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|  | | ***2019/20 SNUG Exec / SCC Conference Call***  ***Date: 7.17.19***  ***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, Jordanne Cole, Gary Weiner |

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| **TOPIC** | **DISCUSSION** | **OWNER** | **ACTION ITEMS** |
| 2020 Service Level Agreement | 6.19 Draft with Sonal and Donna to review | Alex | 7.17 Leadership changes; George Smith and Alex Zhuykov overseeing support team, Jeff Marr overseeing CRM team; Technical Support Specialists to be introduced in August; Alex to sign off on service agreement |
| Executive Council/Summit | 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 | Jeff | 7.17 Clearwater Marriott Suites, Oct 27-29; Board to submit any recommendations for attendees or presenters |
| SIG Process |  | Milena/Kathy | 7.17 Database voting and notifications to be completed 8/2; Beta test for board |
| Education/Webinars | 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 | Gary/Jeff | 7.17 Promoting starting in September; Advertisement will include target audiences and versions |
| Knowledge Database Articles | 6.19 In process; Working on ability to add email notifications for updates on articles | Gary | 7.17 Gary to give report on how many articles have been reviewed on next call |
| Anomaly Query | 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 | Gary | 7.17 In place by September – Notification when all completed; CRMs to communicate to LIS Admins |
| SNUG Website |  | Jeff | 7.17 Determine when to close down the membership site; Now that the SNUG website is transitioned to SCC, who do we reach out to with change requests? Change requests will go to Jeff Marr; Jeff to setup change management process |
| SNUG Document Repository |  | Jeff | 7.17 Website Transitioned, Jeff to setup change request process, in the interim send requests to Jeff; Jeff to look into SNUG presentations on website; Financials and board only documents will be password protected for board only access |
| Promotional Video |  | Briana | 7.17 Received 2nd round draft sent out for review – Goal completion: End of next week |