

March – Pleasanton Meeting Minutes

Attendees: Darlene Brown, Chris Mulvey, Kent Richard, Todd Erickson, John Wintermeier, Linda Conway and Jeff Walter

43 credit unions participated in the RFE surveys.

Chris presented research regarding moving our website. E-roots and E-space are being considered for the new website. The cost is approximately \$8,000 to build the site, migration most of the data and improve and simplify the secure part of the site. The site will allow us to self-administer certain areas such as minutes, surveys, email notifications, forms and the ability for users to reset their own passwords.

It was moved by John, supported by Kent and carried to move forward with E-Space up to \$10,000 for designing the new website. Todd and Chris will work with the vendor to complete the detailed scope of work.

Additionally, there will be research completed for a second phase that will allow us to manage content on specific topics that would allow users to sign up and be alerted to updates on the particular topic or thread. Kent will also work on some concepts for content generation that will ensure timely updates to all Users' Group members on specific topics.

Linda shared with the group that membership is up and we received a lot of contact information back from most of the credit unions. This information has been added to the listserv and will be added to the new website when it is complete.

Linda will complete a another mailing to the credit unions that didn't respond to the first invoice.

Kent and John will be the nominating committee to coordinate the nomination process for the two open positions this year (one service bureau and one in-house; both three year terms). It was discussed that we need a protocol during elections to address misperceptions regarding marketing efforts from candidates.

At the July conference call Darlene will bring back with additional information including candidates for the 2009 scholarships.

Peter and Julie provided release details. The spring Beta release was announced earlier this month. There are five Alpha and Beta credit unions but no one is live yet.

The fall release goes to QA on April 4th. This release includes a large number of UltraAccess enhancements such as transaction grouping and frames being optional. They are also discontinuing all older folder options such as cu3 and cu9. There will be no additional defect fixes for these folders.

No sunset date for Touche Sales and Service but the conversations have started.

2009 Product Development will be focused on the four areas below.

Customer focus on expedited development requests (EDR). This will replace CERs and there won't be a requirement for \$1,000.

RFE Focus – See below.

Continue technology rollout of C Sharp/.Net – This will require all workstations to have the .NET framework with at least Windows XP Service Pack 2. All workstations will need to be 1024 x 768 in resolution.

Innovation – there are two major changes in Product Development; design review (find a better and quicker way of solving business problems).

Product Development is moving from a cascade to agile product development lifecycle program which will speed up the development lifecycle and time to market. Changes will be processed in small, two week periods to speed up the lifecycle.

2010.1 release – This release will include the enforcement of connection pooling expense for applications such as UltraAccess, Voice Response, FSP and more.

Some other items in the works

Elimination of green screens

More than 99 sub accounts

Merchant Branch Capture – Active View HFS product

ALPS enhancements

Business Deposit sweep enhancements – currently can only do one account.

Mobile Banking – browser and applet (MFoundry)

LaserPro enhancements to support business forms

Julie gave an RFE update. 81 logged this year; 17 completed; 11 in process; there are also 54 with 3 or more credit unions attached; 29 from last year with 4 or more credit unions; 40 that are linked to projects; 16 from the survey (plus 3 already underway).

Cheryl Bookhammer and Jeff Metche provided information regarding support statistics. The knowledge management system is working well internally. Customer access to the knowledge base should be available sometime in April. UltraData Support will be moving away from Remedy to Microsoft CRM in 2010.

Cheryl is working on more timely response for inquiries logged over the web. Chat is also in discussion but no formal plans are in place. Jeff and Cheryl are now incorporating the service level metrics into staff evaluations.

The hand off to the technical account manager is working well. There are two technical account managers but is supported by three others as part of a right start team that works with new customers.

Today there is no plan to have PhoenixEFE supported by the same staff that supports UltraData. There is a separate team specifically for PhoenixEFE support.

Jennifer provided a short update related to focus groups. They are involving the Users' Group with all focus groups.

Jan and the committee reviewed options for Connections training sessions and break out sessions.

John will continue to work on a small event that is low cost for an estimated 125 people. We plan to stay at the hotel and keep the cost down including a smaller fee for the vendors.

We discussed Connections luncheon options including support's new knowledge base system or Unidata connection pool licensing changes. We will continue discussions at our July conference call.

Jeff is going to assign Connection responsibilities before the July conference call.

The newsletter will include the product development changes (Darlene), website revamp (Chris), Treasurers Corner (Linda), Password Reset (Chris), Support Metrics and/or Knowledge base (Cheryl; Jeff to coordinate), President's Message (Jeff), RFEs (Linda), CEO Forum Update (Kent).

Todd would like all articles back by the 17th of April with a release date of the first week of May.

Kent will plan on a virtualization article for the summer newsletter.

Meeting adjourned at 4:10pm PST

John Wintermeier
Secretary