Support SIG Charge

Support SIG Overview

The purpose of the Support SIG is to govern FOLIO’s support structure. The support provided will change as the project progresses from having early implementers in 2019 and 2020 to having libraries implementing FOLIO as a matter of course in 2021 and beyond. This SIG will make recommendations for approval by the FOLIO Product Council.

The Support SIG members should expect to serve at least one year. The terms should be rolling so that expertise remains on the SIG rather than everyone leaving the SIG at the same time. If a member wants to remain on the team for longer than one year, they are welcome to stay. The Support SIG meetings will be open to all who chose to participate.

Support SIG Convener

The Support SIG convener should be an individual who understands the FOLIO community and the development process. The decision should be based on the individual’s skills rather than their role.

Support SIG Activities

- Establish Software Support process as defined at WOLFcon 2020 (see details below).
- Address User Support options (e.g. listserv, knowledge database).
- Report bug statistics (e.g. bugs reported, bugs resolved, time from reported to implementation of fix) to Product Council on quarterly basis.
- Monitor Support JIRA project to ensure that issues are being moved from the Support project or resolved within the Support project.
- 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.

First Assignment: Software Support

The area of Software Support has been documented in a flowchart located here. This was discussed at the WOLFcon session and next steps were identified. It is recommended that the Support SIG start with these next steps:

- Finalize service level agreement
- Determine how support triage will be staffed
- Finalize how to capture needed ticket data in Support JIRA project, who gets notified when a new ticket is entered, etc.
- Add link to wiki page explaining how to report software bugs (and set permissions so new JIRA accounts are automatically allowed to create issues in the Support JIRA project)
- Set up and maintain necessary environments for bug verification (How many versions back do we want to maintain?)
- Identify one or two people from each implementing site who will report software bugs after they have been internally triaged

(Note: A planned start date of March 1 was set, but it has been recognized that this will not happen. A good first step would be having the JIRA Support project working as a pilot (Cornell has volunteered to be a pilot institution).)

The need for this SIG was identified at WOLFcon 2020 by the group that presented Supporting FOLIO Community Testing/Implementation Support Part I: User Support and Supporting FOLIO Community Testing/Implementation Support Part II: Software Support. Feel free to talk to members of this group for additional information:

- Kelly Drake (Fenway Library Organization)
- Holly Mistlebauer (OLE/Cornell University)
- Anya Arnold (EBSCO)
- Zak Burke (OLE/Cornell University)
- Anton Emelianov (EBSCO)
- Beth German (Texas A&M University)
- Mike Gorrell (Index Data)
- Siska Humlesjö (Chalmers University of Technology)
- Jason Root (Texas A&M University)
- Lisa Sjögren (Chalmers University of Technology)
- Mark Veksler (EBSCO)

Open Issue

One of the “Deliverables” of the Sys Ops & Mgt SIG is a “Community support model (perhaps a formal model during initial period of implementations and less formal after that).” We should remove that deliverable from their SIG charge.