

VP meeting

- LEE DOS
- Associates don't know where things should be going.
 - Been training/mentoring new DOD associates and there's a lot of new/different teams that it is a learning curve.
 - Example
 - JLV seen go to Leidos T3, onsite, accounts team, FSI
 - LEIDOS/new TEAMS
 - MHS_Genesis_NonProd_Accounts_DoD
 - MHS_Genesis_Tier_3_Accounts_DOD
 - MHS_Genesis_Tier_3_DoD
 - LPDH_Dental_SustainmentSupport_DoD
 - iAccess_GovWks_DoD
 - New Acronyms that get referenced a lot.
 - TENT CARDS?
 - **MHSG, MHSSHD, DMDC, JSAAB, DMISS**
- Things are being juggled between accounts teams Cerner and onsite (causing missed SLA)
 - Example
- Tickets are sitting too long that could be resolved but aren't being kept up with enough.
 - Example
 - The tickets that people don't know what to do with sit longer
- Sometimes it takes a while for a ticket to get to cerner from onsite or Leidos
- Transfers
- We are having to be a jack of all trades vs AMS we have silos
- SLA – Tickets will go to a random team bounce around then come back and SLA will be missed
- **Old devices 449123542/449127113/449222696/449226857/448910359**
- JLV
 - Tried FHIR > Mpages > FSI > T3 accounts
- video visit or Video connect 446419167 446410003
 - Sometimes scheduling
 - Can be onsite.
 - Steve Skojec 447642803
 - B side 449148407
 - Can be FSI
- ROES
 - CWx > FHIR > BSide

Federal Round Table

How can we improve support of our federal clients?

What volume could be deflected? What repetitive issues could be avoided?



DOD

What works well?
What are the challenges?



VA

What works well?
What are the challenges?

Logistics:

- Microsoft Teams, cameras on
- Victoria to facilitate and take notes
- Questions for actionable suggestions:
 - What roadblocks do you face in supporting our federal clients?
 - What works well for DOD? What are the challenges?
 - What works well for VA? What are the challenges?
 - Victoria to create a readout of discussion notes post-session

- Chhour, Danny
 - Full page screenshots provided on tickets. One per ticket