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|  | ***2020/21 SNUG Exec / SCC Conference Call******Date: 4.21.21******Time: 12:00 pm EST******Phone:***  ***727-265-4333 Pin: 4376******Webex:***  [Click here for webex](https://softcomputer.webex.com/softcomputer/j.php?MTID=m7bd782ecef37c56b44e474ec8f706e2e) |
| Attendees | SNUG Board | Sonal Pandey, Andrea Hawk, Scott Hansen, Donna Passante, Becky Schran, ~~Robert Gentry~~, Jeff Hughes, ~~Brenda Duff~~  |
| SCC | Jeff Marr, Briana Sutherland, ~~Gary Weiner~~, Jordanne Cole |

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| **TOPIC** | **DISCUSSION** | **OWNER** | **ACTION ITEMS** |
| SNUG Webinar Series | 2020 – 2021 Tentative Start August 2020Potentially into tracks7.15 August timeframe to begin roll out; 20-25 topics being built out for 2020/2110.21 First webinar was a success – 200+ attendees; 24 current topics scheduled for 2020/21; Save the date is sent out a month in advance for all webinars that coming month, reminder sent a week before event.3.17 SoftCompliance webinar scheduled for later this month | Jeff |  |
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| **Webinar** | **Date**  | **Attendees** | **How would you rate the webinar topic and content?**  | **How would you rate the amount of information provided?**  | **How would you rate whether we met the stated objectives of this webinar** | **How would you rate the presenter?**  | **Overall rating** |
| STAR Enhancements  | 1-Dec | 85 | 9.2 | 9.3 | 9.2 | 9.3 | 9.3 |
| BB Quality Control | 15-Dec | 58 | 8.9 | 8.8 | 9 | 8.8 | 8.9 |
| Formatting for no data returned | 5-Jan | 68 | 9.1 | 9.1 | 9.3 | 9.4 | 9.2 |
| BB Neonatal Setup | 19-Jan | 81 | 8.9 | 8.6 | 8.9 | 9.0 | 8.9 |
| Different ways to define parameters | 16-Feb | 91 | 8.8 | 8.8 | 9.1 | 9.2 | 9.0 |
| SoftReports Organizational Control | 2-Mar | 105 | 8.3 | 8.2 | 8.9 | 8.9 | 8.6 |
| SoftReports - Launcher Tips for New Users | 16-Mar | 100 | 8.6 | 8.7 | 9.0 | 9.2 | 8.9 |
| Medical Necessity Checking | 30-Mar | 39 | 8.7 | 8.6 | 8.4 | 8.9 | 8.7 |
| SoftBill/SoftAR Add-ons and Credits | 6-Apr | 44 | 9.1 | 9.3 | 9.5 | 9.5 | 9.4 |

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| STAR | 3.17 Creating test environment for board to evaluate and get feedback on functionality | Jeff | 4.21 New quote & SCR Request demo |
| Downtime related to Upgrades | From Sonal:I was quoted for a 5-6hrs downtime for Weblogic update along with a Patch.3.17 Typical downtime for just Weblogic should be under 1 hour; Gary is working with R&D team for how to reduce downtime; Publish list of known problematic Windows Updates on STAR – Gary/Jeff | Jeff/Gary | 4.21 Donna, Andrea, Jeff H to volunteer.Jeff to determine if there can be security restrictions for who can contribute. |
| Education | Update on New LIS Certification Program7.15 Two tracks – one for existing LIS Admins and one for new; End of August/September timeframe for launch; Discussion on fee?; Curriculum to be provided before next meeting10.21 4 2 hour sessions, October 26 – 29; Jeff H to attend3.17 Launched piolet program for new LIS Admins – Overall well received – Making adjustments based on client’s feedback – 20-30 attendees so far – Gary to put together summary sheet and new curriculum for next meeting | Gary |  |
| Non-FDA approved Bank code | 3.17From Andrea:Non-FDA approved Bank code being loaded into an environment supporting a global upgrade within 90 days of go live without the client being notified. Having non-FDA approved Bank code has eliminated the ability to go live on contracted scheduled date. |  |  |

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| **Completed** |
| **TOPIC** | **DISCUSSION** | **OWNER** | **ACTION ITEMS** |
| SNUG Survey  | Review of Results7.15 65 respondents; No clear answers | Jeff | Completed |
| Sheraton update | Pending Review of SNUG Survey 7.15 Available dates in September/October? Sonal to reach out today | Sonal | Completed |
| STAR Updates | Introduction of new functionality 7.15 Send presentation to board after meeting; Move features over into production in next couple weeks; User Guide is available and up-to-date | David R / Novak | Completed |
| SIG Update | 10.21 Extend deadline?; Milena to run a report of submissions from the last 2 years to compareSCC evaluating – Deadline December 112.17 Voting ends on 2/19 | Jeff | Completed |