Committee Management User's Group (CMUG)

Meeting Date:	April 16, 2003
Time:	1:00–4:00 p.m.
Location:	Rockledge 2, Room 6087
Advocate:	Anna Snouffer
Analyst:	Krishna Collie
Next Meeting:	May 21, Wednesday, 1–4 p.m., Rockledge 2, Room 6087

Action Items

1. (Krishna Collie) Contact CIT to find out the requirements for users to access the CM Web from home.

2. (All) Should you find that any of meetings, created before April 14, are missing the meeting location, contact Krishna Collie.

3. (All) Send any changes and enhancements for the October release of the client-server version to Krishna Collie by the meeting in May.

4. (Kay Valeda, Krishna Collie) Send a request to all testers asking for their input for the next release.

5. (All) Send suggestions for additional testers for Meetings and Rosters.

6. (Krishna) Investigate the IC-cleared button for Record releases.

7. (Krishna Collie) Update the rates, effective May 1, retroactive to January 1.

8. (Krishna Collie) Remove the space in front of Holiday Inn Select on the hotel list.

9. (Krishna Collie) Remove the comma after the last degree in Chairgrant Awards on the OER website.

10. (Kay Valeda, Krishna Collie) Meet with Tim Twomey to make suggestions for the improvement in helpdesk response.

Web Update

Krishna Collie reported that the number of testers of the CM Web pilot has risen to 50, and additional testers are welcome. The CM Web module will be released on July 25 into full production for all NIH. Krishna is in discussions with Scarlett Gibb, eRA Communications and Outreach Branch Chief, regarding the development of both on-line and classroom training. His goal is to provide training and demos for each IC.

Krishna asked that as pilot users use the CM Web, they send their suggestions for improvements and enhancements to him so that they can be incorporated in the July release. He said that there currently is a problem with the Person Module. The Operations team currently is working on the problem and it will be fixed ASAP.

The July release will include enhanced roster features, SREA functionality and five reports: Meeting Roster, Committee Roster, Mailing Labels, Invitation to Travel and the 1715 Voucher Report. The reports only will be available in PDF format at this time.

The immediate benefits from the new CM Web version of the CM Module is that it will be much faster and people will be able to access it from home using their browser (some security measures must be in place for this to happen).

Action: **(Krishna Collie) Contact CIT to find out the requirements for users to access the CM Web from home.**

Client-Server

A bug was identified from the last release that deleted meeting locations under certain circumstances. The bug seemed to be related to the Rates and GenRoster buttons, but the exact cause is not known. However, the bug was identified and fixed. A patch (3.9.16.1) was delivered last week, which should be installed so that this problem doesn't happen again. The result of the bug is that any meeting created before April 14 may lose the meeting location. Krishna is fixing them. Report all disappearing meeting location bugs to the Helpdesk.

Action: **(All) Should you find that any of your meetings, created before April 14, are missing the meeting location, contact Krishna Collie.**

2003 Release Schedule

Changes have been made to the release schedule for this year. Originally, as reported at the last meeting, JADs were to be convened to determine Phase 3 requirements for three new development areas for CM Web. However, due to the recompete process, the October release will occur during a time of transition to possibly new contractors. Therefore, the October release will be a maintenance release for CM, incorporating fixes for bugs and minor changes and enhancements. Krishna noted that, since the client-server version will be obsolete once the J2EE CM Web module is fully implemented, a minimum of effort will be expended on it.

Action: **(All) Send any changes and enhancements for the October release to Krishna Collie by the meeting in May.**

Action: **(Kay Valeda, Krishna Collie) Send a request to all testers asking for their input for the next release.**

Action: **(All) Send suggestions for additional testers for Meetings and Rosters.**

Homepage—The group agreed to include the following on the homepage:

- **Tip of the Day** (Krishna and group to solicit contributions and to contribute to this)
- **What's New** (Krishna to ensure that an update is posted here each month regarding the status of the module; also include FAQs)

IC-cleared Button—The group discussed the business rules for using the IC and OFACP cleared button as they were originally intended.

Action: **(Krishna) Investigate the IC-cleared button for Record releases.**

Table Talk

Rates—Rates have not been updated, and they changed in January. The rates were slated to be changed in the March release but were not. Krishna said that he has the scripts and will update the rates, retroactive to January. However, the group agreed that he was not to change the rates for any voucher that already has been validated.

Action: **(Krishna Collie) Update the rates, effective May 1, retroactive to January 1.**

Hotel List—For the "Holiday Inn Select" listing, there is a space before "Holiday." This causes search engines to miss it. The group asked Krishna to fix this.

Action: **(Krishna Collie) Remove the space in front of "Holiday Inn Select" on the hotel list.**

Chairgrant Awards—On the OER website for Chairgrant Awards, there is a comma after all the degrees listed, including the last degree in the list. This should be corrected.

Action: **(Krishna Collie) Remove the comma after the last degree in Chairgrant Awards on the OER website.**

Helpdesk—The group discussed their frustrations with the helpdesk. The following suggestions were made to improve its effectiveness:

- Institute a set training, with at least two days' training on each module, for new helpdesk staff prior to their answering the phones or email.

- Organize new (and old) helpdesk staff to visit a CMO office to see how the process works. Visits to other business area offices might be appropriate.

Action: **(Kay Valeda, Krishna Collie) Meet with Tim Twomey to make suggestions for the improvement in helpdesk response.**

Attendees

Campbell, Bonnie (AHRQ)

Caraballo, Kim (NICHD)

Cheng, Alice (OD)

Clary, David (OD)

Collie, Krishna (RN Solutions)

Fonville, Olaf (NIDDK)

Jenifer, Tiffany (NCI)

Kemmerle, Donna (NIDCD)

Nuss, Mary (NIAID)

Rustin, S. Lisa (NCI)

Seppala, Sandy (LTS/OCO)

Sinnett, Everett (CSR)

Snouffer, Anna (OD)

Sprick, Carin (OD)

Valeda, Kathryn (NHLBI)

Whelan, Kate (NIMH)