

Development User Group (DUG)

Friday 19 June 2009

Present

Christian Bodden (CB)
Baljit Badesha (BB)
Ryszard Opasiak (RO)
Alasdair McLaren (AM)
James Hunt (JH)

Chair: Baljit Badesha (BB)

Apologies

Michael Bates (MB)
Ros Lucas (RL)
Rita Chadha (RC)
Mark Allen (MA)

1. Welcome and Facilitator Selection
2. Previous minutes and update on action points
3. Resolution Overview
4. Product overview
5. Development Requests from Observational Framework
6. A.O.B

1. Welcome and Facilitator Selection

JH introduced himself to the DUG, B nominated as Chair. Apologies from MB; RL; RC & MA.

2. Previous minutes and update on action points

Minutes from last meeting unavailable, **Action: JH to chase Beverly from Brixton Advice Centre for copies.**

3. Resolution Overview

AM reiterated that last meeting was very productive, go ahead on all points raised in last meeting. Development work to be partly funded by AdviceUK (AUK) and Resolution. AM said the DUG minutes from previous meeting are needed to indicate DUG's wish to proceed, so work can be signed off. Public Funding Certificate (PFC), Word Processor and other small projects can then start. AM indicated schedule as follows:

| | |
|----------------|---------------|
| Word Processor | November 2009 |
| PFC | December 2009 |

DUG agreed with progress. Chair underlined need to track down minutes, JH agreed to get copies.

4. Product Overview

BB asked about the Group Reporting Console (which will initially be used by the BAN group) and its scheduled release. AM indicated that the development is scheduled for release after the end of June 2009.

BB asked about the word processor and the problem of using it in other internet browsers, e.g Firefox and whether it would function on internet explorer 8. AM said that the word processor would not work to full capability on other browsers than internet explorer but said that it work on version 6 and higher.

The receptionist module was agreed by the DUG to be of little use but BB thought different types of login accounts may be useful for basic details to be entered on behalf of advisers. AM indicated this would not happen until next year.

5. Development Requests from Observational Framework

AM gave out Enhancement List – June 09, please see appendix 1.

| Obs ID | Notes |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1674 | AM said that various outputs are selectable. Group went on to discuss adhoc reporting, various issues with print options when printing AM was unaware Action: AM to confirm AdvicePro (AdPro) will allow user to select printer and whether column titles can moved to allow user to identify where data starts. DUG agreed a demonstration of the matrix reporting would be very useful. |
| 1675 | AM is possible? DUG agreed that would constrict the input, identified part post codes and NFA. AM indicated that Res was changing how post codes are found. |
| 1676 | DUG highlighted that is already possible. |
| 1679 | AM indicated a work review module next year. DUG highlighted that reporting is already available. Action: AM to look into Res uploading a pre-existing check list. |
| 1683 | BB indicated inactive case report was not performing. Action: AM to ask Res. |
| 1689 | AM thought users changing dates e.g. case open was useful for LSC deadlines. DUG agreed, CB thought that faxing data request forms was inefficient. Action: AM to look into. |
| 1693 | DUG agreed this was already possible. |
| 1697 | DUG agreed would be much easier to use. Action: AM to implement. |
| 1698 | RO thought it would be useful. Action: AM to look into and report back. |
| 1701 | AM told DUG that a pop up is already in place. Group thought info-blooms on case types would help, AM said it would interfere with search but it is an avenue being investigated. |
| 1702 | DUG not noticed it as a problem. |
| 1703 | DUG not noticed it as a problem |
| 1704 | AM said it would be difficult to do, DUG happy to leave things as they are. |
| 1705 | AM thought is was possible but other stages would be needed. |
| 1707 | CB agreed process was long winded. DUG agreed on a default setting. Action: AM to look into. |
| 1708 | DUG said it was already on there. |

6. A.O.B

CB highlighted issues with the Student Union (SU) version.

- Sub type for postgraduates as there are different funding streams. AM said that would be no problem. **Action: AM to implement.**
- Transferring adhoc reports onto essential version for wider use. AM would like to work out which reports and take from there. **Action CB & AM to agree on required reports and come back to DUG.**

Capitalise coming onto AdPro mid to late August as Liquid Money Advice is wound down, RO wanted involvement from Capitalise and it was agreed that a date would be set to welcome them and pre-run of the demonstration to be given at AUK conference. DUG agreed. **Action: JH to book next meeting for 25 September at 10am at AUK office.**

DUG would like to see the forum being used more as a support tool, report sharing, downloads etc. AM indicated Res are conducting a customer survey over the forth coming months. **Action: AM to report back on survey when results are available.**

AM explained that the helpline had seen a decline in activity as had the enhancement list (see appendix 1), DUG agreed it was a good sign.

Meeting concluded.

JH took minutes. Next meeting, once confirmed, will be 10:00am 25 September 2009 at AUK offices.