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|  | ***2019/20 SNUG Exec / SCC Conference Call******Date: 9.18.19******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 agreement8.21 Pending updated version, pending final sign off – Timeline: 8/22 | Alex |  |
| 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 presenters8.21 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 | Jeff |  |
| SIG Process | 7.17 Database voting and notifications to be completed 8/2; Beta test for board8.21 Voting beta prepared and working through prelim/final reporting; Jeff to send update on project plan | Milena/Kathy |  |
| 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 versions8.21 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 | Gary/Jeff  |  |
| 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 call8.21 Underway | Gary |  |
| 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 Admins8.21 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 | Gary |  |
| Budget | 8.21 SCC covering 50k for membership costs + promotional costs; $5,000 deposit for Sheraton needed; Board to meet to discuss more | Jeff |  |
| List of Clients and Versions | 8.21 Not comfortable publishing entire list of clients and versions; CRM contact for client references | Gary |  |
| SNUG Conference Video | 8.21 Website Update; Add description under video | Briana |  |
| TSS Assignment | 8.21 Launching 8/22; CRMs to be in contact regarding introductions | Gary |  |
| Support Day  | 8.21 Provide update | Gary |  |
| SOGI information |  |  | 9.18 Preferred name for SOGI roll out timeframe please or where you all are at with it? |