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



**Wednesday, Oct 8 , 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, Grace Forrester, Danielle Gangadeen, Hayley Johnson, Joe Magilligan, Jolene Massey, Mike Miller, Sara Patric, Darlene Radaskiewicz, David Romano, Becky Sheppard

Recorder: TBD

**Technical Support Center Performance**

* Update Last Month – 98.31%
* Technical Support Service Level Agreement 2014 – 2015
	+ Discussion - No changes needed to existing SLA

**STAR enhancements**

**SIG Enhancement Updates**

* 2014 Enhancement Approval - DONE

The SNUG Executive Board voted to redistribute 296 of unused SIG hours to the Lab (80 hours), Mic (36 hours) and Path (180 hours) SIGs to develop top ranked enhancements that fell outside their allotted hours. Forwarded to SCC for review

* 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
	+ PENDING
		- SCC plan to move forward with the old enhancements
* Monthly SIG Enhancement spreadsheet
	+ Request to move completed enhancements to a different sheet would be helpful
		- October spreadsheet was sent – improved format
	+ Post approved enhancements on bulletin board (with annual update) - Danielle PENDING

**Known Issues List** – PENDING

* 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.
	+ Will be a link on the TSC web page to pull in client specific information
	+ Creed to schedule advance view for this SIG - Creed to Demo Anomaly query 10/8/14 (SCC to send WebEx info) Demo postponed , to be rescheduled as several key scc partipicants were not available

**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 above stay in place and scc continues to work on them* No Changes

**Hotfix – Cumulative release**

* Monthly update
	+ Creed will advise when next cumulative HF is ready for distribution.
		- Sept Lab/Mic Cum HF now available Clients can contact their AE if interested in what is included in the latest monthly fixes Downtime estimate ~1 - 1.5 hours
		- Discussion : administrative delivery may need review. Would be difficult to accept fixes on a monthly basis as the time to process the SIF and related TMS takes nearly that long. Can see the linked tasks, but would be nice to be able to navigate to them directly
	+ 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.
* *Current HotFix Summaries are difficult for clients to interpret*.

 Becky noted scc is working on a more uniform release process SNUG suggestions: separate line entries to make it easier to read , indicate which fixes are for clients to test , which are scc internal fixes that can’t be tested by users Do we need a session on interpreting these at SNUG?

**Enhance Product Documentation for Upgrades**

Provide Info on Settings & Definitions, Micro 4.0.7.1 documentation, new features in current release.

* + We are seeing changes in the version that we have not been made aware of.
	+ Jane Blackmar had reported that this documentation was being built. David Romano will report back when it will be finished and available. Is there anything ready on this? David to check
	+ Important that new documentation be sent to everyone, past clients that have upgraded in addition to new upgrade clients. The previous clients that upgraded are sometimes left out on these distributions.
	+ New features should be added in a turned off mode
	+ Transition to new security modules could be improved
	+ Reiterated, more formalized training is needed in general for the 4.0.7 software.

*PENDING*

* Settings & Definitions  *Clients need to understand the use of these settings*.
	+ 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.
	+ 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.
	+ Discussion : SCC is working on this , could be online search , or a document available on the Web
* Micro 4.0.7.1 Documentation
* 4.0.7.1 New Features
* Table definitions and relationships between tables for 4.5 – has that been documented yet? *David and Creed will investigate with SoftReports team and report back.*

**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