**Members:**  Mary McCoy, Melissa Craft, Earle Barnes, Randy Rhodes, Debbie Smith, Tymn Neece, Jayme Osborn, Laura Jones, Corbin Ellsaesser, Debbie Czarnecki, Melinda Doherty

**SCC Members:** Kathy Branca, Creed Baughman, David Romano, Jesus Blasquez, Don Keller, Fred Church, Tomek, Ellen Carney, Victor, Alexi, Myra Petis

**Not Available:** Yvonne Coulter

**Recording Secretary:** Jayme Osborn

1. Jayme Osborn announced that the meeting was being recorded.
2. Updates
   * SoftLab Update (MU2 and HL7 2.5.1) -- Victor
     + Clients in process – 2 to go live in December.
     + Clients waiting – 6. Two to go live in December. The estimated time to begin 2nd half of January.
     + Average length of time to correct Go Live issues – depends on priority of the issues. It could be 1-2 weeks to deliver the correction. SCC is working day and night to correct the issues. What is the percentage of clients who have upgraded or number on the 4.0.7 or moved to 4.5 – they are having conference calls with all clients who are not in the process of upgrading and still have a version below 4.0.7. Not sun setting, but if source code change required – they are not doing that unless it is a patient safety issue. We will all benefit if clients stay within one version of each other. The 4.5 software is a different – clients have the 4.5 versions and the genetics module. Between now and may 2015 they will bring all of those lines together. There is a lot of genetics work at SCC. Tymn asked the number of clients on each version – Jesus will provide with numbers.
   * ICD-10 Update – Ellen
     + SCC’s plan for converting: all environments are loaded with the codes --9 & 10 and they are loaded together, differeniented with an asterisk. The new codes are already in the live environment, unless the client requested that they be inactivated. Suggestion: since it will be difficult to go live with the activation of all clients at the same time right before September 30 – train the users to use the asterisk. ICD9 codes will be there for some staff to access if needed. There is a SQL to differentiate between the 9 & 10 versions. There are a few nuances with each of the modules – clients can work with the resources at SCC for each module.
3. Database Conversion – Tomek

Update on Short term solution Process used in the 4.0.7 upgrades. The ultimate solution is based on Golden Gate. Goal is to sustain high volume customers. They are a bit behind on the technical side. They have made sure that the software will accommodate high volume customers. They hired two consultants from Oracle and have resolved the issues. They recently started testing with transformation. The next phase will take some time. Transformations are not simple and they are version-specific. It is a more elaborate process than they anticipated. Therefore, progress is not as fast as they wanted it to be. They don’t have a specific timeline yet.

1. SNUG Webinar Series for 2014 – Myra

* There were two webinars last month. “Discrete Micro” with Tymn Neece & Julie: 90 registered and 80 attended. “Don’t Touch This Setup Files That Shouldn’t be Changed” with Nick Felts. Next = 90 enrolled and 70 attended. December 9 is “SoftWorkload” with Betty Cramer. Two more in January: 6th is Randy Carter & “SoftMic Rules Setup Table” and the last one is on the 27th is “Total QC Navigation Settings & Definitions”. Debbie Czarnecki requested that PowerPoint presentations be available on the SNUG website. The link to the recorded version is the same as what was used to access the webinar. We can put in under the Members Only tab on the website – Myra will get them to Earle.

1. Proposal for Adding SNUG fees to Maintenance Agreement – Jesus
   * This item will be tabled until Jesus has an opportunity to revise the proposal with Gilbert, based on recommendations from the SNUG Board (discounting maintenance if attending SNUG conference). No real change from Jesus. Gilbert is aware, but they have not had an opportunity to discuss it yet.
2. Cumulative HF Concerns – Missy, Alexi, Creed
   * Would like to discuss, with Tomek and Alexi, the options for decreasing the number of downtimes related to monthly cumulative HFs.
   * This item will be covered in the Customer Service Calls under the existing agenda item “Hotfix – Cumulative Release”.
   * Missy: With the cumulative hot fixes coming out on a monthly basis and they require a two hour downtime, it will be an issue for a lot of clients and they may decline to take them. Two options: less hot fixes in cumulative load or decreased frequency. They are created to resolve issues. As for the frequency, SCC wants us to take them as soon as they are available.
   * Two hours of downtime every couple of months is too much for most clients.
   * If it will be two hours, clients have to schedule the downtime when it won’t impact hospital operations.
   * SCC is trying to minimize the downtime.
   * This is still on the agenda for the Customer Service SIG. It will be removed from this meeting’s agenda for future meetings.
3. The meeting was adjourned at 12:45 p.m.
4. The next meeting will be on December 18, 2014