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



**Wed , Jan 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, 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

**Technical Support Center Performance**

* Update 99.55%
* Annual Satisfaction Survey will be going out to clients

**STAR enhancements**

**SCC New KB**

1st release may be available for viewing next month

**SIG Enhancement Updates**

* 2014 Enhancement Approval - DONE
* Closure of old SIG enhancement requests

*Most have been assigned a version (+) on spreadsheet - future version*

*Exception is SoftBank - scc to review status and give an update next month*

* Monthly SIG Enhancement spreadsheet
  + Post approved enhancements on bulletin board (with annual update) - Danielle PENDING
  + Requesting SCC’s plan to address the backlog of requests by early April in order to address the issue at SNUG conference
* 2015 Enhancements

**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. Web page will pull in client specific information . Anomaly query demo provided 10/29/14 SoftBank v25.5 (Beta testing) to evaluate first Available for clients on this version
* SNUG Exec Priorities
  + Roll out to other products

SoftLab – will be made avail for 4.0.7 line. We would like scc to start developing this for Softlab (and not wait until the SoftBank fully evaluated by clients since product is only in Beta testing at this time

PENDING : Jesus to check if target date available for Softlab Anomaly Query No update available, SCC is still evaluating this for SoftLab SNUG : important for clients to have this information made available

* + Include deficiencies Discussion - SNUG sees a real need for this . SCC concerns- definition of deficiency variable. Clients can check with lead implementor when upgrading. Keep item on agenda for further discussion

**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.
* SCC is looking for examples where downtime was too long

*The strategies above stay in place and scc continues to work on them*

**Hotfix – Cumulative release**

* Monthly update
  + Creed will advise when next cumulative HF is ready for distribution (Sept HF available )
  + SNUG Exec Notes: Lengthy downtime not feasible for clients and would lead to clients skipping fixes Need a better solution . How will clients know fixes are available? *Note from 11/20/14 Exec Call . Will keep this as an open item on CS SIG Call agenda and remove from Exec Call meeting agenda*
  + Golden Gate Tool with Oracle 4.5 line was used on an actual client upgrade (multiple products) with dramatic improvement in downtime . Next step - scc to evaluate process for extending to 4.0 line
* Current HotFix Summaries are difficult for clients to interpret. PENDING

Becky noted scc is working on a more uniform release process *SCC continues to work on this*

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?

Becky - SCC Team has been making good progress on improved release notes- should be ready soon

* Discussion
  + New Cum HF process not working smoothly 1st batch of fixes required additional set(s) of fixes , delaying live date and adding to client validation time . SCC is evaluating but still recommends clients take the cum sets so RTH issues are fixed
  + Requesting scc evaluate current policy of charging for off-hour HotFix installs as clients need to schedule downtimes for the least impact on users.

**Enhance Product Documentation for Upgrades**

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

* + CERT Workbook customized for each client based on products being upgraded DONE
  + Settings & Definitions (more information is needed on how this search works ) PENDING
    - SCC is working on this, could be online search or document available on the Web

Plan is to update SSM in the application and update scc internal documentation

Consider possible SNUG session if ready SCC completing documentation, new process will be used for new settings and .

**New ITEMS**

**Review Motorola notice** Reviewed- SCC to clarify questions raised and revise notice

Version 4.5 Enhancement requests

* Currently , different versions in place . SCC plans to consolidate them into a common line
  + Will existing 4.5 clients have input into what goes into the common line?
* Need to define a process for clients to submit enhancement request and voting process (complicated currently by the different lines , clients don’t currently vote on changes for products they don’t have)
* Will keep on Agenda

**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

Next Meeting: Feb 11 , 2015