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



**Wed , June 10 , 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

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| **AGENDA ITEMS** | **STATUS** | **DISCUSSION**  **6/10/15 Notes** |
| **Technical Support Center Performance** | Monthly Update: |  |
| **STAR enhancements**  Interface questionnaire  Star Feedback module | Both are LIVE , presented at SNUG | No new enhancements planned at this time |
| **SCC New KB SeekIT™** | LIVE 5/18/15 | SCC has not received much feedback on this |
| **2015-2016 SLA** | SNUG Accepted 5/21/15,  Signed by Melinda |  |
| **SIG Enhancement Updates** |  |  |
| Monthly SIG Enhancement Spreadsheet  Progress on closing old enhancements | Monthly update | No progress on BB old requests |
| Make List available to clients | DONE  *SIG Enhancement Status Report*  is posted on SIG BB in SNUG Annual Conference section |  |
| 2015 -2016 SIG Cycle Status | Final ballots sent to clients  Current Status: |  |
| 4.5 Enhancement Process | Need process defined  SCC to consolidate versions |  |
| **KNOWN ISSUES LIST**  Implement for Softlab in current versions | SoftBank LIVE v25.5  **Softlab PENDING** | SoftLab – no update avail  With new Policy should be fewer known issues ?list will be available after 4.0.7.3 release (tbd) |
| **DECREASE LENGTH OF DOWNTIME** | Monthly update on progress | No updates |
| **MONITOR HOT FIX PROCESS** | Monthly update |  |
| SCC implementing new Policy for  HF and Patches  (Reference 5/20/15 HF and Patch Notification Letter) | Discussion 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 | Update from David: 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** |  |  |
| LIS ADMIN, HIS, Instrument Interfaces | Details to be determined |  |

**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
* 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 July 8 , 2015