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



**Wed , May 13 , 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:

Creed Baughman, Jesus Blasquez, Roseann Ferrara, Grace Forrester, Danielle Gangadeen, Hayley Johnson, Joe Magilligan, Jeff Marr, Jolene Massey, Mike Miller, Sara Patric, Darlene Radaskiewicz, David Romano, Becky Sheppard , Claudina Simmons

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| **AGENDA ITEMS** | **STATUS** | **DISCUSSION**  **5/13/15 Minutes** |
| **Technical Support Center Performance** | Monthly Update: | 99.6%  Survey return rate 24% |
| **STAR enhancements**  Interface questionnaire  Star Feedback module | Both are LIVE , presented at SNUG |  |
| **SCC New KB SeekIT™** | In progress | SNUG board was a provided link to preview in advance  Will be live for clients 5/18/15 |
| **2015-2016 SLA** | Requires review for the new year  Submit request for changes and sign off by June. | Annual task to review this  SNUG Board to review /accept  (Current SLA available on SCC site) |
| **SIG Enhancement Updates** |  |  |
| Monthly SIG Enhancement Spreadsheet  Progress on closing old enhancements | Monthly update |  |
| Make List available to clients | New item | SIG BB or SNUG site?  Decided: post on SIG BB in top section by the SIG Cycle dates |
| 2015 -2016 SIG Cycle Status | Final Vote ballots sent to clients |  |
| 4.5 Enhancement Process | Need process defined  SCC to consolidate versions |  |
| **KNOWN ISSUES LIST**  Implement for Softlab in current versions | SoftBank LIVE v25.5  Softlab PENDING | SCC to provide update at JUNE CS SIG |
| **DECREASE LENGTH OF DOWNTIME** | Monthly update on progress | No update available this month |
| **MONITOR HOT FIX PROCESS** | Monthly update |  |
| Cumulative release updates |  | No update available this month |
| Improve release notes |  |  |
| Include Test Cases in HF Summaries |  | YES, will be included |
| Include all fixes since last cum |  | YES, will be included |
| Linking of Client Support tasks to Install tasks | New item | Client Support Task: include PCC #  HF Summary : will list PCC# and pull in TMS# (specific to client) |
|  |  |  |
| **IMPLEMENT ONLINE WEB TRAINING** |  |  |
| LIS ADMIN, HIS, Instrument Interfaces | New item from TownHall Mtg | Myra to discuss at June SNUG Exec meeting . |

**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
* Monitoring of Cumulative HF process
  + Improve Release Notes
  + Include testing scenarios in HF Software summary documentation
  + Linking of Client Support tasks to Install tasks
* Implement online Web Training courses
  + LIS Admin, HIS, Instrument Interfaces

Next Meeting: Wed June 10 , 2015