Support SIG Home

Meetings

The Support SIG meets via Zoom (https://openlibraryfoundation.zoom.us/j/87394223531?pwd=WnZ1UnFWMEdXVGtvb01OaDMyL3dzZz09) on Mondays from 10:00am to 10:30am Eastern U.S. time (see time in your timezone).

Find recordings of recent meetings on our Google Folder: https://recordin gs.openlibraryfoundation.org/folio/support-sig/

Due to the nature of the Support Sig, meeting minutes are not taken.

Instructions for how to report bugs

Regular Attendees

The Support SIG is open to all who chose to participate. All are welcome!

<table>
<thead>
<tr>
<th>Name</th>
<th>Role (as defined in Charge)</th>
<th>Institution</th>
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<tbody>
<tr>
<td>Anya Arnold</td>
<td>Vendor Representative</td>
<td>EBSCO</td>
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<td>(Co-SIG Convener)*</td>
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<tr>
<td>Charlotte Whitt</td>
<td>Product owner, Vendor Representative</td>
<td>Index Data</td>
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<tr>
<td>Debra Howell</td>
<td>Implementing Library (supported by vendor)</td>
<td>Cornell</td>
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<tr>
<td>(Co-SIG Convener)*</td>
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<tr>
<td>Jaleh Fazelian</td>
<td>Implemented Library</td>
<td>UM System</td>
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<tr>
<td>Robert Heaton</td>
<td>Vendor Representative</td>
<td>EBSCO</td>
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* Support SIG Convener

The Support SIG convener should be an individual who understands the FOLIO community and the development process.

Recent space activity

Anya Arnold  Production Libraries - How to Report Bugs updated Dec 08, 2023 view change
Charlotte Whitt  Production Libraries - How to Report Bugs updated Dec 08, 2023 view change
Support SIG Charge updated Dec 08, 2023 view change
Support SIG Home updated Dec 08, 2023 view change

About us

The purpose of the Support SIG is to review support tickets and to assign them to the right team and or following up with developments to ensure bugs are being corrected in a efficient manor. (See full charge)

Support SIG Activities

- Oversee Operational Software Support process
  - Monitor Support JIRA project to ensure that issues are being moved from the Support project or resolved within the Support project.
  - Oversee process for Implemented libraries to report production bugs
  - Oversee process of Product Owners and Dev teams to participate in bug handling process
- Reevaluate the Software Support process regularly to ensure that it is meeting the needs of the FOLIO community without being burdensome to the Product Owners.
- Report bug statistics (e.g. bugs reported, bugs resolved, time from reported to implementation of fix) to Product Council on quarterly basis.

Support-related Links

- Support dashboard - A listing of current production bugs
- Bug ranking system - The support process utilizes the Defect priority definitions for the rankings of bugs
- Team vs module responsibility chart (FOLIO Module/JIRA project-Team-PO-Dev Lead responsibility matrix)

Communication

- Any community member can contact directly any of the regular attendees via email
- The FOLIO Community Slack Channel - #support-sig

Benefits of Participation:

- discovery of new and ongoing issues that might impact your library
- discovery of potential workarounds
- discovery of contacts at other libraries who might be able to help
- Improve the prioritization process