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



**Wed , August 12 , 2015**

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

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

**Access Code: 863928#**

SNUG Executive Committee Member:

~~Earle Barnes~~, Sharon Black, ~~Melissa Craft~~, Debbie Czarnecki, Melinda Doherty, Brenda Duff, Corbin Ellsaesser, Laura Jones, Mary McCoy, Tymn Neece, ~~Jayme Osborn~~, ~~Debbie Smith~~, Nikki VanIngen

Soft Computer:

Creed Baughman, Jesus Blasquez, Roseann Ferrara, Grace Forrester, Danielle Gangadeen, Hayley Johnson, Joe Magilligan, Jeff Marr, Jolene Massey, Mike Miller, Sara Patric, Darlene Radaskiewicz, David Romano, Becky Sheppard , Claudina Simmons

NOTE : No meeting was held in July 2015

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| **AGENDA ITEMS** | **STATUS** | **DISCUSSION 8/12/15** |
| **Technical Support Center Performance** | Monthly Update: | 99.51% Satisfaction Rate  28.7% surveys returned |
|  | Client Newsletter | Next Client Newsletter will include notice on SCC new release plans & request for clients to update their Star site contact list .  Note that users on list are authorized to make decisions for the client. Notify your AE if anyone listed is not authorized . |
| **SIG Enhancement Updates** |  |  |
| Monthly SIG Enhancement Spreadsheet  Progress on closing old enhancements | Monthly update | SCC update on Items listed as TBD  expected for October meeting |
| 2015 -2016 SIG Cycle Status | Final ballots sent to clients  Current Status: | SNUG Board to review surplus hour distribution at next SNUG meeting |
| Path/Gene SIG New item | * Discussion on # hours and how to split between the modules * Will enhancements be in both SoftPath and PathDX? | This is still under evaluation |
| HIPAA/Security/Commons/SoftID SIG | Should Soft ID be a separate SIG with its own hours assigned | Currently no plans to separate SoftID  This creates issue of clients having to choose between Security/SoftID changes. Users not on SoftID may vote an item low priority & may skew results for users of the product |
| 4.5 Enhancement Process | Need process defined  SCC to consolidate versions | No update |
| **KNOWN ISSUES LIST**  Implement for Softlab in current versions | SoftBank LIVE v25.5  **Softlab Pending** | will be implemented for SoftLab with 4.0.8 release |
| **DECREASE LENGTH OF DOWNTIME** | Monthly update on progress | No updates |
| **MONITOR HOT FIX PROCESS** | Monthly update | Release Notes: Internal work is in progress to improve quality and timeliness & provide test cases |
| SCC implementing new Policy for  HF and Patches  (Reference 5/20/15 HF and Patch Notification Letter) | NOTES  HF will be approved for Emergencies only  Certified patches will be issued for 4.0.7 and 4.5.4 (GA) Releases  4.0.7.3 - expected release August 2015 (existing HF rolled into a patch)  4.0.7.4 - 4th quarter 2015 - SCC recommends waiting for this one , will include more fixes and enhancements  SCC reviewing status of HF currently installed in client Test systems  Some items bundled into the current HF sets may not need to be classified as a HF (utilities, config. Changes etc)  Check with your AE for questions specific to your site | |
| Improve release notes  Include Test Cases in HF Summaries | 4.0.7.3 release notes will be the improved version & going forward these will be available to clients prior to the install | |
| Linking of Client Support tasks to Install tasks | Release notes will have HF summary ,PCC # and TMS task if specific for that client. No current method or process to connect installation tasks with every support task referencing a HF | |
| IMPLEMENT ONLINE WEB TRAINING | SUGGESTED TOPICS  HIS TRAINING   * Intro to HL7 Segments * Intro to HIS Interfaces   INSTRUMENT INTERFACES   * Instrument Interface Setup &Flags * Translation Table setup | SNUG list provided at request from past meetings to provide more details  Jeff to review with Education Dept  SNUG is open to suggestions. |

**Summary of Goals for CS in 2015 - 2016**

* Published Known Issues List
  + Implement for Softlab in current version
* Decreasing the length of downtime at Go Live.
* Monitor SIG enhancement list and implementation progress of approved SIG enhancements.
  + Publish list for clients - COMPLETED (Posted on SIG BB)
* Monitoring of Cumulative HF process
  + Improve Release Notes
  + Include testing scenarios in HF Software summary documentation
  + Linking of Client Support tasks to Install tasks
* Implement online Web Training courses
  + LIS Admin, HIS, Instrument Interfaces

Next Meeting: Wed September 9 , 2015