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|  | | ***2019/20 SNUG Exec / SCC Conference Call***  ***Date: 6.19.19***  ***Time: 12:00 pm EST***  ***Phone:***  ***727-265-4371 Pin: 9006***  ***Webex:***  [Click here for webex](https://softcomputer.webex.com/softcomputer/j.php?MTID=m7bd782ecef37c56b44e474ec8f706e2e) |
| Scheduled Attendees | Client | Sonal Pandey, Steve Pleschourt, Jonathon Carlson, Michelle Precourt, Andrea Hawk, ~~Randy Reddekopp~~, Scott Hansen, Donna Passante, Kathy Davis, ~~Becky Schran~~, Robert Gentry, ~~Jeff Hughes~~ |
| SCC | Jeff Marr, Briana Sutherland, David Romano, ~~Sarah Duford~~, Gary Weiner, ~~Tomek Ocipka, Leszek Rumak, Hadrian Newman~~ |

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| **TOPIC** | **DISCUSSION** | **OWNER** | **ACTION ITEMS** |
| 2020 Service Level Agreement |  | David | 6.19 Draft with Sonal and Donna to review |
| Education/Webinars |  | Gary/Jeff | 6.19 Idea to have 2 separate tracks – Product overview and implementation/support; Jeff and Gary working on roadmap to present at next meeting; Genetics modules will be included; Goal timeline: September; Final decision on next call on live/recorded videos; 4.0 and 4.5 versions will be covered |
| Knowledge Database Articles |  | David | 6.19 In process; Working on ability to add email notifications for updates on articles |
| Anomaly Query |  | Gary | 6.19 Goal timeline for all modules: September; Decision on whether to announce module by module or notification when all is complete – Final decision on next call |
| Executive Council/Summit |  | Jeff | 6.19 Meeting with Mr. Hakim on Monday to discuss; Follow up call to discuss at end of June-Invite all board; Identify objective and audience |