

Eastern Regional Child Support Association

Technology Committee Post Production Meeting with Courtland Consulting

January 7, 2015 Call Notes

Present:

Christine Jennings, Committee Chair
Carla West
Lara Webb Fors
Loretta Everett
Tim Morrison

Michelle LeFevre sent us her minutes of the meeting, but here are the points I would like to highlight for the committee's record of the meeting:

- 1) Courtland asked us to rate the quality of their services over several areas. We rated them 5 but for the one question concerning customization. We left that open for now since the system has not yet allowed Tim to produce the type of report he needs to assess registration. By leaving this open we hope to obtain a rapid resolution of our needs.
 - a. Courtland asked if we would be a reference for them – they referred to this as a ‘case study.’ We were okay with this, but I think we all need to have the same interpretation. I believe this means we will be used as a ‘qual’ for their proposals for web work. Those of us on the call with Courtland were on the same page, but those who were not able to attend should offer any differing opinions.
 - b. Michelle captured statements we made in answer to various customer satisfaction questions. She will use them as our reference statement as part of our being a ‘case study.’ We need to review her minutes and agree on the wording.
- 2) We will have the ability to have refresher training – it is in our contract. If we want group training, we will need to schedule in advance.
- 3) The warranty for our ERICSA website launch covers 12/19/2014 through 2/19/2015.
- 4) New requests for changes/issues must go through Courtland's Help Desk Support System – 517-908-3950 M-F 8:00 AM – 5:00 PM ET. We can also use their website.
- 5) Strudell Studios branding is going away and the web services will start being under the Courtland Consulting name.
- 6) An action item from our meeting with Courtland is for Greg Holmes to estimate the time it will take to redirect our old site under Rainbow Associates to our new site. Tim has been getting complaints about people going to the old site. We believe this was resolved on January 8, the day after our meeting with Courtland.
- 7) Courtland plans to promote ERICSA as part of their support of us.