**SIG Customer Service SNUG Call – Agenda & Minutes**



**Wed , May 13 , 2015**

**12:00 pm to 13:00 pm EST.**

**Call in Number: 712-775-7000**

**Access Code: 863928#**

SNUG Executive Committee Member:

Earle Barnes, Sharon Black, Melissa Craft, Debbie Czarnecki, Melinda Doherty, Brenda Duff, Corbin Ellsaesser, Laura Jones, Mary McCoy, Tymn Neece, ~~Jayme Osborn~~, Debbie Smith, Nikki VanIngen

Soft Computer:

Creed Baughman, Jesus Blasquez, Roseann Ferrara, Grace Forrester, Danielle Gangadeen, Hayley Johnson, Joe Magilligan, Jeff Marr, Jolene Massey, Mike Miller, Sara Patric, Darlene Radaskiewicz, David Romano, Becky Sheppard , Claudina Simmons

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|  **AGENDA ITEMS** | **STATUS** | **DISCUSSION****5/13/15 Minutes** |
| **Technical Support Center Performance** | Monthly Update:  | 99.6%Survey return rate 24% |
| **STAR enhancements**  Interface questionnaire Star Feedback module  | Both are LIVE , presented at SNUG |  |
| **SCC New KB SeekIT™** | In progress | SNUG board was a provided link to preview in advanceWill be live for clients 5/18/15 |
| **2015-2016 SLA** | Requires review for the new yearSubmit request for changes and sign off by June. | Annual task to review thisSNUG Board to review /accept (Current SLA available on SCC site) |
| **SIG Enhancement Updates**  |  |  |
|  Monthly SIG Enhancement Spreadsheet Progress on closing old enhancements  | Monthly update  |  |
|  Make List available to clients | New item | SIG BB or SNUG site? Decided: post on SIG BB in top section by the SIG Cycle dates |
|  2015 -2016 SIG Cycle Status | Final Vote ballots sent to clients |  |
|  4.5 Enhancement Process | Need process definedSCC to consolidate versions  |  |
| **KNOWN ISSUES LIST**  Implement for Softlab in current versions | SoftBank LIVE v25.5Softlab PENDING |  SCC to provide update at JUNE CS SIG |
| **DECREASE LENGTH OF DOWNTIME**  | Monthly update on progress | No update available this month |
| **MONITOR HOT FIX PROCESS** | Monthly update |  |
|  Cumulative release updates |  | No update available this month |
|  Improve release notes  |  |  |
|  Include Test Cases in HF Summaries |  | YES, will be included |
|  Include all fixes since last cum |  | YES, will be included |
|  Linking of Client Support tasks to Install tasks | New item | Client Support Task: include PCC # HF Summary : will list PCC# and pull in TMS# (specific to client) |
|  |  |  |
| **IMPLEMENT ONLINE WEB TRAINING** |  |  |
|  LIS ADMIN, HIS, Instrument Interfaces | New item from TownHall Mtg | Myra to discuss at June SNUG Exec meeting .  |

**Summary of Goals for CS in 2015 - 2016**

* Published Known Issues List
	+ Implement for Softlab in current version
* Decreasing the length of downtime at Go Live.
* Monitor SIG enhancement list and implementation progress of approved SIG enhancements.
	+ Publish list for clients
* Monitoring of Cumulative HF process
	+ Improve Release Notes
	+ Include testing scenarios in HF Software summary documentation
	+ Linking of Client Support tasks to Install tasks
* Implement online Web Training courses
	+ LIS Admin, HIS, Instrument Interfaces

Next Meeting: Wed June 10 , 2015