

DART Community Support Subteam Minutes, 09-13-17

Present: Krystal Golding-Ross, Susie Irwin, Krista Pettersen, David Wilkins

- Review minutes from 08-09-17. The minutes were approved.
- Cognos 11 upgrade date: October 21/22
- Identify Cognos 11 Upgrade Support Activities
 - Cognos user group meetings the Monday (1:30-3:00) & Thursday (10:30-noon) before Go Live (format: Cognos support, Cognos 11—consumer/author, Cognos 11—author)
 - Available help the Monday after and week after Go Live. Dedicated Help room. Susie Irwin has scheduled help on Monday, 11-5, Tuesday, 9-1, and Thursday, 10-1.
 - Cognos Office Hours offered weekly after Go Live, and personal mentoring
 - Susie—developing Cognos 11 support materials and training documents
 - Cognos 11 support materials will be placed on Cognos SharePoint. Susie Irwin has been creating many Cognos 11 support materials, which will be stored on the Cognos SharePoint site. After Go Live, Susie will remove the Cognos 10.2.2 support materials from Cognos SharePoint.
 - Staged communication to introduce Cognos 11 to user community Krystal volunteered to write communications. E-mails with graphics (for sizzle and pop) using MailChimp were discussed. Krystal will experiment with that. David mentioned that in earlier MailChimp tests, any URLs referenced came back as 'urldefense.' This URL-masking is being done by OU IT but masked, 'urldefense' url's may alarm e-mail recipients, causing them to wonder if the e-mail is Spam. Krystal will test and see how the URL's look in MailChimp. Susie suggested it may be wise to have the e-mails sent from her or David's e-mail accounts, as Cognos users are used to receiving e-mails from them. Staged communications will be made to the user community once a week starting in early October, and then 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.
 - Susie putting together training schedule now that date is set
 - Possibly Cognos 11 navigation video or webinar. Susie Irwin will look through prior e-mails from Cathy Pierson for the contact in the Library who was used to make past Cognos videos. Krystal Golding-Ross also suggested contacting CTE (Hong Lin) for assistance with videos.
 - Other?
- Upcoming Cognos 10.2.2 Training (Susie Irwin)

- Discuss Cognos front-end ideas. (Time permitting) While this would be useful, it was not discussed in the interest of time. David Wilkins may get with Eric Blazek to see how the SharePoint page for the Financial Aid Data Mart was created.
 - SharePoint
 - Web
 - Other

- Other Issues None were raised.

- Next Meeting: October 11, 2017

Cognos 11 Task Lists From Meeting

- 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, 10/16/17, Collings 250, 1:30-3:00: 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