**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, Melissa Craft, Josh Cohen, Yvonne Coulter, Corbin D. Ellsaesser, Gary Fuller, Laura Jones, Mary McCoy, Tymn Neece, Jayme Osborn, Randy Rhodes, Benjamin R. Sharp, Debbie Smith, Nancy Todd

Soft Computer:

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

Present

**Update on STAR**

* Client Dashboard – moving ahead as planned. About to be released to us. Links to Technical support center. This report will become the client dashboard. Tasks waiting for customer response will be seen. Also see tasks sitting with Tech support and another for sitting with the programmer. We can filter the tasks only assigned to the individual user. Tasks which exceed the SLA will be seen as well. Tech support links will be on the bottom of the screen. End of July this should be ready. Testing to start at Soft 7-15. Email will be sent out at the end of month to begin the preview of the new functionality.
* Implementation of security – have security on the client side of the form. Edit vs read only. 3types of access. Read only, edit for all or edit for assigned only. These will be available in the user setup section. Is this useful and do we need it? Ben would find it useful. Jayme would like to see it. – This will be deployed at the same time as the dashboards.
* Form View Standardization – same view for Star and TMS. This will be next after the dashboards.
* Task Inactivation – priority after delivery of dashboard and form view
* Closed due to lack of response – being addressed by policy now and it will be coded. If there are issues we should bring these back to this group monthly.

**Technical Support Center Performance**

Goal is to provide updates and look for lessons learned. We haven’t had much here but the focus is to help Soft.

Support center practices are reviewed in April and May. The report back is they passed the audit and exceeded performance from the year prior. Soft may fall in the top 7-10%. David is trying to nail down the exact number. Congrats to Soft!!

**SLA**

* Tymn noted there should be a section describing the escalation for Emergency and Urgent task. David provided a review of the process and will review and add to the SLA document.
* Tymn received post meeting a request from Corbin to have clearly stated in the General communications the following

Clients must call the Technical Support Center to receive after hours support.

* The SLA final document should be voted on by the group. – as soon as a couple adjustments are made Tymn will send to the group for a vote

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

no update – Jesus was not available to provide an update. David will follow up with him for update at next month’s meeting.

**TAT reports**

* Are they in 4.0.7 or will they be available in other issues.

Project manager from micro that most of the TAT reports will be in 4.0.7 expect majority Add functionality and feature in the patches to follow the release.

Please reference David’s email sent following the meeting to see the Reporting update provided by Amanda Moffit just after SNUG 2013.

**Goals for CS in 2013 - 2014**

* It was decided that the goals distributed will be distributed to the group for a ranking vote. Tymn will send and ask for the ranking vote by the end of month.
* Goal #2 for the copy utility from Test to Prod will be move to an Exec Board agenda item.
* Ben added after hours support and that Clients are expected to pay additional when hot fixes and upgrades need to go live after hours. This should be included in regular support
* David also requested we need to look for additional customer service focused goals.

**Additional Items**

None discussed

For next Month’s agenda

1. Naming convention during upgrades.  Use of the term NLIVE for an upgrade environment has the potential to create issues.  Which environment are you in.  “NLIVE”  gets confused with “IN Live”.    I had two conversations this week that made me feel like I was rehearsing the who is on first sketch!!!   At some point a programmer is going to fix something n live, and break production.   I wager it has already happened somewhere
2. Requesting clients to enter UPG in the description of the task for upgrade items.  I am already putting in an environment from a drop down.  The system needs to properly route based on this.  If I am asked to put in redundant information and one way to put it in is from a drop down, my old and very soggy brain forgets to do the second, redundant, manual step every time.
3. Why does SoftLab allow a PC that is missing critical Hotfixes to connect without updating, if it is going to cause a core dump?