

2018-04-26 Meeting notes

Date

26 Apr 2018

Attendees

Name	Attended
Jayashree Kalpathy-Cramer	No
Karl Helmer	No
Ed Helton	Yes
Ulli Wagner	Yes
Carolyn Klinger	No
Samarth Nandekar	Yes

Goals

- Status Update for Medici Helpdesk

Currently supported challenges

Name of Challenge	Organization / Meeting	Medici instance used	Release Training data	Release Test data	Number of Participants	Closing Date	Will the challenge remain open?	Comments
ISBI Lung Nodule Challenge	International Symposium on Biomedical Imaging		January 8, 2018	March 5, 2018	107 individuals or teams	March 19, 2018	yes	Completed move to completed list
Pediatric Bone Age Challenge	Radiological Society of North America		August 5, 2017	October 7, 2017	39 individuals or teams	October 17, 2018		
MICCAI 2018	MICCAI							

• Discussion items

Time	Item	Who	Notes
	Action Items		see below
	Monthly status reports		all ok
	Invoices		Feb 2018 invoice has been approved
	ISBI 2018		For summary see March status report
	Website		Create a website that explains what a challenge is and who to contact for help, including phone line and email Information is on the Medici application - DONE
	Incoming Helpdesk requests		will be described in status report Tracking is done in application in issue status tab. Only accessible organizer and administrators have access. Front end and API have been created. New model for DB created but the new DB model does not work with the old setup. Need to verify if the Bone Age challenge issue tracking would work correctly.

	Procedure questions	<p>How are help desk requests received?</p> <p>How are help desk requests logged?</p> <p>How are help desk requests tracked?</p> <p>Who responds to the help desk requests?</p> <p>How is a "responder" assigned to the help desk request?</p> <p>How are answers tracked?</p> <p>Who closes an issue?</p> <p>Should we track user satisfaction?</p> <p>How to track user satisfaction?</p> <p>Workflow</p> <p>Response time</p>
	Means to request help	phone, email, ticketing system
	Means to provide help	email, answer on phone, chat, WebEx, Bomgart
	Supported Challenges	see new table

Action items

- review existing documentation [Helmer, Karl \(Federation/google\)](#), [Unknown User \(nandekarsam\)](#)
- verify that Medici instances are linked to help on NCI wiki [Unknown User \(nandekarsam\)](#)
- find QA engineer to test reporting features in Medici [Wagner, Ulrike \(NIH/NCI\) \[C\]](#)