

## Women in Tech—October 3<sup>rd</sup>, 2023 Meeting

### V.16

-16.0.9 is out: defect when you try to process a membership in the contributions module it will not let you select a contribution source

-Alison is planning to do short how-to videos for v.16 trainings

-Urgency is gone since Tessitura took away the deadline to upgrade.. most are looking at 2024 or 2025

-Difficult to find the down time in the season to make it work

### Lean Coffee

- (How) do you keep track of small changes made to procedures?
  - Nothing in Tessitura that makes it easy to do that audit. How do people keep track? Log every change you make?
    - Katie L-D: Log the change in the data object and then any change is logged with that object. (Give it a number.) C1, C2, C3, etc.
    - Katie L-D: Provides public faces changes to a help desk newsletter so they are aware.
    - Jamie O: Wanted something annotating web deployment. They drop notes in a dedicated slack channel.
    - Nancy S: Tracking help requests can help you track changes. Nancy includes ticket numbers in her code changes as well. Web team uses “Get Hub” to manage all their changes. Also, start now and try to make it a habit.
    - Alison A: Has been commenting on headers and has spreadsheets with separate changes, but nothing feels like enough and it’s relying too much on human activity.
    - Natalie T: Write a procedure to look for text in the procedures.
    - Katie L-D: Write a script to find changes. She has one that lets us know if there have been changes in certain reference tables.
    - Nancy S: No one gets to put anything in live until she reviews it. (SQL code)
    - Hot tip: Utilize those Where Clauses!!!!
- Managing integrations with 3rd parties - do you follow a set of steps / framework for managing the process?
  - A number of integration with 3<sup>rd</sup> parties are on the road map. One has been done so far and it was a slight rocky road. Does anyone have any guidelines? How you project management the integrations?
    - Nancy S: A lot of requests after TLCC and then after the contracts are signed, she finds out. Make sure you’re being included early for control group and security concerns. Also, people tend to sign on because they sound great and then they

use them for a month and drop them. Get ahead of that and do a requirements gathering session. Formalize as a project. Know your stakeholders and testers. With very rare exceptions, she does not manage integrations unless it goes through the Tessitura gateway. They need formalized security policies and procedures.

- Caryl J: Data Projection Impact Reports can help.
  - Jamie O: Doing an integration with a cool thing from TLCC, seconds everything Nancy said. Talk through what the business need is. Figure out when to loop other people in. Implement in phases.
- What do you use to record video documentation? Any tips?
    - Planning to record a series of videos to help with the V.16 transition. Teams, you can't stop and start. Does anyone have a better cheap or free platform? Zoom maybe to pause?
      - Caryl J: Teams, but we only do 10 minutes.
      - Jamie O: Chrome plugin called Screen Recorder
      - Samantha W: Zoom to be able to start and stop. You can also draw and explain on your screen.
      - Heidi G: Paylocity for Training videos. They have a great training module with quizzes, documents, videos, tools to record.
      - Nancy S: No longer than 10 minutes. Shorter the better.
  - Is there a difference in project urgency for men vs women?
    - Bit of an urgency one morning with a report server down. Shocked how the tech guys didn't realize how important it was. Is there an urgency differentiation from a gender perspective?
      - Kathleen S: Projects and non-urgent things there is very much a difference between what I think is important vs what they think is important.
      - Lauren G: Relates to soft skills that women tend to be better at. Being in a support role we have a sense of urgency for others to have what they need.
      - Jamie O: The awareness of that the impact is going to have a gender construct on it. It's a learned skill to have that awareness.
      - Alison A: An amazing support time that is predominantly male and they drop everything to help
      - Nancy S: AWS vs the dinosaur of a report server
      - Caryl J: Sometimes it happens with people in a non-arts environment and they have different priorities
      - Nancy S: Communication silos, comes down to communications
      - Jamie O: Everything everyone is working on is on the wall behind them and it helps them know what the projects are
      - Caryl J: Bi-weekly team meetings and they go around the table and they say what projects they're working on so everyone is on the same page
  - Managing data requests, any security concerns?

- Shared customers in consortiums environments, how do you manage these requests, how quick is the turn around?
  - Katie L-D: What's stopping them from getting the info out?
  - Nancy S: They need their data massaged, or they need a special activity... maybe they need to run a pivot table in excel
  - Katie L-D: I'd just build them an output set. Definitely some security concerns. Our orgs can pull that info themselves. They also share a bit of ticketing information. If she has an org that is in the same town there is nothing stopping them from sharing information from another org. There are member agreements, but there is nothing physically stopping them. Difficult to get the consortium on board.
  - Nancy S: Can you lock down new groups as a security group?
  - Caryl J: The UK is more structured, but they have the same worries. The general tab has the address of the organization and the real address is saved on the address tab. The UK has a privacy policy that makes it easier to set this up. You know what people have signed up to so you're covered.
  - Alison A: The power of a database... there has to be trust there, but now it's widening out and people saying hang on.
  - Kathleen S: California has strict laws as well.
  - Nicki L: Email is very regulated in Canada.