

09072022 / 08092022 -- Consortium Leadership Community Meeting

Date and Time:

07 September 2022 - All items on the board
17:14 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Beth Dietzler (she/her) PRAC, Michelle, Katie Lachance-Duffy, Katie Cullen - CAPA, Chris Cuhel (they/he), Matt Cooper - Ticket Philadelphia, Henry Kelly, Janet

Summary:

Actions:

Learnings:

Topics discussed:

Taking the Conference Home: What has become a priority at home since TLCC Denver?

Votes: 6

Suggested by: Brian Parker

Comments:

- Brian Parker
Katie Cullen: In the process of putting together a presentation for senior leadership about post-TLCC priorities. Include an Audit Committee to make sure that processes stay relevant, making sure everyone is working smarter/not harder with technology, as well as other related items.
- Brian Parker
Matt: Priority is making the word priority singular again! Trying to focus on the organization's path to v16, which is difficult with a self-hosted and highly-customized database. Need to do a discovery for v16 and prioritize actions needed to get to the upgrade.

- Brian Parker
Katie Lachance-Duff: Focus on getting PRAC to v16. Thankfully no longer locally hosted, but customizations to be considered for certain. Process usually takes at least a month in expert testing before it expands out to the users at member organizations.
- Brian Parker
Beth: Dedicate more time to mindfulness and being present in the moment.
- Brian Parker
Michelle: Tessitura Merchant Services, since Worldpay is now being sunset and there is a deadline. First conference attended, so it was an opportunity to appreciate all of the different ways that people work in Tessitura and finding a niche in using the platform overall.
- Brian Parker
Janet: What did people think about the shorter conference on the whole? What did people think about fewer opportunities to "nerd camp" (possibly due to the transition period to v16)? Seemed to be more opportunities to connect with people from your area who went to conference, and have conversations outside of the office space. Led to some conversations around business contingency planning (informed by WordFly for sure), but AWS had significant West Coast outages recently as well. Strong refrain of "Don't panic!" Can't solve the issue ourselves, but what CAN we do in the meantime? Sessions were helpful for those questions.

Tessitura Merchant Services

Votes: 5

Suggested by: Henry Kelly

Comments:

- Brian Parker
Henry: Smaller consortium so it may be easier to move providers. Just jumped a major legal hurdle and are in the fact-finding process to determine the number of EMV devices needed to get a quote from Tessitura. However, never went to tokenization of cards or EMV devices with Worldpay, so discovering that 20-30 users are typing credit cards into Tessitura at any given time and approaching the reality of what that means for devices. How do existing organizations work around this device requirement?
- Brian Parker
Matt: Need for EMV devices seems ubiquitous with the switch to P2PE-Only (required to Tessitura Merchant Services) and not being able to type cards directly into Tessitura. Difficulty because devices are needed both on-site at member organizations as well as off-site in call centers, etc.
- Brian Parker
Matt: Multiple merchants serviced by a single call center, which can be difficult to figure out from a setup/technical perspective. Call center agents are also occasionally working from home as well.
- Brian Parker
Henry: Does sound like it's possible for staff to bring EMV devices home.
- Brian Parker
Katie Cullen: Pay By Link functionality with Tessitura Merchant Services could solve the issue when staff are working from home and may not have an EMV device in the remote office space.
- Brian Parker
Katie Cullen: Windcave hasn't been great recently from a service perspective, so TMS looks like a much better option.

- Brian Parker
Janet: University has necessitated having EMV devices for all credit card entry for a while. Preparing to present to the university about Tessitura Merchant Services and hopeful to get approval for it as an option. Possibly a benefit for TMS to run everything through Tessitura instead of having separate gateway and processor as has happened with Windcave in the past.
- Brian Parker
Henry: Interesting to navigate projects and timing. v16 got pushed back, so TMS consideration has been moved forward. Hoping to get on TMS by January 2023 and be able to offer payment plans for education programming happening in the summer.
- Brian Parker
Henry: Additional considerations about how many merchants each organizations need. TMS seems to be pushing to differentiate not by merchants but by "stores" in the Adyen nomenclature.
- Brian Parker
Katie Cullen: One partner organization goes live this month with Tessitura and is starting off with TMS.
- Brian Parker
Beth: Sounds like organizations that are new to Tessitura are being heavily encouraged to use TMS from the beginning. Sounds like TMS may eventually be the only option.
- Brian Parker
Katie Cullen: Not part of the Payments and Transactions group? Next week's meeting has Adam Grigsby in attendance as a guest.

Version 16 timeline

Votes: 2

Suggested by: Henry Kelly

Comments:

- Brian Parker
Henry: Not even planning around v16 until there is more certainty around the Education Customization for TNEW. Until we know that part is ready, it's not really worth doing any of the v16 testing, and that pushes out to Spring of 2023 at the earliest.
- Brian Parker
Janet: At a TLCC Community Discussion about the TNEW Education Customization, Tessitura staff were in attendance. Roadmap website doesn't seem to list the customization for Q1 2023 anymore necessarily. Looking to provision and pay for a DEV database instance (and TNEW) in the coming months.
- Brian Parker
Janet: Tentatively scheduling v16 upgrade for July/August 2023.
- Brian Parker
Matt: Imminently trying to install a v16 environment locally. Actually trying to determine what the needs are around the scope of the project. So many changes to v16 UI/UX means so many users need to be re-trained. Custom purchase path in place and completing the SOAP to REST API transition, targeting October cutover.
- Brian Parker
Katie Cullen: Starting the project next April (2023), as some key items will not be available before then. After TLCC, have learned that many of the projects the organization wants to complete are being bottlenecked by not being on v16.

- Brian Parker
Katie Lachance-Duffy: Want to start the v16 project as soon as possible. Difficult to coordinate timing for when the most member organizations have down time and can dedicate folks to testing. Strongly recommend standing up a DEV environment for use with all updates, but especially the major updates. Plan to get in DEV later this month and have consortium staff go through hands-on testing first, and then open up to end users in TEST in December with end of January/early February as a potential upgrade time.
- Brian Parker
Katie Lachance-Duffy: Users seem excited about v16 changes. But there may be a misconception about the full scope of which screens are actually getting the UI/UX overhaul with the upgrade. There will definitely be training, but not so much is different around order processing, for example.
- Brian Parker
Henry: Beta tested v16 and were planning to try to upgrade in August before running into TNEW roadblocks. Was willing to deal with things being broken in August just to keep the momentum going, but it hasn't worked out that way.
- Brian Parker
Matt: Hope for v16 to be a catalyst to decommission some of the customizations that have been developed over time. v16 can be a bit of a roadblock to continued organizational development, so moving sooner can help open up the bandwidth to tackle other projects that can't happen without the full upgrade completed.
- Brian Parker
Janet: Some discussion out of the Community Discussions suggest that the Education Customization should move towards being an Extension and not a Customization.