**Members:**  **Mary McCoy**, **Melissa Craft**, **Earle Barnes**, **Tymn Neece**, ~~Jayme Osborn~~, ~~Laura Jones~~, **Corbin Ellsaesser**, **Debbie Czarnecki**, **Melinda Doherty**, **Brenda Duff**, **Nikki Van Ingen**, **Sharon Black**

**SCC Members: David Romano**, ~~Kathy Branca, Creed Baughman~~, ~~Shari Kotsch~~, **Jesus Blasquez**, ~~Don Keller, Amanda Moffit~~, **Jeff Marr**, **Fred Church**, Myra Pettis, **Ellen Carnley, Sue Hughes, Haley Johnson**

**Recording Secretary:** Earle Barnes

1. **Announcement of Recording: Earle announced that the call was being recorded**
2. **Updates –** There were 2 MU2 Go-Lives in the last month with Health Cooperatives and Cooley Dickinson. Cooley Dickinson had SCC downtime of 6 hours with 1.5 of client testing for a total of 8.5 hours. No real issues with the updates. Group Health Cooperatives had 11 hours of downtime 5 hours of SCC downtime and had HIS setup issues with EPIC. They went live on 4.0.7.1, but 4.0.7.3 will be loaded to upgrade clients and has been delivered to about 20 clients.  
     
   Melinda asked if SCC was tracking conversion from 4.0 to 4.5 and if so what are the statistics?  
     
   Sue reported that for the 4.5 5 live 8 in process 4 pending – 3 live 3 in process and 2 pending from conversions.  
   * SoftLab Update (MU2 and HL7 2.5.1 – both 4.0.7 and 4.5 lines) – Fred Church & Creed
     + Clients Live
     + Clients in Process
     + Clients waiting to start

* Core Measures of Upgrade Go Lives:
  + - 1. Projected Downtime vs. Actual Downtime
      2. Quality of the Conversion – number of issues specific to conversion process
      3. Number of Go Live and Post-implementation Tasks
      4. Ave. length of time to correct Go Live issues
  + ICD-10 Update – 71 Clients live of 107 on the list, 17 in various stages, 19 verifying but that are believed to be live with their upgrade. AE’s working close with the 17 clients.

1. **Database Conversion –** Tomek is still working out the process for the Golden Gate piece. It is still in Alpha state not yet ready. No rollout date as of yet. Two other iterations will be rolled out in the beta state for live conversion pieces but no genereal availabilty is planned.

* Update on long and short process –
* Success of reducing downtimes
* Long term solution update
* 4.5 client status

1. **SNUG Webinar Series for 2015 –** Myra has three topics so far Softweb, Total QC, and SoftID (Nicolette Thompson client) Wants to get two more. As of now clients/vendors don’t get any perks for participation in the webinars. Missy indicated that STS was willing to do a webinar or sponsor a VRUG. Not a sales pitch but guideance on best practices. Vendors presentations should be approved to avoid sales pitches. As a certain sponsor level, we wondered should this be an option or as a first time type of thing. They can outline what they do, but limit it to being short of a sales pitch. The question was posted should we send this out to the masses to solicit other presenters but it was determined that 5 were enough for webinars, but we still need VRUG presenters. A decision was made to go ahead and push for presenters.
2. **SNUG Webex training –** Debbie C said this is a goal of the townhall. Users want online classes to be made available. Myra discussed that this is probably a billable item for some things. Some small things can be put online, but other things will have a fee. Training new people, not clients but employees. Jeff explained that there will be a mixed group of items. Fees will depend on what goes into creating these classes. The board should come up with a list of needs and the specifics so SCC can determine whether it is billable or not. Some that are already created could be a stand-alone option. For new clients this 3 hour webinar would not be free but maybe a small charge of maybe $299. Maybe SNUG would pay for that so it will be available for all clients. Melinda discussed that we can start by coming up with a list of what we need and start small. Earle mentioned that this is like continung education for LIS admins. Jeff mentioned that there is a gap that we can bridge as it relates to outgoing staff and incoming staff working with the LIS. Missy indicated that if there is a fee, threre should be a fee schedule posted somewhere as we prepare to educate new employees.
3. **VRUG for 2015 –** Melinda posed the question how do we get someone to host? Melinda will follow up with Jayme.
4. **New Topics**
   * **Hot Fix / Patch Notification \*\*NEW –** Jesus discussed that he likes to run things by SNUG first. SNUG had reviewed the letter that he sent. FDA wants SCC to do better QA rather than hotfixes. SCC is moving in that direction going forward as of now. A lot of it is documentation. They also recommended that shipping out software that all bugs have been corrected and tested with cases and notes as a complete product. Melinda asked what is the definition of a post live client? The response was if you are using software for live patients then you are post live according to SCC. The intent is to deliver no more hotfixes as individuals but as a package to ALL clients. Melinda asked what is an emergency that would warrant a hotfix. Jesus discussed that is not necessarily limited to risk to health. Those items would be packaged and delivered correctly. Once determined that something is an emergency, the hotfixes would still need to go through very strict requirements.

Nikki, asked if these would be planned push outs of the packages and how this would be communicated to the clients. Jesus replied that it would be 3 times a year on a planned basis for certain products. Not that it would be mandatory, but recommended. Once heavy implementation is no longer being done and the system is stable, the packages should be small and manageble making this something that clients would want to take.   
  
Missy asked if there would be fees. Jesus indicated that he didn’t think so as these are service corrections for the field. They will also include enhancements and be fully tested to release high quality software.

\*\*Melinda discussed concerns about the charges for after hours support for upgrades and patches Jesus indicated that there would be need for discussuion with these releases but these should be very well planned and scheduled.

1. **Next Meeting – June 18, , 2015 12 pm ET (*3rd Thursday each month*) Adjourned at 12:43**