**Board Members:** Yvonne Coulter, Mary McCoy, Earle Barnes, 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, Jeff Marr

**Unable to Attend**: Melissa Craft & Randy Rhodes

**Recording Secretary:** Jayme Osborn

1. The meeting began at 12:05 p.m.
2. Jayme Osborn, Secretary, announced that the meeting was being recorded.
3. Updates
   * **SoftLab Updates** (MU2 and HL7 2.5.1): Fred Church
     + Going well.
     + Clients Live on 4.0.7 – 61.
     + Clients in process – 29.
     + Clients waiting – no one is waiting; assigned as they come in.
     + 12 clients with follow up projects post upgrade go-live.
     + Hitting targets.
     + Number of issues 15-30, most are setup-related
     + Cumulative hot fix roll out of every 3-4 weeks
     + 4.0.7.1 currently
     + 4.0.7.2 will be live in a couple of months
       1. A lot of enhancements are being included in 4.0.7.2 per Jesus.
       2. First client scheduled to go live in September.
     + SCC is keeping the client with the upgrade team through their first patch effort.
   * **Core Measures of Upgrade Go Lives**: Fred Church
     + Projected Down time vs. Actual Downtime – good.
       1. The last five go-lives: within the projected time.
     + Quality of the Conversion
       1. Quality has been good.
       2. Very few software quality related issues.
       3. Most are setup related issues.
       4. They will put together some metrics in graphical form and present the data to the SNUG Board.
     + Average length of time to correct go live issues – typically 5-7 hours for a medium sized client. 10-14 hours for those clients also doing the dbvista to oracle conversion. They do evaluate the time of the downtime to best meet the needs of the client.
     + SCC is using Lessons Learned to improve all future projects.
4. ICD-10 Update: Jeff Marr
   * + Going very well
     + 193 out of 235 clients have been completed.
     + 42 remain open.
     + 25 have gone to post-live.
       1. 17 of those will receive it with their 4.07 or 4.5 upgrade.
     + The majority of the clients put into production, but de-activate until they are ready.
5. Database Conversion: Tomek
   * + Two approaches: Long-Term and Short-Term processes.
     + Pre-downtime and during downtime.
     + Short term solution
       1. Success of reducing down times?
       2. Database conversion does not take a big portion of the 5-7 hours of downtime. Does not take more than one hour.
       3. This works particularly well for Lab and Micro.
     + Long term solution
       1. 4.5 client status
       2. Successful with recent upgrades.
       3. Few road blocks with the Golden Gate approach. Caused a couple of weeks delay.
       4. Mayo Clinic is the largest client and they are the beta site. If they can do this for them, it will work for any of the clients. They are on 4.5.
       5. Golden Gate solution will be available at a reasonable cost to clients. It will be available mid-October.
6. **SNUG Webinar Series for 2014**: Don Keller

* Decision needed by the Board - offer this free of charge to SNUG members who were not able to attend the conference?
* Our plan is to have a final decision after our meeting today.

1. **Proposal for adding SNUG fees to Maintenance Agreement**: Jesus Blasquez
   * 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).
   * Tymn sent information to Jesus and the Board today.
   * Jesus will have information at the next meeting.
   * Reminder from Don Keller: The membership drive starts the end of September.
2. The annual meeting calls start again in September. Earle will send out reminders.
3. The next meeting will be Thursday, September 18, 2014 at 12:00.
4. The meeting adjourned at 12:39.

Respectfully submitted,

Jayme Osborn

SNUG Secretary