**Members:** Yvonne Coulter, Mary McCoy, Melissa Craft, Debbie Smith, Tymn Neece, Jayme Osborn, Laura Jones, Corbin Ellsaesser, Debbie Czarnecki & Melinda Doherty

**SCC Members:** Creed Baughman, David Romano, Jesus Blasquez, Don Keller, Fred Church, Jeff Marr & Tomek

**Not Present:** Randy Rhodes, Earle Barnes & Kathy Branca

**Recording Secretary:** Jayme Osborn

1. The meeting began at 12:04 p.m. Jayme Osborn, secretary, announced that the call was being recorded.
2. Updates:
   * SoftLab Update (MU2 and HL7 2.5.1) – Fred Church
     1. Clients Live: 60
     2. Clients in process: 27
     3. Clients waiting: there is currently no waiting list.
   * Core Measures of Upgrade Go-Lives – Fred Church
     1. **Projected downtime vs. actual downtime**:
        + This is going very well.
        + The estimates are within no more than an hour.
        + A typical downtime is between 7 and 9 hours unless the conversion to Oracle is included.
     2. **Quality of the Conversion**:
        + Two clients went live last week and there were no issues. Both were successful.
     3. **Critical Issues**: They typically see one critical issue per client. The critical errors are reviewed with the project management team and then Victor reviews them with the development managers. With each go-live, the client is loaded with the latest patches & hot fixes prior to go-live. SCC is working diligently to reduce these critical issues post-live.
        + Debbie Czarnecki asked if clients have to track temporary fixes. No per Fred. They have revised the process and now keep clients with the MU2 Client Manager, but release the upgrade team. They are doing this on a case by case basis. The Client Manager will know the history of the issues. Tymn’s facility had a problem with files that were no longer in the system. Now SCC will make the old production system available so we as clients can see the hosparams, setups, etc.
        + Mary McCoy, Johns Hopkins: her facility just finished their upgrade. They had major issues because of implementing SoftGene at the same time. Large Gene files are shutting down and affecting other system functionalities in a critical way. SCC is working on the permanent fix. Tomek: they are the first client to have these large messages coming out of SoftGene. The problem is with memory management. Other clients will get the correction to the problem.
   * ICD-10 Update – Jeff Marr

SCC currently has approximately 30 clients that need SCC assistance with ICD-10 going live along with the 4.0.7. MU2 upgrade. They are working with each client independently to determine the best approach for them at their institution. They are in good shape. SCC will be ready for activation when the client is ready to flip the switch and go-live with ICD-10.

1. Database Conversion: Update on both the Long and Short processes – Tomek
   * **Short Term Plan**: The implement of pre- and during-downtimes are separate activities and they are scripted. SCC is using this process now pretty much for every upgrade now, at least for lab & micro. Usually AR is done in a different way so they cannot use this new process. They recently did a lab/micro client conversion – this was one client with largest set of databases (4 databases, 4 multisites). The conversion time was estimated to be 24 hours IF the two conversions weren’t split. The on-line downtime for the Lab – was about 10 minutes. The rest of the conversions were done over a couple of days. It was very successful and there were no significant affect on the production system. SCC has used the same approach for other clients. It is other activities during the downtime take more time than the core patient tables conversion. They connect the production system through scripts to the new environment where the software was validated. Copying system files results in certain issues. All related to the fact that they can’t bypass it until they have the long-term solution. Other activities happen during downtime. If they use the split conversion of the db – non-patient conversion activities take longer than the conversion itself.
   * **Longterm Solution**: SCC is live with one 4.5 customer right now. They have all the scripts for rolling restructuring transformation ready. They will be starting the testing next week. It is critical to make sure that it handles the volume of transactions. The largest client is testing now and if it works for them, it will work for all clients. SCC should have results in the next 3-4 weeks. The project is going a little slower than they initially thought. They are working on 4.5 version currently, and then they will start the 4.0.7 versions. SCC negotiated an Agreement with Oracle for Golden Gate. The licensing cost agreement gives us a reasonable rate for the upgrade process. We will leave this on the agenda for an update next month.
2. Client Letter from Jesus Blasquez – Jesus Blasquez
   * Jesus sent a letter to the SNUG Board to review prior to sending to all SCC clients. The letter outlines their intention to alert clients that SCC will not deploy any source code changes for the earlier/older versions of software. This will be effective in the first quarter of 2016. SCC is not sun setting the product. Those clients on 4.03 and 4.04 will be able to start planning. Jesus asked Board members to review the letter and respond to him with any questions. 150-175 clients will be affected. The letter will go out to every client in early August. Clients need to keep up with versions. SCC will talk to clients about doing hardware upgrades first, then software upgrades. SCC can then focus efforts on improving the products. Jesus and Fred Church will be contacting clients on an individual basis to discuss this.
3. SNUG Webinar Series for 2014 – Don Keller
   * Ten webinars have been planned.
   * They are ready to be published. Don is just waiting on the dates for a couple of them.
   * The Link girls will be notified.
   * Topics include: What to know when you are expanding your hospital, Don’t touch this setup, What files should be checked, Discrete micro, Workload, Zebra printers – setups and tips, security & TQC.
   * Two are being presented by clients and the rest by SCC staff.
   * What we have now is for only 99 seats at the WebEx. That’s why each client can only have one connection. There will be an additional charge for additional seats. We would have to triple the seats. It is free if you attended the SNUG conference and if not, there is a charge. Would benefit all snug members, not just SNUG members who attended. It was concluded that we would proceed as usual for this year and re-address for the next year.
4. SNUG Checking Account Overage:
   * SNUG has a financial overage and we are looking for opportunities to utilize that money.
   * Potential uses for the overage:
     1. Book to all SNUG members again.
     2. Webinar series free for all SNUG members, not just if you attended the conference.
     3. RUG’s
   * Discussion to be continued at the next meeting.
5. Discount on Maintenance for Attending the SNUG Conference: Jesus Blasquez
   * This item was tabled until Jesus has an opportunity to review the proposal with Gilbert, based on recommendations from the SNUG Board. Gilbert is out this week and Jesus wants to discuss in person with him. Jesus wants us to give additional details. Tymn said that some of the other vendors were doing this. Tymn to check and email the information to Jesus. Attending the SNUG conference is not enough; a client would have to keep a LIS Administrator on board and attend the conference. Per Tymn, this is built into the Epic model also – credentialed person for each module you have and other vendors are doing this as well.
6. Next Meeting – The next meeting will be Thursday, August 21, 2014 at 12:00 p.m. EST

The meeting was adjourned at 12:52 p.m.

Respectively submitted by Jayme Osborn, SNUG Secretary, August 14, 2014

7/17/2014 jjo