**SIG Customer Service SNUG Call – Agenda**



**Wednesday, September 11, 2013**

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

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

**Access Code: 863928#**

SNUG Executive Committee Member:

Present

Yvonne Coulter, Melissa Craft, Gary Fuller, Laura Jones, Mary McCoy, Tymn Neece, Jayme Osborn, Randy Rhodes, Benjamin Sharp, Debbie Smith, , John Cohen, Corben Ellsesser,

Earle Barnes, Nancy Todd Tammy Taylor

Soft Computer: Jesus Blasquez, Joe Magilligan, Jolene Massey, Mike Miller, Darlene Radaskiewicz, David Romano

Soft Computer Additional Invitees: Diana Feldman, Jane Blackmar, Olexiy Shestakov, Rafal Wojnar, Leszek Leszczynski

Recorder: Raya Levin

**Technical Support Center**

* + Electronic signatures for Pathology – Jolene

New policy introduced at Soft. The first 5 will be free of charge. The AE’s will keep track of this. The process will create a RFQ to keep the process moving quickly to implementation. Jolene will verify and has. New add ons, affiliates and upgrade this cost is covered in that project. This is just for post live clients. Checking still on the multisite.

* + ICD-10 BB Hot Fix – Grace. Change is minimal for Blood bank. A hot fix will change the display in the setup and diagnosis. So that ICD will display generically. Clients should check to be sure it was included in the package.
  + System Security – Darlene. Access to Soft requests coming from the bench level to the Soft Hotline. The clients need to manage this from a HIPAA compliance standpoint
  + HIS specification and Instrument Change issues – Mike Miller. Requests to activate a change. SCR is required to update and make the change to the specifications. Charge is minimal.

Some times the instrument vendors perform an upgrade and the changes can be major and will require a new interface.

Clients should enter a support tasks for established instrument interface upgrades

Also during implementation issues should be reported in the implementation task.

* + Performance - discussion on the performance or the TSC. Sara reported tier 2 98.54 satisfaction rate. Escalation to programming and above 98.37%

**Update on STAR**

* Review of new client dashboard – feedback from Board. A+ Everyone happy.

Next projects:

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

**Update on System Naming Convention**

* Change “NLive”. Any nomenclature that is labeled “live” when it is not really live should be avoided

David updated. Used only during hardware upgrades Recommendation is that this is not preferred and perhaps change to HWLVE. Currently clients would need to request during the install.

**Stop requirement of entering UPG in task description**

* Item to remain on agenda so SIG can give feedback to SCC

**Hot Fix issues**

* Issue in leaving Administrative rights open for SoftUpdates

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

* Current process requires Hospital letterhead

**Update on the Release Note Application**

**Upgrade from 4.0.3 to 4.0.6**

1. Security
   1. Security roles do not work.
   2. Additional user option does not work.

Jane detailed the security issues. There is a new security module and Nels had issues with Soft Bank. Role base security was not affected. Old security was affected Missing users and missing option.

Some of the concern is the multiple clients are

Ben noted that most are switching to the role based and the new security module. Not all functions are in new security. For example access to eSQL needs to be set up

Nested roles won’t work in new security. Jane indicated that in implementation there is move to get clients away from nested roles

Sue is asking for specific tasks related to security issues and the new security module.

Jamie.

We are asking for a published list of known issues and this could include known implementation

Soft will need to take the action item to look to improve

1. Validation
   1. Many options worked during validation but not after moved live.
   2. Hosparams changed at go-live.
2. Move from test to upgrade or live environments has not been stable.
3. Downtime too long at go-live (Yvonne Coulter notes 10-12 hours).

Sue noted there is a project in R&D to reduce this downtime.

In addition to the long downtime we need to have it over the weekend and afterhours and we pay extra for this premium service. David agreed this will be taken to Jesus to discuss having this cost rolled into the cost of the upgrade.

Also with long downtime the recovery period and cost of the hospital staff to cover. This topic will be brought to the executive board

**Goals for CS in 2013 - 2014**

* Additional cost for off hours support for GoLives and Upgrades. Include HF installs

Also

1. Gary Fuller - Known issues list.  Users (and Soft) need a tool to reference known issues for a release. It needs to include any corrections either complete or in the works in addition to work around processes.
2. Hotfix process improvement

**Additional Items**

October Agenda items reviewed.