

Women in Tech - June 6, 2023

Date and Time:

06 June 2023 - All items on the board
17:01 (UTC+00:00)

Facilitator:

WomenInTech Tessitura Community

Attendees:

Nancy, Alison Atkinson, Kathleen Smith, Gina Harrower, Olivia Anderson, Nicki LeGrand, Jeanne DeVore, Laura H, Laura H, Julie Brellenthin, Jamie, Caryl Jones, Jessica Jamieson, Shelly Binkley, Bobbi Kay, Rachael Downs, Angela, CMHOFM, Brianna RTC, Dana, Heidi Guinn, Dawn Yates KWS, ON, CA, Jessica Jamieson

Summary:

Actions:

Learnings:

Topics discussed:

How to make up for institutional knowledge lose

Votes: 10

Suggested by: Jamie

Comments:

- Jamie
start planning meetings (etc) with 'history of' as opening of agenda
- Jamie
"marie kondo" your system?
Likes:1
- Jamie

use turnover/rebuild as an opportunity to reask what is needed and what is serving
Likes:1

Hi res monitors and Tessitura

Votes: 7

Suggested by: Alison Atkinson

Comments:

PAH Ticket Triage - if people are not receiving tickets, what is your first step? When do you decide it is a Tessitura problem and not a user error?

Votes: 6

Suggested by: Olivia Anderson

Comments:

- Caryl Jones
Set up a BCC to go to a new mailbox so you can troubleshoot there

Likes:1

TLCC

Votes: 4

Suggested by: Dawn Yates KWS, ON, CA

Comments:

Topics voted on but not discussed:

How do you help FOH teams self-serve their support?

Votes: 2

Suggested by: Alison Atkinson

Comments: