

Midlands User Group Meeting Tuesday 19th July 2011 Minutes



Attendees	
David Bloor	City of Stoke-on-Trent (Host)
Paul Thursfield	City of Stoke-on-Trent
Yelena Smith	City of Stoke-on-Trent
Matt Weetman	Dudley MBC
Louise Critchley	Hertfordshire Sports Village
Michelle Schwick	Huntingdonshire
Paul France	Huntingdonshire
Mark Bates	North West Leicestershire DC
Mike Dawes	SLM
Duncan Lloyd	Newcastle Under Lyme
Andrew Arnott	Newcastle Under Lyme
John Yarker	Nottingham City
Diane Cooper	Gladstone
Lisa Withers	Gladstone
Jonathan Taylor	Gladstone
William Rowsell	Gladstone
Tom Vian	Gladstone
Andy Gordon	Gladstone
John Paul	Gladstone
Arthur Morris	Gladstone
Leon Houseman	Gladstone

No.	Agenda point	Discussion	Conclusion/Action
1	Business Continuity (BC) - Who uses this?	<ul style="list-style-type: none"> Used by Mark Bates at NWLDC, if they know the system will be down for around an hour or more they will switch to BC if it's less then they will just use pen and paper. Matt Weetman from Dudley MBC also uses BC for maintenance periods, and thought it would be more useful if BC could be used on more than one PC. John Yarker from Nottingham City suggested that the name BC does not really explain what it actually does. 	<ul style="list-style-type: none"> The point regarding BC being used on more than one PC will be passed to development We will look into re-naming BC and providing more information about what it actually does.
2	SSRS Reporting	<ul style="list-style-type: none"> Michelle Schwick at Huntingdonshire reported a problem running reports after 12pm John Paul from Gladstone reported that this problem had now been solved for Huntingdonshire and he would check if this is causing others a problem 	<ul style="list-style-type: none"> John Paul to check if this is a problem with other customers
3	Changing dates in reservation	<ul style="list-style-type: none"> Gladstone explained that changing the dates would change the history of the 	<ul style="list-style-type: none"> No actions

	management	reservation. The best way to solve this is to copy the reservation that you want to change then make your amendments	
4	Hosted reservations would be a useful edition	<ul style="list-style-type: none"> • Hosted reservation management would be a useful edition for block bookings 	<ul style="list-style-type: none"> • Point to be raised with development
5	One site with poor broadband, would running fat client be a better option? Dunacan - Newcastle-Under-Lyme	<ul style="list-style-type: none"> • Using automatic start of day or upgrading to Plus2 v10 could eliminate some of these speed issues 	<ul style="list-style-type: none"> • No actions
6	Update on the iPhone app - Louise - Hertfordshire Sports Village	<ul style="list-style-type: none"> • Tom Vian from Gladstone explained that due to delays with the spring release of Plus2, development on the iPhone app was put on hold, but there are now plans to restart this 	<ul style="list-style-type: none"> • No actions
7	Can you restrict members booking two courts? Matt Weetman - Dudley MBC	<ul style="list-style-type: none"> • You can in Connect but not in Plus2, it is based on the number of bookings per day 	<ul style="list-style-type: none"> • No actions
8	Can you create dishonour booking reports? Mike Dawes - SLM	<ul style="list-style-type: none"> • You can do this using Tableau 	<ul style="list-style-type: none"> • No actions