

Eastern Regional Child Support Association

Technology Committee

February 20, 2015 Call Notes

Present:

Christine Jennings, Committee Chair

Lara Webb Fors

Margot Bean

Pam Sala

Loretta Everett

Patrick Quinn

Note: our regularly scheduled meeting (2nd Friday of the month) was postponed due to the NCSEA Mid-Year Policy Forum

Discussion items:

- 1) We reviewed the documents sent prior to the meeting to make sure the entire committee was in the loop with activity that had occurred since early January. These documents included:
 - a. ERICSA Committee Notes for our January 7, 2015, Post Production Meeting with Courtland
 - b. Courtland Post Production Questionnaire with our comments as captured by Michelle LeFevre on January 7, 2015
 - c. ERICSA Committee Meeting Notes for January 9, 2015 (with a section for additional activities that occurred following our meeting)
- 2) Additionally, the following documents were attached for reference:
 - a. Copy of our signed contract with Courtland
 - b. ERICSA Committee Meeting Notes for December 12, 2014 (with a section for additional activities that occurred following our meeting)
 - c. Courtland's Go Live Meeting Notes December 15, 2014
- 3) We also reviewed the email exchanges between Tim and Courtland that showed the escalating frustration to reach a satisfactory resolution
 - a. Christine's email to the committee about Courtland's concern of their hours being expended to satisfy our report requirements
 - b. Carla's call for an Executive Committee meeting to address the situation
- 4) We reviewed the solution reached between ERICSA and Courtland to split the costs for the development of a customized report for Tim to accurately track conference registration as delineated in prior call notes, that
 - a. The Executive Committee authorized a contract mod to pay an additional \$650.00 for the report in the best interests of ERICSA's ability process and track conference registrations on time
 - b. Carla's discussion with Courtland about language in our existing contract that seemed to indicate we were within scope asking for a report based on our customized registration forms
 - c. Courtland's response that both parties could have done a better job upfront delineating our report requirements for the selection of the best suited platform

- 5) We also discussed the February 6, 2014 meeting between Courtland and Tim, Carla and Christine to review the registration report developed by Courtland, which Tim relayed would satisfy his requirements
- 6) We revisited our responses to Courtland's customer feedback questionnaire as captured by Michelle LeFevre
 - a. We had mentioned during the January 7, 2015 meeting that we wanted to be able to provide additional feedback after the website had been up for a couple of months
- 7) Christine captured comments made during the committee meeting (redlined) on the questionnaire with placeholders for input from Lara and Pam and particularly Tim, since much of the response needed to be based on his technical assessment and experience with Courtland's responsiveness
 - a. Not being technical, we could not determine if a problem was within or outside Courtland's control
 - b. For example, Margot relayed her experience with duplicate registrations being created, but no payment had been processed
- 8) We made the decision that we would consider providing a testimonial for Courtland later, but we were not able to provide one at this time
 - a. The draft testimonial Christine had distributed in January for consideration by the committee was taken off the table as not currently relevant
 - b. The testimonial should be provided by the ERICSA president after the recommendation by the committee
- 9) We will focus on updates from the P&L and Intergovernmental Improvement committees as well as any conference-related materials for the website at our next committee meeting on March 13, 2015

Additional activities following the February 20 committee meeting:

- 1) Christine distributed the edited customer feedback document to the committee members requesting feedback especially from Tim for his technical input
- 2) Lara, Pam and Tim provided feedback
- 3) Carla and Margot finalized the feedback to be sent to Courtland after reviewing all submitted comments
- 4) The current ERICSA President will provide any written or verbal references requested by Courtland
- 5) Tim has posted information to the website as provided by the Program Planning and News committees as well as any other updates provided to him