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



**Wednesday, July 10, 2013**

**11:30 pm to 12:30 pm EST.**

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

**Access Code: 863928#**

SNUG Executive Committee Member:

Earle Barnes, Yvonne Coulter, Melissa Craft, Gary Fuller, Laura Jones, Mary McCoy, Tymn Neece, , Randy Rhodes

Soft Computer:

Jesus Blasquez, Grace Forrester, Joe Magilligan, Jolene Massey, Mike Miller, Darlene Radaskiewicz, David Romano

Recorder: Raya Levin

**System Naming Convention**

* Note that this item remains tentative due to resource availability

Review with System engineer NLIVE is used only with Hardware installs.

There is concern with extending

**Requesting clients to enter UPG in the description of the task for upgrade items**

* The system needs to properly route based on initial drop down entry. Redundancy creates errors.

David reports that if we don’t want to add it then we shouldn’t need to. David reports that Star will route based on the description.

This is still on the agenda the project kickoffs with Soft

Gary notes that tasks get missed if it’s not entered.

**Hot Fix issues**

* Why does SoftLab allow a PC that is missing critical Hotfixes to connect without updating, if it is going to cause a core dump?

Addressed in the new version of Soft Update Plus. Compatible with 4.0.4.8 and on. What communication will Soft send? David will provide an update. Gary Asked. Will this require local admin rights? The answer is yes. The soft update agent will need to have local admin privileges. This will continue to be a challenge with security concerns.

Consensus will be to give this a try and we can provide feedback concerning the process.

David will communicate to Soft staff affected by the change

**Update on STAR**

* Client Dashboard – Webex demonstration provided

**Task with Client Tab**

New default will take you right to the Task With Client Tab. Sort by Type will be enabled as well as a box for My Tasks Only

Question about my task only default. Depends on users. To start it will be unchecked and then added to the user preference to determine default.

Won’t be able to sort by the column headers. Gary asked this to be added.

**Tasks with TSS**

TAT and Update Due added with Red indicator

**Tier 3 Support Tab**

Escalation to outside Technical Support Services

TAT and Update Due available in this tab as well.

Tech support links are available at the bottom of the page.

Looking to merge the tech support and Star passwords.

Sorting and Addition to add Environment can be added in a couple days. This will be rolled out the Exec Group next week. This will be deployed to every user at the Exec Group member sites. Deployment to all sites by Aug 26. Testing needs to be completed by Aug 22 and results returned to David.

* Implementation of security on Client side of STAR
* Form View Standardization
* Task Inactivation

**Technical Support Center Performance**

* Goal is to provide any updates on performance of team and lessons learned for better ways to help clients.

98.22% reported. Goal is 95%

**SLA**

* Group vote taken by Tymn via email: results to be reported.

Revisions were sent by David

Discussion about status update for the Urgent.

Vote on SLA is approved by all Soft Exec Council participants

The Agenda items below are pushed to next month’s meeting due to lack of time to address

**Process for inactivating instrument interfaces or other items for maintenance**

* Current process requires Hospital letterhead.

**Goals for CS in 2013 - 2014**

* Off hours support: address why clients have to pay for support for Upgrades and GoLives that are after hours. The after hours service should be a part of the initial cost, not in addition to the cost.
  + Applies to Software and HF installs as well. Having to pay in addition to the software for the after hours support is burdensome, especially when you know all these have to be done after hours so as not to disrupt clients’ ability to provide service.
  + Note from SIG: the SLA includes the after hour support already.

**Update on the Release Note Application**

**Additional Items**

* September Agenda items reviewed.