

# 05122022 / 13052022 -- Consortium Leadership Community Meeting

## Date and Time:

12 May 2022 - All items on the board  
17:06 (UTC+00:00)

## Facilitator:

Brian Parker

## Attendees:

Janet Herrington, Dana, Gawain Lavers, Mindee, Katie, Nancy Sheleheda, Meredith, Henry Kelly

## Summary:

## Actions:

## Learnings:

## Topics discussed:

Anyone have their consortium on the v16 Beta?

Votes: 4

Suggested by: Gawain Lavers

### Comments:

- Brian Parker  
Nancy: Currently on beta.
- Brian Parker  
Henry: Were on Beta 2 for a week, still down waiting for Beta 3.
- Brian Parker  
Brian: Tulsa currently on Beta 3.
- Brian Parker  
Nancy: Self-hosted, so all of the heavy lifting is on her. Advised to skip Beta 2 in the process and go to Beta 3, just put in late last week and staff encouraged to start testing on Tuesday. Lots of issues with new Segmentation functionality. Constant need to restart the Tessitura Processing Service to finalize a Segmentation run. Could potentially be a self-hosted issue.

Colleagues have been working on Memberships and coordinating feedback with Tessitura staff. Unable to get Analytics to load up data cubes. Told not to test REST API until the pre-release code becomes available. No expectations to upgrade to v16 in 2022, especially since they're not RAMP clients and don't have built-in support. Looking at a potential upgrade timing window in January 2023. v16 is such a big change and big update across multiple organizations, and testing isn't always a priority for those staff members locally.

- Brian Parker  
Gawain: Budgeting a minimum 6 weeks of testing the release candidate due to the amount of customizations, plus the size and scope of v16.
- Brian Parker  
Nancy: Hasn't been able to focus on customizations because so much time has been dedicated to troubleshooting standard functionality from v16.
- Brian Parker  
Henry: Two heaviest local customizations are around Entitlements for Memberships and Education customizations; all works through TNEW. These customizations are both written by Tessitura.
- Brian Parker  
Henry: Could probably upgrade to v16 this summer, if the stars align.
- Brian Parker  
Dana: Also have the Education customization, not the plugin but a customization. Reached out to staff and no current work being done in preparation.
- Brian Parker  
Gawain: Currently have an Entitlements plugin for TNEW.
- Brian Parker  
Henry (in response to question from Janet): Theatre is using Memberships as Products and currently uncertain about making the conversion in the move to v16. Went to Memberships as Products due to GL account reporting, preferring ticketing over funds.
- Gawain Lavers  
Education may not be available until Jan 2023
- Gawain Lavers  
Brian: large dbs having trouble in the Beta: 400k+ active customers, probably a lot of museum admission rows in T\_ORDER\_SEAT\_HISTORY...

## Anyone signed up for/setting up Tessitura Merchant Services?

Votes: 4

Suggested by: Gawain Lavers

### Comments:

- Brian Parker  
Gawain: Attending all of the informational sessions, but anticipating hurdles due to the university with regard to contracts and paperwork. Still significant questions about some elements, such as cards on file being made available for use on TNEW (the Amazon.com model) which may or may not be ideal in a shared consortium database.
- Brian Parker  
Dana: No contracts signed, but interested in moving in that direction. Currently on Worldpay and interested in moving away, were originally considering Windcave but now interested in Tessitura Merchant Services instead. There are still some additional hurdles to consider and jump, however. Stuck in a holding pattern until some technical issues are cleared.
- Brian Parker  
Henry: Getting closer to Tessitura Merchant Services at the other Atlanta consortium. Fewer

hurdles to jump through, but legal team typically takes a measured amount of time to look through contracts. Some potential hangups around the need for devices at all input stations under P2PE Only PCI compliance. Some concerns about Adyen being based in the EU.

- Brian Parker

Dana: One note specific to local group as a response to Gawain, university was the first to want in on Tessitura Merchant Services due to the increased security of P2PE Only PCI compliance.

- Brian Parker

Janet had a question about how many TNEW sites used in Atlanta for Henry's consortium, each organization has their own (not a single shared site).

- Brian Parker

Katie: Local conversations have also tackled the question of devices at every station in the Tessitura Merchant Services for P2PE Only. Currently on Windcave, working as nicely as it ever well, but doesn't feel optimal.

- Brian Parker

Janet: Controller's office and IT are willing to look at Tessitura Merchant Services, which is promising. Moment in time to try to make this happen.

## For those of you doing the Beta testing, what was the primary reason you opted to be part of the Beta release

Votes: 0

Suggested by: Mindee

### Comments:

- Brian Parker

Henry: Looking at the timeline, going to v16 in the summer would be a pie-in-the-sky hope. Thought was that, if being part of the beta testing could happen, that would make summer a more viable option. Have reported some issues to Tessitura along the way, and Tessitura has likely benefitted from the work of converting the database during the beta process. Making sure to stay on track with converting.