**SIG Customer Service SNUG Call – Agenda & Minutes**



**Wednesday, August 13, 2014**

**12:00 pm to 13:00 pm EST.**

**Call in Number: 712-775-7000**

**Access Code: 863928#**

SNUG Executive Committee Member:

~~Earle Barnes~~, Yvonne Coulter, Melissa Craft, Laura Jones, Mary McCoy, Tymn Neece, Jayme Osborn, ~~Randy Rhodes~~, Debbie Smith, Corbin Ellsaesser, Debbie Czarnecki, Melinda Doherty

Soft Computer:

Creed Baughman, Jesus Blasquez, Shawn Johnson, Danielle Pomicter, Joe Magilligan, Jolene Massey, Mike Miller, Sara Patric, Darlene Radaskiewicz, David Romano, Linda Wallis

Recorder: Raya Levin

**Technical Support Center Performance**

* 99.3% satisfaction rating; 93.1% for Top Box.

**STAR enhancements**

* STAR user manual was updated and posted to the support site.
  + Enhancement have gone out - highlighting the new log in screen
  + Group has not seen issues, but depending on browser, cannot see SCC logo
  + To add an action, pop up window has a small font – could also be browser related
  + Group especially loves the favorites for tracking tasks
  + Link is at the bottom of the dashboard to get back to the TSC home page
* Will communicate to the Board when new enhancements will be rolled out.

**SIG Enhancement Updates**

* Update on Outdated, Pending Enhancement Requests
* Closure of old SIG enhancement requests
  + Sig Vote reviewed by Exec board, all but 2 are still desired. Noting that many have been pending for a long time Corbin forwarded list to Danielle Gangadeen 7/14/14 for SCC to re-evaluate.
  + Group asked for an explanation why old requests are still pending and on the list. Most are Blood Bank, and the SIG would like to understand SCC’s reasoning for not moving forward on those enhancements that are 5-10 years old. The SIG now has a plan, presented on 7/14, and would like to know SCC’s plan to move forward given this new information from the SIG.
  + Creed will go back to the Blood Services BU and see where they are on the enhancement requests.
* SIG Enhancement spreadsheet. No changes since last month.
  + Group asked if the enhancements already completed can be moved to a different sheet, for example have all pending on one sheet. This would be helpful to the SIG. This may help clients/SIG members see their suggestions have been acted on and if they are still experiencing the issue, it may be because it is in a future release.
  + Request also to post a list of all the Enhancements approved and have this updated annually. Danielle Pomicter can put on bulletin board and update.

**Known Issues List**

* Gilbert agreed to work on something that would meet the clients’ needs during the SNUG luncheon.
  + Blood Bank is the prototype due out this summer and after it is evaluated, discussions will be done for moving forward with other products. – Pending
  + SCC is producing the release with the query in place. We are past the FDA step and when we release the software, the known issue list will be available.
  + There will be a link on the TSC web page. One of the challenges is providing information that is just specific to the client version. By putting it on the TSC website, that the client has logged in at, this can be accomplished.
  + Request for an advance view for this SIG --- Creed will schedule that.

**Improving Downtime Length for Upgrade/Patch projects**

* As discussed at Town Hall meeting – work with SCC to develop global solutions that will help decrease the length of downtimes for upgrade and patch Go Lives.
  + SCC is working for cumulative HF to work so that some of the database changes can be performed in advance and in parallel with the system, rather than sequentially, to minimize downtime.
  + Suggestion to look at industry benchmarks. Clients are now tracking these downtimes. Tymn Neece discussed the SNUG Board is looking at a standard to measure downtime as per reference to the Gartner standard. The SNUG Executive Board will be setting maximum down time guidelines as a way to impress upon SCC the importance of limiting the down time.
  + The current plan for the 4.0.7.1 line is to build the cumulative HF for each month, available to you when you are ready to take it. Down time estimates are not yet available. When the August HF is available, we can then provide the estimated down time.

The strategies outlined above stay in place and we continue to work on them. No new information.

**Hotfix – Cumulative release**

* Monthly update
  + Creed will advise when next cumulative HF is ready for distribution.
  + SCC is now looking at trending, implementation issues, coding issues, so moving forward it will be a better product.
  + Clients need specific times for loads, the load needs to start on time and be finished on time.
  + We do not have a date for when the next cumulative hot fix will be ready. Date will be sent via email. 4.0.7.1 – Cum HF should be ready by the beginning of next week, testing this week.
* Client specific issue - client needs one HF for a critical issue and then is required to take a number of HFs. Becky stated critical issues are handled differently if the departments are appropriately notified, unless there are dependencies.
  + There is a process in place with SCC to expedite critical HFs.
  + If there are dependencies or mandatory HFs that are waiting to be loaded, the client does need to take all those HFs with the one critical HF.
  + Tasks will be sent to Becky Sheppard for further investigation to ensure the critical HF process was followed.

**Enhance Product Documentation for Upgrades**  *-Pending*

* Provide Info on Settings & Definitions, Micro 4.0.7.1 documentation, new features in current release.
  + Clients are seeing changes in the version that we have not been made aware of.
* Within the system, a search capability provides the set up and documentation needed, including params. No other documentation will be produced because it is already in the system under Definitions and Setup in the search. Clients need to know how these settings and options work.
* Linda Wallis will research the presentation given by Sue Hughes at SNUG regarding this search feature. It appears more information is needed on how search works and what information the search query features can provide. Linda will work on this and report back. Tymn suggested a focus group of users so what information is needed can be teased out. Tymn will work with Linda.

**Summary of Goals for CS in 2014 - 2015**

* Published Known Issues List
* Decreasing the length of downtime at Go Live.
* Clean up of SIG enhancement list and continued monitoring of implementation progress of approved SIG enhancements.
* Monitoring of Cumulative HF process
* Enhance Product Documentation for upgrades