

11182021 / 19112021 -- Consortium Leadership Community Meeting

Date and Time:

18 November 2021 - All items on the board
18:02 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Mindee, Gawain, Sarah, Mindee

Summary:

Actions:

Learnings:

Topics discussed:

Top of Mind: What's the number one topic for you currently that you wish you had more information about related to Tessitura and consortia?

Votes: 3

Suggested by: Brian Parker

Comments:

- Brian Parker
Brian: Tessitura Payments.
- Brian Parker
Sarah: Tessitura Payments is a top one for Southbank Centre as well.
- Brian Parker
Sarah: Also want to try TRBO for art gallery space but when they contacted Windcave about it, they don't currently have the correct merchant account for use with the device for transactions.
- Brian Parker
Gawain: Tessitura Payments as a single solution, but there are inherent difficulties related to the university and how the acquirer is selected.

- Brian Parker
Mindee: Tessitura Payments could also be a difficulty for Kalamazoo with one organization having university ties.
- Brian Parker
#ButWhatIfItsAConsortium

I think I brought this up last time I attended, but: scheduling maintenance (i.e. Service Pack updates, Live to Test copies).

Votes: 3

Suggested by: Gawain

Comments:

- Brian Parker
Gawain: Going ahead with a plan to develop a consortium. As you add more members, you increase the possibility of more requests for updates, copies, anything that might potentially block the system or need to be considered to avoid overwriting. Have identified a few core members from each member as an "admin list" for mailing to discuss scheduling of maintenance or any other issues that have come to the top. Something like a "consortium lead advocate" position, along with somebody involved in TNEW management at the organization. These contacts are in charge of notifying and collecting information from the colleagues at their organization. Each member also has to maintain a list of Tessitura users for communications. Shared calendar for events related to project builds as well, to keep an eye for potential issues and blocks related to maintenance scheduling. One specific day and time each month is an "expected maintenance window" on a Google calendar; everyone assumes some interruption in the production environment for a few hours at that time. Possible to cancel even the specifically scheduled downtime in the event of something coming up that needs to maintain uptime.
- Brian Parker
Sarah: There has been difficulty with scheduling maintenance, particularly because of closed batches when it comes to impacts on on LIVE/PROD updates. There are three days each month (10th through 12th) where controlled batches are forbidden to help coordinate around this. Communication goes out to a key contact group during maintenance and copies between instances to ensure that nothing gets lost.
- Brian Parker
Mindee: Hardest part is getting buy-in across the board even around a method of communication for the consortium and its users to understand when maintenance can occur. Moving away from a model of building consensus for every plan or action and instead selecting dates and times and giving notice in advance so that staff understand what is coming. Difficulty getting to 100% proactive.

Shifting Out of Neutral/Park: What has been the most difficult part of helping organizations prepare to get back to business? How have you been able to overcome those

Votes: 2

Suggested by: Brian Parker

Comments:

- Brian Parker
Gawain: Have been weathering some departures, but mostly early on in the COVID timeline.

Have fortunately been able to work in replacements that ask the "right" questions as they acclimate to using Tessitura.

- Brian Parker
Sarah: Lost over 250 staff members. Even staff who remained switched over to specific targeted tasks during COVID and needed to re-learn the full scope of Tessitura as there was normalization. Still facing a scenario where there are many openings available to be filled.
- Brian Parker
Gawain: Bulk of staff continuing to work remotely, not really printing physical tickets at the moment in favor of print-at-home. Shifting from Park to 1st Gear at the moment.
- Brian Parker
Sarah: Big switch was moving to digital tickets across the consortium where previously only one organization was using them.
- Brian Parker
Mindee: Potentially in the grinding gear scenario at the moment. Out of 75 people who onboarded when the consortia began, only 7 remain who hold roughly the same position as when that implementation happened. Trying to catch up coming out of the pandemic with new people who don't have the originating background or information. Big next push about organizations assessing their own resources and where things are today versus where they were years ago. Everyone's on a different gear in the same gearbox.
- Brian Parker
Gawain: Fortunate to have staff that, on average, have been with the organization at least 8 years.

Consortium-wide Analytics

Votes: 2

Suggested by: Gawain

Comments:

- Brian Parker
Gawain: Curious if anyone does this (or plans to) for consortium-wide analytics that can see everything from all organizations.
- Brian Parker
Sarah: General users are completely separate but Sarah can see data from all organizations from a management/leadership login perspective.
- Brian Parker
Mindee: Has anyone built a shared user group with access to multiple control groups and a shared Analytics Division? Only using Finance and Seats & Tickets cubes for the shared division to control the data a bit further.
- Brian Parker
Gawain: How do you address the custom values for some parts of Analytics per Division?

Suggested topics with no votes:

#GivingTuesday on November 30th: Anyone doing consortia-wide efforts for fundraising or marketing? Any training or outreach in the works to help members plan?

Votes: 0

Suggested by: Brian Parker

Comments: