

## DART Customer Support Subteam Minutes, 03-23-16

- Introductions
- Subteam Name? Group struggled with name. Terms 'Customer' and 'User' have fallen out of favor. Client and Constituent also were not desirable. Group leaned toward something like Community Support or Reporting Community Support. Will decide 2<sup>nd</sup> meeting.
- Charter? Use verbiage from Subteam Interest Survey as a start?

*Provide general customer support to the reporting community. This support will be both Active Support (where information is pushed to the user community through e-mails, etc.) and Passive Support (where the user community can pull training or documentation as desired through knowledge-based resources such as websites, etc.). User Group meetings and other means of support may also be used.*

*Group will play around with verbiage and decide/approve next meeting.*

- Establish a regular meeting time/place 2<sup>nd</sup> and 4<sup>th</sup> Wed at 1:30 to start. Collings Hall 237. Booked.
- Subteam Website pages (for transparency)
  - Membership
  - Agendas & minutes(or minutes only)
  - Ongoing projects
  - Completed projects
  - Other documents as needed
- Office 365/OneDrive. Group agreed to be pilot group for OneDrive.
- Leadership (established at 2<sup>nd</sup> meeting) Defer to 2<sup>nd</sup> meeting, along with rotation.
- Review proposed subteam leader responsibilities No real comment for or against. Team understood need. Approved as a framework going forward that could be tweaked.
- Cathy Pierson parting thoughts. Cathy shared her thoughts on customer support, pointing out that one challenge with Cognos is that many with a license are only in Cognos sporadically, and the tool is hard to use for infrequent users.
- Immediate goals/needs/issues
- Look at Reporting at OU Survey for opportunities to serve. Did not have time.
- Faculty Reporting Needs meeting, Thursday, April 14, Collings 237, 3-4pm.