

WIT Lean Coffee Notes—July 11th, 2023

Housekeeping:

- No lean coffee in August, meetups at TLCC
- Pomodoro Session being hosted in July by Nancy
- In September we will hopefully have a special guest, stay tuned!

TLCC:

- Lots of people are attending, that's GREAT!
- Over 1500 have registered for TLCC so far
- On Sunday there will be venue tours (new at 2pm and 3pm), TLCC 101 Session, Reception is very on flow, no responsibilities as a community chair during that time, affinity group spaces will be open during the reception

V.16 Updates:

- Bugs found in 16.0.7 by Nancy: self-hosted issues and analytics load issues
- Multiple orgs are postponing go live until 2024

LEAN COFFEE:

How to deal with departments being resistant to change and constantly questioning your every move.

- Employ a strategy where you give them 2 different options, what do you prefer, don't leave it open ended.. makes them feel like they have a hand in it or drove the ship. Make one unappealing.
 - “Why” is a big question. Give them understanding.
 - Make friends who can have your back
 - Give them something simple that they can do and more easily
 - Sounds like a trust issue
 - Get Everyone in a room and make an agenda and take minutes and leave with objective of making a decision
 - If you can afford an hour with everyone who wants to be involved it's worth it to do that
 - When making important changes, many times, showing how this change may be more economical, or how it would funnel money or resources into something more strongly valued. Money talks!
 - Hate the politics of changes, but networking and going around to gather allies or going in and finding a more “trusted” or friendly person within that dept that would back you up.
 - Sometimes people just want to know what's going on. Laura does a really high-level news letter once a month to everyone who logs into Tessitura once a month (bullet points, pictures, quickly digested)
 - Share work being done for other groups in the organization so that a group doesn't feel like they're being singled out
- [-Why write in plain language? \(linkedin.com\)](#)

How to deal with departments being resistant to change and constantly questioning your every move.

- MacGyvered Filed Trip system, works well enough, some pain points

- CampDoc is working with Tess orgs

- CampDoc is more HIPA compliant.

- Would the Education Extension help with this? Rumor that they are looking for a partner to help them with that form completion piece of the puzzle

How much autonomy / access to imports do you give different teams? (Constituent / Order / Contrib imports)

- Should you check in and give them free reign?

- Only a select subset of power users that could do it.

- Most people hold imports in house

- [Standard import utilities and Windows authentication \(tessituranetwork.com\)](http://tessituranetwork.com)

- Make them do the full thing in test first

- Spreadsheet provided, they need to fill it in exactly

- Holistic over-view from internal smaller departments, need to run things by the DBA first so they can have a full view of the organization

- Super User Meetings!!!!