

10212021 / 22102021 -- Consortium Leadership Community Meeting

Date and Time:

21 October 2021 - All items on the board
18:56 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Anna Newby, Henry Kelly, Mindee, Christie Lee Coleman

Summary:

Actions:

Learnings:

Topics discussed:

"Core" Access: What elements of Tessitura/TNEW are consider "core" for your consortium in terms of all users needing access? Is anything considered "special" or "premium"?

Votes: 6

Suggested by: Brian Parker

Comments:

- Brian Parker
Anna: Not necessarily a conscious thought as much as something that happens as users come into the database. Emphasis on starting with the minimum viable level of access and expanding from there. Make use of Tessitura On the Go for people needing targeted access. But user groups serve as a good structure for this.
- Brian Parker
Mindee: Intention with new users is always to give as little access as necessary for somebody to do their jobs. But when users start using Tessitura, it can be difficult to immediately understand the level of access that people do need. Difficult to structure user access based on job title or type because not all organizations in the consortium have that

title or type, necessarily. Has been helpful to mandate that user group change requests come through an organization's executive or power user. Ensuring that there is a formal channel for requests to use as an audit trail if any issues arise in the future. Access is less about having well-defined departments, but more definition to the actual change request process.

- Brian Parker
Henry: With job changes across organizations, there are many people who are administrators in terms of access who probably shouldn't be in the long-term, and it's difficult to consider how that access gets rolled back. It would be a good project to re-envision security roles, but there hasn't been much time to do so. One note: all users have full access to List Builder and Output Set Builder, but questions about whether that is desired across the board.
- Brian Parker
Mindee: Currently modulating usage of Analytics versus Lists and Outputs also as a means to cut back on support requests from people who aren't comfortable/confident with the tool.

Earned Income Opportunities: How/Does your consortium realize any additional earned income related to structure in the database?

Votes: 2

Suggested by: Brian Parker

Comments:

- Brian Parker
Henry: Concept has been raised about IT potentially charging organizations based on the level of effort required for support, but has never been put into actual effect. Support services are instead just assessed generally across the consortium.
- Brian Parker
Mindee: Fascinating conversations around how to assess this because there's a push to be equitable but some smaller organizations can require less effort than the inverse. Considering adding central box office manager's work to the overall help desk and determine how much extra work is being done. Self-perception of an organization being low maintenance sometimes doesn't manifest into reality. If the data suggests that charging for additional labor is justified, that might be an approach. Also important to show the benefits of included support efforts.

Staffing in the post-COVID* world: What challenges are you facing and do you have any tips to share?

Votes: 2

Suggested by: Mindee

Comments:

- Brian Parker
Mindee: Maybe more correctly, "staffing in the now-normal." Currently a job hunter's market more than a job recruiter's market. Advertising positions that require/prefer training using Tessitura when those positions are potentially only part-time. Are organizations taking chances on people with no experience using Tessitura at all, or aiming for that experience?
- Brian Parker
Anna: All job postings omit mention of Tessitura altogether, so that's not a primary requirement for future employees. Instead, the reliance is on the training period to catch new users up to speed. If a role needs to use Tessitura, the direct supervisor takes on the responsibility for training.

- Brian Parker
Henry: In general, it's been hard to find people to hire. IT has had to staff up, and has hired people who had done contract work for the organization in the past and brought them back in if there was interest.

Do you have multiple control groups within one organization?

Votes: 0

Suggested by: Henry Kelly

Comments:

- Brian Parker
Mindee: Each consortium organization has multiple control groups/user groups to separate access for users at the organization, splitting access to contributions/ticketing/etc. Echoes back to a TLCC where an organization in Melbourne had over 100 control groups for access while Kalamazoo had 7 at the time.
- Brian Parker
Henry: Currently, the majority of organizations have a single control group for access. There has been some limitation so that comments and notes are limited solely to members of the Development team. Currently working on bringing an actor database into Tessitura, but immediately there's a thought around who as users should be able to see that information.
- Brian Parker
Mindee: There is a control group called "Archive" at the System Admin level to clear information out as it is no longer relevant without removing or deleting it altogether. Neat way to do a "clean sweep" when it's necessary to start back up from scratch.
- Brian Parker
Henry: Also have a "Conversion" control group to house bad data.