

Internal ERICSA Call Prior to Meeting with Courtland Consulting
Call Notes
February 16, 2016

Participants:

Margot Bean
Terri Nickel Matson
Christine Jennings
Carla West
Lara Fors
Melissa Rael

Prior to the meeting with Steve Trudell, ERICSA and Melissa Rael met internally. Christine provided a copy of the call notes from the Technology Committee meeting on February 11, 2016 with the issues we needed to discuss with Steve highlighted. The major issues were:

1. Need for clear definitions as to what constitutes 'extra' support that would be billed in 15-minute increments to ERICSA beyond what is covered without additional cost. Additionally, there is a need for Courtland to tell us upfront what we will be billed as 'extra' before the cost is incurred (our understanding is that Greg Holmes, Courtland's web programmer) marks his time as 'billable,' 'unbillable' or '?' after the fact). We need to discuss that the Technology Committee cannot approve costs beyond our budget, and we only have 2 'extra' hours currently budgeted. We need to clarify that the Technology Committee must justify and obtain approval first for additional costs, and in no way do we want a misunderstanding to occur where the TC or Melissa/Corrina may have given tacit approval for additional costs to be incurred.
2. Need to verify that fixes are not costs passed onto ERICSA. We have assumed they would not since CiviCRM was selected by Courtland.
3. Need to review the email limit issue and which party was responsible for the costs to fix. (Background: Greg Homes had discovered a 400 email limit per hour and recommended to Corrina that we get a new email system called Mandril. Corrina brought this up during our Technology Committee call, and Carla relayed that she thought the email system was built into our contract with Courtland.) Melissa relayed during our meeting that she and Corrina received an email from Courtland notifying them that Mandril had already been implemented.

It was decided that Christine should lead the call with Steve Trudell.

Respectfully submitted,
Christine Jennings, Chair, Technology Committee

