

2018-02-01 Meeting notes

Date

01 Feb 2018

Attendees

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

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		March 19, 2018		
Pediatric Bone Age Challenge	Radiological Society of North America		August 5, 2017	October 7, 2017	39 individuals or teams	October 17, 2018		

Discussion items

Time	Item	Who	Notes
	Action Items		
	Monthly status reports (Nov, Dec)		
	Invoices		Aimee already pinged MGH
	Community Call - Announcement do it on February 5 call		10-15 minutes https://groups.google.com/forum/#!forum/nci-imaging-community-call February 5, 1:00 pm - 2:30 pm ET
	Incoming Help desk requests		ISBI has generated requests for help, data conversion, technical issues tracking is mostly done by email evaluating systems that could be used for tracking - ongoing

	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

- ✓ Move documentation to Medici Helpdesk
- ✓ Establish wiki page
- ✓ Access to wiki for Jayashree and Karl
- ✓ Attend NBIA status meeting on 12 Dec 2017
- ✓ generate template for monthly status report
- ✓ generate template for meeting notes
- ✓ Fill in challenge table in meeting notes Unknown User (helmerk)
- ✓ Fill in challenge table on completed challenges page Unknown User (helmerk)
- ✓ Prepare of announcing Medici Helpdesk on February 5 community call Unknown User (helmerk)
- ✓ fill out ongoing and completed challenges tables Unknown User (helmerk)
- ✓ Monthly status reports for November and December Unknown User (helmerk)
- ✓ review existing documentation Unknown User (helmerk)
- ✓ give Samarth instruction on how to get an wiki account Klinger, Carolyn (NIH/NCI) [C]
- ✓ add Samarth to invitation Wagner, Ulrike (NIH/NCI) [C]