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| **Date:**  **October 15, 2015** |  | | | | **Time: 12:00pm EST** | |  | **Location:**  Conf Call: 800-593-8935  Passcode: 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** | |  |
| **Melissa Craft** | |  | **Melinda Doherty** | | |  | | Kathy Branca | |  |
| **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** | |  |
|  | |  |  | | |  | | **Viktor Churilov** | |  |
| **TOPIC** | | | | **DISCUSSION** | | | | | **ACTION ITEMS** | |
| **Welcome-Roll Call** | | | |  | | | | | **Standing** | |
| **Announcement of Recording** | | | | Recording announcement made at 12:03 | | | | |  | |
| 1. **New software deliver process**    * **Core measures dashboard** | | | | Viktor Churilov outlined via WebEx the new process. The goal for final release is the end of the year. Some may be available earlier. This will all be published on the SC support page.  The core measures – David Romano said that they will be looking at clients in the queue, looking at issues that have come up to look at lessons learned. This will be reported at the customer service SIG. | | | | |  | |
| 1. **Eliminate SCC after hours for software updates, not upgrades** | | | | Jesus – The intent is to continue to quote this unless there is a technical solution to eliminate downtime for which there may be a separate project. This is a topic that needs to be taken up with Gilbert. As SCC begins marketing internationally, they may need to have people routinely staffed in other departments for 24/7 support.  This may not be an issue as clients move to just getting patches, but there are a lot of unknowns. Jesus indicated that he will put it on the agenda for the Monday morning executive meeting when Gilbert is in attendance.  Tymn asked Jesus if there will be more scenarios where downtime is required where it wasn’t before with the new process. Jesus could not speculate on that particular item. Fred indicated that he didn’t see any need for concern in the software. | | | | |  | |
| 1. **SoftID, Gene, and 4.5 SIG Hours** | | | | No one from SCC was there to confirm. Jesus will try to get a hold of them to get an answer. | | | | |  | |
| **Adjournment** | | | | Call adjourned 12:20pm | | | | |  | |

***Next scheduled meeting: November19,* 2015**