

December 2022 Consortium Leaders Community Meet up

Date and Time:

09 December 2022 - All items on the board
18:44 (UTC+00:00)

Facilitator:

Beth Dietzler

Attendees:

Maureen Cotellese, Gawain Lavers, Henry Kelly, Meredith Woolard, ckeeney
ckeeneey, Katie Lachance-Duffy, PRAC, Katie Cullen - CAPA, Tami Fox, Brian Parker

Summary:

Actions:

Learnings:

Topics discussed:

Tessitura Merchant Services- Who is using it and how is it going?

Votes: 4

Suggested by: Beth Dietzler

Comments:

- Maureen Cotellese
Henry - went before v16 upgrade. Issues with Worldpay, pushed them to go to merch services. Still in process of updating. Go live in January. New devices concern - increase in number needed. Some resistance to buying these. Excited for ApplePay. And payment plans

Has anyone documented the process of sorting out what Tessitura objects need to be control grouped vs. name convention flagged, vs. shared?

Votes: 4

Suggested by: Gawain Lavers

Comments:

- Beth Dietzler
Had been a single organization using Tess and have now brought on two other organizations to add to the campus. They were not designed to be a consortium. There were a number of assumptions made based on the idea that it was just them. Now, they are sorting through this structure, tess config. and settings and is attempting to figure out what can be control grouped, shared, or siloed. Enforcing or checking data standards. It is a great deal of the curse of knowledge, and not knowing what you don't know. Decisions have been predetermined before hand that now need to be unmade. Does anyone have a document or recommendations. @Katie Lachance-Duffy, PR... shared that we have been through this process and when we brought on initially four, we knew we would be growing. We were diligent on control grouping. System tables, sharing a value vs having their own copy of it (like phone types) We were letting people share things which mad e it harder, and now everyone gets their own copy of everything. we don't have a document because its always changing. It is handled in the system tables where we keep the information and creates a procedure in the back end. @Henry Kelly
- Beth Dietzler
@Henry Kelly create system table that has all of the control grouping on it. Might pick up some deprecated tables, but it might work for documentation. There was a gotcha with ticketing keywords to watch out for.

Does anyone host "consortium conventions" to get together users from different orgs in your consortium?

Votes: 3

Suggested by: Gawain Lavers

Comments:

- Beth Dietzler
Gawain said that they are hosting in person get togethers for other consortiums. @Katie Cullen - CAPA said that they do, and they try to do quarterly meetups. Update presentation, been completed, upcoming, and then similar departments can then meet together and discuss things. @Maureen Cotellese asked how do we get people to attend in person?
- Maureen Cotellese
Katie does this (CAPA) - quarterly meeting, agenda includes updates for about 15-20 minutes, then Q&A, then departments have time to meet. No feedback. was in person, switched to zoom. People have a lot of questions which makes it engaging.
- Maureen Cotellese
Carol to Katie - is this in addition to power user group. Yes. Every other week governance meeting with internal employees.
- Maureen Cotellese
Katie Duffy - Katie Cullen: what do you talk about in every other week. Goals and projects to see when things get done, vote on what projects and timeline. Roadmap.
- Maureen Cotellese
Henry - popular in Power User meeting: review problems we solve for other users. share with all since they might have the same problem. Katie hopes to start next year with more sharing across members. Example a dashboard that one org creates - share with another.

Selling tickets from multiple company box offices - what is best practice for control grouping, set up, etc

Votes: 2

Suggested by: Katie Cullen - CAPA

Comments:

Anyone on v16 or close?

Votes: 1

Suggested by: Henry Kelly

Comments:

- Maureen Cotellese
Henry and Gawain - summer 23 hopefully. Waiting on EDU customization - in maybe the spring. Tami - can only have 1 TNEW dev connected to dev environment. Can discuss offline more.
- Maureen Cotellese
Henry - they were beta tester. Planning to get serious around April.
- Maureen Cotellese
PRAC: hoping in TEST in Feb/March, go Live April/May. Took about 3 weeks to get into Dev
- Maureen Cotellese
Can pay for extended services to look at customizations for you or can search on your own using code.

Topics voted on but not discussed:

Topics/Presenters of interest for future meetings?

Votes: 2

Suggested by: Beth Dietzler

Comments: