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



**Wed , March 11 , 2015**

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

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

**Access Code: 863928#**

SNUG Executive Committee Member:

Earle Barnes, Yvonne Coulter, Melissa Craft, Laura Jones, ~~Mary McCoy~~, Tymn Neece, Jayme Osborn, ~~Randy Rhodes,~~ Debbie Smith, Corbin Ellsaesser, Debbie Czarnecki, Melinda Doherty

Soft Computer:

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

**Technical Support Center Performance**

* Update 98.04%
* Annual Satisfaction Survey - Closed , 33% return rate (considered a good return rate) Tech. support rating 92%

**STAR enhancements**  release expected in the next few weeks

* New Interface questionnaire
* New feedback module in STAR

**SCC New KB** release expected early April

**SIG Enhancement Updates**

* 2014 Enhancement Approval - DONE
* Closure of old SIG enhancement requests

*Most have been assigned a version (+) on spreadsheet - future version*

*Exception is SoftBank - scc to review status and give an update*

Update: SCC noted the spreadsheet is not current for Blood Bank . Available tab does not include all items that actually were delivered. Also quite a few of the enhancements actually took more hours than originally estimated. Spreadsheet will be revised

* Monthly SIG Enhancement spreadsheet
  + Post approved enhancements on bulletin board (with annual update) - Danielle
  + Requesting SCC’s plan to address the backlog of requests by early April in order to address the issue at SNUG conference PENDING
* 2015 Enhancements 1st vote ballots have been sent
* 4.5 Enhancement Process
  + Need to define a process for clients to submit enhancement requests and voting process Currently , different versions in place . SCC plans to consolidate them into a common line

**Known Issues List**

* Gilbert agreed to work on something that would meet the clients’ needs during the SNUG luncheon.
  + Blood Bank is the prototype due out this summer and after it is evaluated, discussions will be done for moving forward with other products. Web page will pull in client specific information . Anomaly query demo provided 10/29/14 SoftBank v25.5 (Beta testing) to evaluate first Currently one client is using this
* SNUG Exec Priorities – Roll out to other products No update
  + ☺ SCC has agreed to provide the Anomaly Query for Softlab , new versions (4.0.7 and 4.5 lines)

No date assigned as there are still details to be worked out

* + Include deficiencies Discussion - SNUG sees a real need for this . SCC concerns- definition of deficiency variable. Clients can check with lead implementor when upgrading. Keep item on agenda for further discussion

**Improving Downtime Length for Upgrade/Patch projects**

As discussed at Town Hall meeting – work with SCC to develop global solutions that will help decrease the length of downtimes for upgrade and patch Go Lives.

* SCC is working for cumulative HF to work so that some of the database changes can be performed in advance and in parallel with the system rather than sequentially to minimize downtime.
* Suggestion to look at industry benchmarks. Clients are now tracking these downtimes. Tymn Neece discussed the SNUG Board is looking at a standard to measure downtime as per reference to the Gartner standard. The SNUG Executive Board will be setting maximum down time guidelines as a way to impress upon SCC the importance of limiting the down time
* The current plan for the 4.0.7.1 line is to build the cumulative HF for each month, available to you when you are ready to take it. Down time estimates are not yet available. When the August HF is available, we can then provide the estimated down time.
* SCC is looking for examples where downtime was too long

*The strategies above stay in place and scc continues to work on them*

**Hotfix – Cumulative release**

* Monthly update
  + Creed will advise when next cumulative HF is ready for distribution

New 4.0/4.5 Cums available soon 4.0.7.3 patch available for testing in March

* + SNUG Exec Notes: Lengthy downtime not feasible for clients and would lead to clients skipping fixes Need a better solution . How will clients know fixes are available
  + Golden Gate Tool with Oracle 4.5 line was used on an actual client upgrade (multiple products) with dramatic improvement in downtime . Next step - scc to evaluate process for extending to 4.0 line. Someone from MAYO will be presenting on Golden Gate.
* Current HotFix Summaries are difficult for clients to interpret.

SCC working on more uniform release process , will be read soon

Current progress: Summaries will now include (a cleaned up ) version of Release Notes

Is this in place currently? - still a work in progress

Discussion Item : Cum fixes list only items since the last Cum Fix. Currently clients can ask for previous lists

missing lists but how would a client know to do this? Clients are not aware of the Cum HF schedules or that they

may be missing descriptions of other fixes included in their install but listed only in a previous CumSummary

SNUG Board , post meeting discussion - We need to get a statement out to clients to make them aware of this

Debbie C – sent email asking SCC to work with us on wording a notice to send to the user’s group (SCC is evaluating where they stand on developing this statement)

* Requesting scc evaluate current policy of charging for off-hours HotFix installs PENDING

Clients need to schedule downtimes for least impact on users

**Enhance Product Documentation for Upgrades**

Provide Info on Settings & Definitions, Micro 4.0.7.1 documentation, new features in current release.

* + CERT Workbook customized for each client based on products being upgraded DONE
  + Settings & Definitions (more information is needed on how this search works ) PENDING
    - SCC is working on this, could be online search or document available on the Web

Plan is to update SSM in the application and update scc internal documentation

Consider possible SNUG session if ready SCC completing documentation, new process will be used for new settings and .

* + - Work is being done to
      * Improve application documentation (reporting capability, requires programming)
      * Quality of the SSM Description (user friendly language)
      * May not be ready for SNUG, but a prototype may be ready to show – will not be ready for SNUG

**NEW ITEMS**

* **SCC support plans for 4.0 line** 
  + RTH-SA Inst and SA-Base Instrument Interface use of multiple pipe rules applied to the same test

Clients on lower lines need other options other than the alternate working solution

Response: scc will assist clients in reviewing their pipe rules to find an acceptable alternative

* **We are seeing a number of SIG enhancement requests denied (Softlab and Path ) – is all work going into the Lab 4.5 line and Path DX?** Response: SCC continues to support current lines. A review of the denied enhancements indicates they were either over the allotted number of hours for SIGs, or required multimodule design making them not qualified as a SIG enhancement

* **SNUG - Customer Service Session ( what to include in the session)** 
  + **Upgrade Core Measures and benchmarks**
  + **2015 Service Standards**
  + **Blood Bank Anomaly Query**
  + **Annual Client Satisfaction Survey**
  + **+ usual items David includes**

**Summary of Goals for CS in 2014 - 2015**

* Published Known Issues List
* Decreasing the length of downtime at Go Live.
* Clean up of SIG enhancement list and continued monitoring of implementation progress of approved SIG enhancements.
* Monitoring of Cumulative HF process
* Enhance Product Documentation for upgrades

Next Meeting: Wed April 8 , 2015