

## DART Community Support Subteam Minutes, 10-11-17

- Review minutes from 09-13-17. **These minutes were previously virtually approved via OneDrive.**
- Cognos 11 upgrade date: October 21/22.
- Cognos 11 Task Lists From 9/13 Meeting. **The following tasks from the September meeting were reviewed and planning was finalized.**
  - Cognos Support Materials/Training/Videos(time permitting): Susie Irwin
  - Cognos User Group Meeting, Planning, Communications: David Wilkins and Susie Irwin
  - Conduct Cognos User Group Meeting, 10/18/17, Collings 325, 1:30-3:00: David Wilkins and Susie Irwin
  - Conduct Cognos User Group Meeting, 10/19/17, Collings 250, 10:30-noon: David Wilkins and Susie Irwin
  - Communications: Krystal Golding-Ross, with assistance from David Wilkins Once a week starting the week of 10/2, and twice the week of 10/16, to be coordinated with Cognos User Group Meeting E-mail Announcements
- Review Cognos 11 Upgrade Support Activities. **The following Cognos 11 support activities were reviewed and planning was finalized.**
  - Cognos user group meetings the Wednesday (1:30-3:00) & Thursday (10:30-noon) before Go Live
  - Available help the Monday after and week after Go Live. **Dedicated Help room, EL 216. Susie Irwin has scheduled help on Monday, 11-5, Tuesday, 9-1, and Thursday, 10-1.**
  - Cognos Office Hours **offered Thursdays 11/2, 11/9, 11/16 after Go Live, and personal mentoring. Cognos Office Hours were also added for 12/7.**
  - Susie—developing Cognos 11 support materials and training documents
  - Cognos 11 support materials will be placed on Cognos SharePoint. **Susie Irwin is finalizing many Cognos 11 support materials, which will be stored on the Cognos SharePoint site the week of Go Live, replacing the Cognos 10.2.2 support materials. Susie will create new, prominent areas on Cognos SharePoint and place Cognos 11 docs there by 10/16. Susie will send out e-mail informing people of their availability.**
  - Staged communication to introduce Cognos 11 to user community. **Krystal volunteered to write communications. David Wilkins or Susie Irwin will send the e-mails, as Cognos users are used to receiving e-mails from them. Staged communications began once weekly in early October, and will be sent twice the week before Go Live. Users will also have received references to Cognos 11 in Cognos User Group Meeting announcement e-mails, and they will be told to be on the lookout for additional Cognos 11-related e-mails.**
  - Possibly Cognos 11 navigation video or webinar. **It was decided that there will not be time to create webinars or videos.**

- Cognos User Group Meeting Format. Additional meeting reminders will likely generate more enrollments.

Open	25/40	<a href="#">Cognos User Group Meeting</a>	10/18/2017, 1:30 PM to 03:00 PM
Open	14/40	<a href="#">Cognos User Group Meeting</a>	10/19/2017, 10:30 AM to 12:00 PM

- (format: Cognos support, Cognos 11—consumer/author, Cognos 11—author)
- Next Meeting: November 8, 2017