   * Client projects could start in the next 3-4 months.
   * Plans to provide quarterly patch releases for v4.0.7 seem to be doable.
   * SCC does not have plans to patch v4.0.6 in the future, with the new focus on v4.0.7.
5. SNUG Webinar Series for 2013/2014 – Don – no report
6. Relief for upgrade pains. Concerns from users that the new environment is not stable, not all setting are copied or applied correctly, etc, even with VERY LENGTHY DOWNTIMES. See page 2 of this agenda.
   * Originally discussed topic at Customer Service meeting.
   * What plans/adjustments is SCC making to improve the upgrade process (decrease downtime, decrease errors, etc.) so that it is easier on the client?
   * An engineering team is looking at available tools for Oracle that could help to decrease the downtime. Also, on the application side, there is an architect leading an effort to look at what steps currently being done in sequence could be done in parallel in the future.
   * The Board voiced concerns about unstable environments immediately after Go Live of Upgrades, failure to copy correct or necessary files from UPG to LIVE, failure to point to correct ports during the Go Live. SCC needs to be looking at how they can improve these items as well.
   * SCC will keep the Board posted on the progress of these efforts, and any new efforts to make improvements.
7. Faxing Options for newer Software Versions – can this no longer be limited to Vsi-Fax. Gary, Tammy, Ben, Randy working with Jesus and R&D to investigate options.
   * Jesus to check with R&D regarding update.
8. Next Meeting – October 17 (3rd Thursday each month)

**General Observations:**

* **This was a huge upgrade for Micro**
* Although we did not experience as many Security issues as other clients, there was a problem with passcode access immediately after go-live
* We did not have Test Maintenance before the 4.0.6 upgrade – we received little instruction on how this works because I think Soft is used to clients already using it before this point
* In general, upgrading from 4.0.3 to 4.0.6 is a big leap and Soft did not describe completely the delta between the 2 versions – seemed like they forgot to tell us about functionality changes from 4.0.3 to 4.0.4, i.e. Prompt tests.
* Since going live on 5/5/13, we have installed 5 bundles of Hot Fixes

1. **Mapping Issues**
   1. WAM (instrument middleware) orders are showing up in TEST2; issue was wrong port ID
   2. Results not getting to HIS; issue was wrong port ID
   3. Reference Lab interfaces not connected; issue was wrong dialing connection
   4. Communication interface XAFPS not working; issue was wrong IP address
   5. While creating the TEST3 environment, the File /etc/hosts was not correctly updated.
2. **Loss of Functionality**
   1. LIVE system performance issues were triggered by some backups being run on the Oracle database in preparation for downtime. Root cause is that the database was disconnected from Aux.
   2. Everything requalified for our collated report, WEEKLY\_DOC\_ALL, either because the flag disappeared or the system thought that it had some recent result activity
   3. Users are having issues with specific PC's when bridging to ascii based applications
   4. End user is reporting that the system will freeze and produce a CORBA error at Phlebotomy-Scanner Collect when entering collection time
   5. Multiple end user passcodes did not work after going live (no apparent reason)
3. **Loss of Data**
   1. Client has noticed in new LIVE3 in Query and Report formats test UTPR and UCCR were not present under QQS and RRS. Requested a comparison of QQS and RRS from LIVE2 and LIVE3 to see if there are any additional tests that maybe missing in LIVE3. \*Our old LIVE2 environment was no longer available to us\*
   2. LabQC and MicQC files were not copied over to LIVE3
   3. ESO tags that had been added to orders prior to the go-live disappeared
   4. The bigger issue here was what else might be missing that we just hadn’t uncovered yet: there was a general feeling that the UPG system we validated was not the system Soft delievered to us at go-live.
4. **System Slowness**
   1. Extreme slowness to open Review Worklists (new functionality to us) as compared to tasklists
   2. Slowness in Result Entry for both Lab and Micro
   3. Slowness bridging from Result Entry to Order Entry and back
   4. Slowness bridging from Instrument Interfaces to templates
   5. Slowness searching in Result Query – multiple causes that will require SCR’s to fix
   6. General slowness due to contention issues that require configuration and set up changes to fix
5. **Administrative**
   1. Requested access to “view only” LIVE2 – was told that LIVE2 is no longer available a couple days after going live on LIVE3
   2. Unable to go live with dynamic database as we had been told we could, and lost the ability in the static database to “start system files” on demand, instead having to wait 2 hours
   3. The Soft AR Technical Specialist was unavailable to us during the downtime recovery