

## DART Community Support Subteam Minutes, 03-14-18

- Cognos Analytics (Cognos 11.0.9) upgrade, March 31<sup>st</sup>  
The question was asked if this group could assist in any way with communication, training, materials, etc. for this upgrade. Susie Irwin reported that this upgrade was minor, with a few cosmetic changes, and she would handle all necessary documentation and communication.
- New Cognos Functionality in Cognos Analytics? Susie reported that it will likely be fall before IT has a chance to implement and offer any new functionality offered by Cognos Analytics.
- Cognos Analytics transition—still smooth? Susie reported that she now receives very few inquiries regarding the change.
- Cognos Analytics branding in communications The team will continue to transition to using ‘Cognos Analytics’ in Cognos communications, and begin dropping the version number. Cognos SharePoint will also be changed.
- Add Cognos support options to the Cognos logon screen? The old Cognos Landing Page offered easy-to-find support links for Cognos Users. The Cognos Analytics landing page does not allow much modification. After discussion, it was decided that the support options previously located on the old Cognos Landing Page will be added to the Cognos Help and Support folders within the tool. IT will attempt to add a link to Cognos SharePoint to the new landing page. The link to “Request a Cognos License” will also be added to Cognos SharePoint in the upper left corner. The team will continue to explore ways to make support options more visible and accessible.
- SharePoint front-end for navigation to some reports. Pursue or table? The group agreed to table this for now. Cognos users appear to be navigating to reports fine within Cognos Analytics.
- This group has recently adopted communications responsibilities. Are there any communications issues that need improving? None were mentioned.
- Resume college visits to learn of their Cognos experience and areas for improvement (Previous meetings: Engineering, A&S, Business). The feedback from the previous college visits will be reviewed for common issues and concerns to see if those pain points can be addressed before planning any new visits.
- Are there any Cognos ‘pain points’ this group can address? None were mentioned.
- Upcoming trainings: Cognos Office Hours, 3/15, 4/19, 5/3. A Cognos Author training will be held on 4/25.
- Other Issues? None were mentioned.
- Next Meeting: April 11, 2018