**SIG Customer Service SNUG Call – Agenda**



**Wed , October 14, 2015**

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

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

**Access Code: 863928#**

SNUG Executive Committee Member:

Earle Barnes, Sharon Black, ~~Melissa Craft~~, Debbie Czarnecki, Melinda Doherty, Brenda Duff, Corbin Ellsaesser, Laura Jones, Mary McCoy, ~~Tymn Neece~~, ~~Jayme Osborn~~, ~~Debbie Smith~~, Nikki VanIngen

Soft Computer:

Jessica Barger, Creed Baughman, Jesus Blasquez, Danielle Gangadeen, Joe Magilligan, Jeff Marr, Jolene Massey, Mike Miller, Darlene Radaskiewicz ,David Romano ,Becky Sheppard, Claudina Simmons

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| **AGENDA ITEMS** | **STATUS** | **DISCUSSION** |
| **Technical Support Center Performance** | Monthly Update | 99.84% , up from last month 26% return rate |
| **2015-2016 SLA 0815 Revisions**  Assignment/Status Update/Target TAT:  Emergency from           15/30/30  to    ~~30/60/45~~ Final: 15/30/45  Urgent from            30/2h/1h to     30/2h/90  Routine is going from 1 Day to 2 Days for Target TAT | Revised SLA approved by SNUG Board  [Emergency revised to  15/30/45 ] | Approved and posted on Web site |
| **STAR Dashboard Demonstration** |  | Demo postponed until next meeting Dashboard will have a new , improved look and feel |
| **SIG Enhancement Updates** |  |  |
| Monthly SIG Enhancement Spreadsheet  Progress on closing old enhancements | Monthly update  SCC to provide update at October meeting | October spreadsheet Posted  Request to have all 2015 Accepted Enhancements listed on the To be Scheduled page so we have a complete listing . |
| 2015 -2016 SIG Cycle Status |  |  |
| Path/Gene SIG New item | * Discussion on # hours and how to split between the modules * Will enhancements be in both SoftPath and PathDX?   Asking for 250 hours for Gene SIG | Update on requested hours for Gene Sig- no update available |
| HIPAA/Security/Commons/SoftID SIG | Should Soft ID be a separate SIG with its own hours – 200-250  Users not on SoftID may vote an item low priority & skew results for users of the product | Update on requested hours for SoftID:  Creed – expects SoftID to be approved as separate SIG, more info to follow at SNUG/SCC Exec meeign |
| 4.5 Enhancement Process | Need process defined  SCC to consolidate versions | 4.0.7 enhancements will be included in 4.5 (may be some differences due to architecture of the 2 versionsn |
| **KNOWN ISSUES LIST (Anomaly query)**  Implement for Softlab in current versions | SoftBank LIVE v25.5  **Softlab pending ( 4.0.8 release)** | On track for 4.0.8 |
| **RELEASE NOTES**  Improve release notes  Include Test Cases in HF Summaries | 4.0.7.3 release notes will be the improved version & going forward these will be available to clients prior to the install | Work is Moving forward on availability prior to software install. Work on quality of notes is ongoing, expect to see this in 4.0.8 with some improvements in 4.5  4.0.8 to address non-critical serious bugs. SCC would like to see all 4.0 line clients upgrade to this release |

**Summary of Goals for CS in 2015 - 2016**

* Published Known Issues List
  + Implement for Softlab in current version
* Decreasing the length of downtime at Go Live
* Monitor SIG enhancement list and implementation progress of approved SIG enhancements.
  + Publish list for clients - COMPLETED
* Monitoring of Cumulative HF process
  + Improve Release Notes in process
  + Include testing scenarios in HF Software summary documentation
  + Linking of Client Support tasks to Install tasks
* Implement online Web Training courses Item moved to SNUG Planning Call
  + LIS Admin, HIS, Instrument Interfaces