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| **Date:**  **September 17, 2015** |  |  **Time: 12:00pm EST** |  | **Location:**  Conf Call: 800-593-8935Passcode: 84480 |
| **Chair:** Melinda Doherty |
| **Recorder:** Earle Barnes |
| ***SNUG Member Name:*** | ***Attended*** | ***SNUG Member Name:*** | ***Attended*** | ***SCC Member Name:*** | ***Attended*** |
| Mary McCoy |  | **Debbie Czarnecki** |  | David Romano | **Ellen Carnley** |
| **Melissa Craft** |  | ~~Melinda Doherty~~ |  | Kathy Branca | **Victor Churilov** |
| **Earle Barnes** |  | **Brenda Duff** |  | Creed Baughman |  |
| ~~Tymn Neece~~ |  | **Nikki Van Ingen** |  | **Jesus Blasquez** |  |
| **Jayme Osborn** |  | **Sharon Black** |  | Jeff Marr |  |
| Laura Jones |  |  |  | **Fred Church** |  |
| **Corbin Ellsaesser** |  |  |  | Myra Pettis |  |
|  |  |  |  | Sue Hughes |  |
| **TOPIC** | **DISCUSSION** | **ACTION ITEMS** |
| **Welcome-Roll Call** | 12:04 | **Standing** |
| **Announcement of Recording** | 12:04pm |  |
| 1. **New software deliver process**
	* **Core measures report**
 | SCC indicated that there is very little data on what has been going on with software delivery. Two go lives in the last month. Both went on target. One from a very old version. 8-10 hours down forecasted and it was done in 9 hours. 13 hours downtime total with 4 hours of client time. Other client was 4-5 hours downtime and SCC met that. Three more planned in the next month.4.0.8 is going to be pushed to take care of bug fixes.What is the process? Viktor sent a PDF or the process which was reviewed and discussed (Attached to Minutes)Dates will be highlighted at next meeting by Viktor. To be highlighted in the next Newsletter.Very good visual documentation which should be well received by client base. |  |
| 1. **SIG Requests – escalate to SCC Exec**
* **SoftID as independent SIG (200 hours)**
* **SoftPath/Gene needs 250 hours and PathDX be considered**
* **Lab4.5 be considered for Lab SIG requests**
 | No Update. This is in Creed’s hands. Jesus needs the formal approval, but doesn’t think there will be any problem getting the hours. |  |
| 1. **Eliminate SCC after hours for software updates/upgrades**
 | Per Jesus, no known changes and this has been bundled in as a line item automatically for upgrades.As far as patch updates, it is unknown. SCC wants to watch the first ones initially to get some data.How many days out of the year are updates and upgrade scheduled? Maybe having an SCC evening team could fill in that space. Depends on the amount of timing that these are scheduled. Would give depth in support. SCC is pursuing worldwide expansion as well so this will need to be addressed in terms of 24/7 support. |  |
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| **Adjournment** | 12:30 |  |

 ***Next scheduled meeting: August 20*, 2015**