

# 12032020 -- Consortium Leadership Community Meeting

## Date and Time:

04 December 2020 - All items on the board  
02:05 (UTC+00:00)

## Facilitator:

Brian Parker

## Attendees:

Krystal Nolan, Laura in Kansas City pronouns: she/her/hers, Krystal Nolan, Laura in Kansas City, MO (she/hers), Sarah Whelan, Mindee, Meredith

## Summary:

## Actions:

## Learnings:

## Topics discussed:

Tips and best practices to implement an Internal Roadmap in a Consortium

Votes: 4

Suggested by: Laura in Kansas City pronouns: she/her/hers

### Comments:

- **Brian Parker**  
Laura: Desire to see organizations gel together on the high-level goals, while the Power Users also come together and surface the needs and wishes that are most important to that group. Include a plan for the use of Extended Services hours, as well as the monthly programmatic planning. Success stories, lessons learned; all stories welcome!
- **Brian Parker**  
Sydney Opera House has had quarterly meetings with goal-setting at the technical/Tessitura-level.
- **Brian Parker**  
Difficulty implementing a single Roadmap with multiple fiscal years across member organizations.
- **Brian Parker**  
High-performing consortia have interactions with the user level as well as the executive level.

Defining a Support Matrix: How to communicate (to users and non-users) what is supported by your team versus other staff/partners of their organization

Votes: 4

Suggested by: Brian Parker

**Comments:**

- **Brian Parker**  
Sarah: Difficulty in defining support, such as the line between technical support and strategic support. Wish to avoid providing business support for businesses not owned by the consortia staff. Some organizations partnering with Tessitura support for a bit of "traffic cop"/direction around what requests end up with which staff supporting. Difficulty where multiple contacts from organizations reach out to the consortium staff.
- **Brian Parker**  
Mindee: As an "army of one" providing support, there's some self-regulation in what level of support is possible. Local staff not necessarily told about the ability to open support tickets to dissuade from tickets that were not adequately researched in the process. Exhaust the local answers first before elevating/escalating to Tessitura Support.
- **Brian Parker**  
Differences in support relationship for providing Tessitura application support versus TNEW support, or both.

**Managing relationships and communications across the consortium. How do you do it? And how do you get feedback from your members?**

Votes: 2

Suggested by: Sarah Whelan

**Comments:**

- **Brian Parker**  
Looking at options to restructure the team. Desire to improve the relationship management portion of how the organization works at the master consortium level.
- **Brian Parker**  
Rotating chair and co-chair model for technical conversations and consortium conversations.

**When Users Aren't: How to manage RAMP/application accounts with no recent login history**

Votes: 1

Suggested by: Brian Parker

**Comments:**

- **Brian Parker**  
Audit every 3 months of records, automatic deactivation of records if no Tessitura use in the past 6 months. Request reactivation if needed.
- **Brian Parker**  
Monthly audit of RAMP Self-Service Tool with Power Users to confirm when people are leaving organizations or need to be deactivated due to no longer using the application.