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|  | ***2019/20 SNUG Exec / SCC Conference Call******Date: 8.21.19******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, Gary Weiner |

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| **TOPIC** | **DISCUSSION** | **OWNER** | **ACTION ITEMS** |
| 2020 Service Level Agreement | 6.19 Draft with Sonal and Donna to review7.17 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 | Alex | 8.21 Pending updated version, pending final sign off – Timeline: 8/22 |
| 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 audience7.17 Clearwater Marriott Suites, Oct 27-29; Board to submit any recommendations for attendees or presenters | Jeff | 8.21 No responses received. Currently working with speakers to finalize agenda. Save the Dates in process of being distributed, Invites to follow next week with more details |
| SIG Process | 7.17 Database voting and notifications to be completed 8/2; Beta test for board | Milena/Kathy | 8.21 Voting beta prepared and working through prelim/final reporting; Jeff to send update on project plan |
| 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 covered7.17 Promoting starting in September; Advertisement will include target audiences and versions | Gary/Jeff  | 8.21 20 Webinars (see schedule), starting September; Send out schedule for review; Pending agenda feedback from board; Webinars to be recorded and sent on case-by-case, CRM to be main point of contact; Announcements made via Mail Chimp and Quarterly |
| Knowledge Database Articles | 6.19 In process; Working on ability to add email notifications for updates on articles7.17 Gary to give report on how many articles have been reviewed on next call | Gary | 8.21 Underway |
| 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 call7.17 In place by September – Notification when all completed; CRMs to communicate to LIS Admins | Gary | 8.21 Projected September – On target; Announcement end of September \*\*Need to confirm communication plan; Data only available for versions currently installed at site, data on other versions can be requested if evaluating upgrade |
| Budget |  | Jeff | 8.21 SCC covering 50k for membership costs + promotional costs; $5,000 deposit for Sheraton needed; Board to meet to discuss more |
| List of Clients and Versions |  | Gary | 8.21 Not comfortable publishing entire list of clients and versions; CRM contact for client references |
| SNUG Conference Video |  | Briana | 8.21 Website Update; Add description under video |
| TSS Assignment |  | Gary | 8.21 Launching 8/22; CRMs to be in contact regarding introductions |
| Support Day  |  | Gary | 8.21 Provide update |