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|  | | ***2019/20 SNUG Exec / SCC Conference Call***  ***Date: 3.18.20***  ***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, Michelle Precourt, Andrea Hawk, Randy Reddekopp, Scott Hansen, Donna Passante, Kathy Davis, Becky Schran, Robert Gentry, Jeff Hughes, Brenda Duff |
| SCC | Jeff Marr, Briana Sutherland, Tomek Ocipka, Gary Weiner, Viktor Churilov, Kenton Smith, Creed Baughman, Joe Magilligan |

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| **TOPIC** | **DISCUSSION** | **OWNER** | **ACTION ITEMS** |
| Knowledge Database Articles | 6.19 In process; Working on ability to add email notifications for updates on articles  7.17 Gary to give report on how many articles have been reviewed on next call  8.21 Underway  9.18 August - 10% in utilization of articles, 4% increase in amount of articles; 2-3% published; audited 1%; removed 5% articles  11.20 4% reduced on monthly basis; Integrating education, knowledge base and product – Donna to send out announcement to user group (Jeff and Sonal to work on message; Gary to provide statistics), Becky to include on social media  12.18 More and more articles being published, 316 new articles, 85% were reviewed by users. Increasing utilization and adoption. Working with R/D to roll in the release notes  1.15 Knowledgebase continues to grow consistently month over month.  Approximately 900+ articles created in the 2019 calendar year.  Approximately 540+ articles audited in the 2019 calendar year.  Continue to enhance toolsets to improve usability. – Donna to send out update to user group  2.19 See PowerPoint: To provide updates quarterly; Articles to be connected with SIG communication channels, provide update at next meeting – Put in place now and re-enforce at conference; Discuss at Business Meeting and Customer Service/SIG | 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 call  7.17 In place by September – Notification when all completed; CRMs to communicate to LIS Admins  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  9.18 SoftBank is available; Lab, Mic, Donor, ID, ID.Tx will be added this month; Scape, Instruments, Reports, TQC and Genetics will be added later this year – Announce what is available now and add additional products as they are available; Include how to access guide in announcements; Jeff/Sonal to come up with message for e-blast; Version type will be included; SCC team to look into adding a search function; Announcement to go out 9/22 to all client base  11.20 Beginning of next week to receive update on estimated completion time  Jeff to check with Gary on next steps; Jeff and Sonal to work on message for announcement – Martha to assist  Announcement on Facebook page and direct them to technical support site – Question format  12.18 New products added to the query, Reports, SoftTQC and supporting products coming end of January  Will add modules here….  1.15  The query is currently available for   * SoftLab/Mic starting from 4.0.8.0 and 4.5.5.0 * SoftBank starting from 25.5.0.0 * SoftDonor starting from 4.5.2.2 * ID.TX starting from 1.0.0.11 * ID.NET starting from 2.6.0.0   Coming next - mid-February   * SoftReports * TotalQC   Webmaster looking into functionality on website as some clients having issues viewing/ “Adobe Flash Player is blocked” message appearing when using chrome – Update for 1/16  2.19 SoftReports and TQC moving forward, but slightly delayed; Current queries are still available; Export function will not be included in this scope; Donna to send out notification to list serv again | Creed |  |
| SIG Evaluation Review/Analysis | 1.15 Creed reviewing SIG enhancements from past – Report on this on next call – Topic to discuss at SNUG conference as future improvement  SIG Moderators/SCC Advisors to have touchpoint on assigned SIGs  2.19 Working on communication to development teams and completing SIGs quicker; Scheduled updates for moderators – Creed to provide status update next month | Creed |  |
| Downtime Reduction | 11.20 Project delayed – Jan 2020 framework completed; March 2020 framework included in products completed  12.18 No further updates since November meeting. Will report update on January meeting  1.15 Jeff to include presentation  2.19 Framework is available at this point and on target to complete products by end of next month; Hotfixes project is moving forward – 0 downtime for hotfixes and minor updates; Viktor to summarize updates at next meeting; Provide Viktor’s slides | Viktor |  |
| ISO 20000 Certification |  |  |  |
| Support Ticket Management |  |  |  |
| Customer Satisfaction Survey |  |  |  |
| Task Closure Initiative; 4.0 vs 4.5 |  |  |  |

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| **COMPLETED** | | | |
| List of Clients and Versions | 8.21 Not comfortable publishing entire list of clients and versions; CRM contact for client references | Gary | **Completed** |
| SNUG Conference Video | 8.21 Website Update; Add description under video | Briana | **Completed** |
| 2020 Service Level Agreement | 6.19 Draft with Sonal and Donna to review  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  8.21 Pending updated version, pending final sign off – Timeline: 8/22 | Alex | **Completed** |
| Budget | 8.21 SCC covering 50k for membership costs + promotional costs; $5,000 deposit for Sheraton needed; Board to meet to discuss more  9.18 Jeff to work on this  10.16 New check to be sent out on Friday; Michelle confirmed check needs to be made out to “Soft Network Users Group, Inc.” | Jeff | **Completed** |
