

Attendance tool Support

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Background

- IEEE has produced web-based attendance gathering software
- IEEE 802 LMSC has not directly paid for this development
- IEEE 802 LMSC does not have access to code base to modify
- IEEE-SA is no longer providing on-site support for tool

Support issues

- Majority of IMAT problems are with webid
 - Larger issue as webid is used for many things
 - Some attendees create multiple webids
 - and blame IEEE volunteers for mistakes that the attendees have created.
- The collection interface could be improved
 - Mostly simple HTML changes
- Administration interface appears to be mostly debugged

Enhancement issue

- There is no way to automatically detect duplicate webids/SA PINs
- Ideal would be that webid/SA PIN is tied to registration
 - Should reduce multiple webids
 - Easier to find deadbeats
- IEEE has agreed to allow Face to Face events to use webid as part of registration
 - Who will pay for new software?

IEEE Support Proposal

- USA time zones (with the exception of Hawaii): \$1,150 per day for up to 14 hours support/day
- Hawaii and China (Beijing) time zones: \$1,400 per day for up to 14 hours support/day
- No travel is included

802 LMSC options

- Self support
 - Ask a friend, group IMAT administrator
- Pay IEEE support fees
- Purchase or contract development of new attendance software
- TSOL (true sounds of liberty)
 - Users are on their own, if they don't follow instructions, they are out of luck

Self support ideas

- Attendee is responsible to maintain and know webid, just as email address is require
 - Write into OpsMan
 - Attendance issues are Attendee's responsibility
- Have pre-configured webids for users who can't create webid at meeting
 - For example, 802user1, 802user2, etc.
 - Local administrator knows password, reset after meeting.

Pay IEEE Support Options

- Instead of live support, request finite turn
 - Reset password/retrieve webid - 12 hrs
 - Manually create new webid - 24 hrs
- Allow attendance designee to merge accounts
 - May already be working fine, need to verify
- Any payment shall be based on agreed performance criteria
- On-site support is not as important as timely support

Purchase New Attendance Software

- Could be outright purchase (code rights, etc.)
- Pay for open source development
- Rent via per meeting/per user fee (all support requirements borne by supplier)
- Contract specific enhancements
 - For IMAT, IEEE has all rights, we have none
 - For suppliers, rights may be negotiable
- You get what you pay for

TSOL

- Libertarian approach
 - Attendees unable to figure out the system would be challenged to develop standards
 - Is the current policy, attendees are responsible for webid
- Vast majority of attendees have no problems
 - As more people learn how to use system, we increase self-support group
- Requires specific software management capabilities so 802 can solve its own problems.

Conclusions

- 802 EC needs to make clear decision on direction
- Need vote at closing plenary or via email to select direction.

Discussion at 1 pm meeting

■ Current support level from IEEE

- Training new chairs to use the tool.
- Reminder emails are sent to the WG Chairs before the meeting starts
- Presentations are reviewed for accuracy so that meeting planners and WG
- Chairs can post on their web sites
- Once a month the duplicate user list is cleaned up. Note: For the last 3 months the duplicates have been less than 5 out of the 9000+ myProject users.
- Chairs report duplicates that they find when an attendee has created a duplicate Web Account. We handle the merge and purge.
- Bugs with the application are reported to me for proper handling. All of the 802 WG Chairs have my email and phone, some have me on chat, and some have my cell phone #.
- Attendees who email me with questions regarding their Web Account are responded to in a timely manner.

Discussion at 1 pm meeting (cont.)

■ Notes

- What is timely? On EST, response is < 1 hour.
- In other time zones, may not be as timely.
- Can IEEE 802 get < 24 hour response time as standard of service?
- Can IEEE 802 have local help trained to merge records?
 - Currently to merge attendance record merges all data. There may be security issues.
 - Find out if attendance records can be cleared?
 - Merge is done in 24 hours.

IMAT support - conclusions

- It is the attendees responsibility to maintain their webid (Chairs Guideline, J. Gilb, P. Nikolich). We will attempt to fix problems.
- VeriLAN has documentation at help desk to have users fix webid problems.
- Look into sharing myProject user list with approved vendor to improve finding userids. (S. Tatiner and C. Sahr)
- Get commitment from IEEE-SA that the service goal is 24 hours for webid and attendance record merging.

EC motion

- Motion is "The executive committee agrees with the following actions to handle IMAT support:
 - It is the attendees responsibility to maintain their webid. 802 volunteers will attempt to fix problems.
 - Request that our Network Services Provider keep documentation at help desk to be used to help attendees fix webid problems.
 - Look into sharing myProject user list with approved vendor to improve finding userids.
 - Get commitment from IEEE-SA that the service goal is 24 hours for webid and attendance record merging."