| TSS Assignment | 8.21 Launching 8/22; CRMs to be in contact regarding introductions  9.18 Assignments have been made; 2 months to reach out to clients on introductions; Verbal approval – Proceed with this process; Another meeting in next month with CRM/TSS to follow up on feedback from clients  10.16 Moving forward and have positive results; Jeff to share introduction slide deck to Sonal | Gary | **Completed** |
| SOGI information | 9.18 The tasks are scheduled to LAB versions 4.0.8.4 (coded) and 4.5.8.0 (in development).  Planned release of 4.0.8.4 is Q4 2019 and 4.5.8.0 and Q1 2020.  These tasks will be also considered for 4.5.5 line used by majority of 4.5 clients now, if such patch will be open.  11.20  PCC-73824 = Mixed Normal ranges changes  PCC-73167 = Patient Alias changes | Lee Ann Youkhong | **Completed** |
| 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  7.17 Clearwater Marriott Suites, Oct 27-29; Board to submit any recommendations for attendees or presenters  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  9.18 7-8 presenters; 16-18 attendees and number pending (Goal 20-30 range); Sonal to get back on attendees from her location; Jeff to resend invite to Sonal and Jonny  10.16 20 attendees; 8 presenters including oversees presentation on new learning center  COMPLETED Sunday Oct 27-29  Planning for 2020 in similar timeframe, venue, limiting to 30 attendees  Attendees in favor of discontinuing to support older versions (4.0.6 and under) and encouraging upgrade; Continuing to evaluate the executive council, want to include an international presence; Determine touchpoint/conversations throughout the year to keep attendees engaged?; Provide update on topics at SNUG conference, but summit will continue in the October timeframe | Jeff | **Completed** |
| 4.0.8 lab/bb client | 10.16 recommend/suggest a good client on Lab/Mic 4.0.8.x, multiple legacy products, especially BB that might be agreeable for SCC QC to copy their setups, no patient data.; Maureen to work with Sonal and Becky to discuss details | Maureen | **Completed** |
| Downtime Prediction | 11.20 Possible to share best case/worst case scenario on downtime estimate form; Estimates determine when facilities can schedule downtime | Leszek L | **Completed** |
| Patient Safety Flag | 10.16 Emailed submitted regarding request for report, email mentioned patient safety and SCC flagged task as patient safety - OLM-06814 – Jeff to investigate further  11.20 It is an FDA/Regulatory requirement to monitor; Take into consideration contacting client prior to opening patient safety task; Education on process at SNUG conference | Kenton | **Completed** |
| SIG Process | 7.17 Database voting and notifications to be completed 8/2; Beta test for board  8.21 Voting beta prepared and working through prelim/final reporting; Jeff to send update on project plan  9.18 Release notification late Nov; Into validation phase; Kathy identified members to be involved; Voting piece has been approved by board; Next release of STAR is being release Dec 2019; SCC to strategize plan on how to install prior to Dec release; Kathy to pull detail request regarding interfaces to send to Jeff/Gary; Development focus group to be created – Gary/Creed  10.16 Something to go out this week regarding testing; Kathy and Steve to discuss detail request regarding SIG HIS and instrument interfaces; Kathy to send out formal request for 3 new categories for this coming year  11.20 STAR Functionality going live on 11/20, voting pages updated and live  Jeff working with Kathy to determine timeframe for webinar to client base to rollout functionality and instructions  Jeff working on webinar and communication on SIG voting process – Jeff to follow up on when the target date is  12.18 - SIG Enhancements installed and live in STAR and TSS. Webinar scheduled for January  1.15 Webinar scheduled for 1/16 – Membership/Conference + SIG | Milena/Kathy | 2.17 COMPLETED |
| 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  7.17 Promoting starting in September; Advertisement will include target audiences and versions  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  9.18 Announcement for October webinars to go out today; Piggy back off of webinars to drive presentations at conference  10.16 LIS webinars have had high attendance; Feedback 8 and above; Received new submissions for topics for conference; Genetics has smaller audience but good feedback; 2 more scheduled for October and 2 in November  11.20  Dec 3  Genetics – Internal Notes & Requests  Dec 10  SoftReports® | Launcher (SoftReports v4.0 & 4.5)  Pushing out via newsletter, user-list, social media and CRM’s  12.18  SoftGenetics Attendees: 26  SoftReports Attendees: 95  1.15  SoftFlowCytometry Batch Sign Out  21 Registrants  SoftLab Specimen Management Test Maintenance  98 Registrants  Add PACE Credits .5 unit – Robert to add a statement during webinar tomorrow | Gary/Jeff | 2.17 COMPLETED; See planning meeting notes |
| Downtime Cost | 11.20 No changes to downtime cost at this time; Request to have one day a year at no charge; Gary to pull a report on everything that has been charged (specifically for hot fixes)  12.18 Evaluating tool which generates quotes, to be evaluate the downtime quoting. If something arises for quotes/effort to have this escalated for potential waiving of fees  1.15 Escalation route to Jeff/Gary | Gary/Jeff | COMPLETED |
| Customer Service | 10.16 When a defect is discovered and determined it needs a fix at Soft what is the expected and acceptable TAT of it getting into code? Example if something was discovered in 2015 or 2016 should it have been coded and in code already? –Jeff to invite Tomek for next call and looking for examples to present to Tomek to investigate  11.20 Jeff to get back to this item  1.15 Defects are based on priority for entire client base for completion | Creed | COMPLETED |