

MIT Information Systems
Operational Guidelines – Stellar Support Services
Content and Collaborations Services (CCS),
Client Support Services (CSS)
DRAFT June 23, 2009

1. Goals

These Operating Guidelines primarily documents the Stellar Course Management System support services provided by Content and Collaboration Services and Client Support Services. This support is provided to the faculty, staff and students of MIT.

The objective of these guidelines is to capture the internal Stellar processes between the two groups in order to ensure that full support is given to every aspect of Stellar. This documents the work, service levels and escalation paths provided by each participating team.

2. Points of Contact

Content and Collaboration Services: Jeanne Chiang, Joanna Proulx, Bryan Murray, Ajay Bhandari
Client Support Services: Christine Verick, Laura Baldwin

Contacts for Intergroup Communication: For broadcasting information or asking questions.

- CCS: stellar-core@mit.edu (Ajay Bhandari, Laura Baldwin, Derek Jaeger, Justin Anderson, Joanna Proulx, Jeanne Chiang, Laura Watts, Alexandra Ellwood and CCS Student Assistants)
- CSS: hdstellar@mit.edu (Barbara Goguen, Laura Baldwin, Mark Ness and Christine Verick)

3. Details of the Work

Supported Services

There are three main services involved in Stellar Support:

1. User transactions, which will largely be handled by the Help Desk with referrals to CCS as needed.
2. Bugs, which will largely be handled by CCS, with help from Help Desk in providing clients with explanations and work arounds.
3. Supporting new releases of Stellar, which will require continuing interaction to ensure CSS has enough advance notice and are prepared.

This includes ensuring that CSS has sufficient visibility and input into upcoming releases during development; that CSS has sufficient time and access to the internal release for testing and familiarization between the time when the development group has a new release ready and the time when the new release is made available to the public, and that CSS has efficient ways to get information and support from the Stellar administrators during the early period when a new release is made available.

Roles

Content and Collaborations Services (CCS) provides high-end support with regard to Stellar and any complicated issues that Help Desk cannot handle. CCS acts as the “expert consultant” to Help Desk in this role, providing them with information. CCS also handles the development and operation of Stellar.

CCS's role is to:

- Run Stellar
- Answer Stellar questions that Help Desk escalates
- Provide information relating to bug fixes and upcoming features
- Provide CSS with access to documentation and new versions of Stellar 2-3 weeks in advance
- Provide Help Desk with a preview of new features at least 1 week in advance
- Write up Stellar documentation on an ongoing basis
- Create new documents for each release including end user documentation
- Make minor edits based on bug reports to stellar-support@mit.edu on an on-going basis
- Create internal documentation for staff on an ongoing basis
- Handle e-mail that comes into stellar-support
- Communicate any new features to the MIT Community

CCS will provide the CSS with special access to Stellar class information for CSS staff when they need to see student lists and provide effective support via hdstellar@mit.edu.

CSS

The Client Support Services provides 1st tier Stellar support to faculty, staff and students of MIT in connection with Stellar.

CSS will help clients with:

- Networking issues when faculty and staff are trying to get connected to Stellar
- Issues with CSS-supported browsers, including obtaining certificates
- Upgrading the operating systems in order to gain access to Stellar
- Locating the form for Stellar site creation
- Connecting remotely to access Stellar when using Tether or iPass
- Troubleshooting general access issues
- Troubleshooting general questions relating to usage of Stellar tools
- Configuring website settings
- Importing materials from one course site to another

CSS will notice trends, identify current issues and create stock answer as the need arises.

4. Responsibilities and Reporting**Response Time**

Urgent requests: requests marked urgent will be dealt with as soon as possible. Whenever possible, clients will receive an acknowledgement by the end of the day. Standard Transactions: 1 business day; Project Work: 2 business days

Ongoing review

Both groups are committed to working together to provide a seamless and excellent service to the MIT Community. To ensure quality of service, the two groups will meet monthly to review new or existing issues (or more frequently as is needed).

Appendix A. Samples of Scenarios that could arise:

Scenarios that CCS will pass along to CSS

If someone comes directly to CCS with Stellar questions they should be given the CSS's e-mail address or phone number. They can also be directed towards help documentation that is available online.

Scenarios the Helpdesk will pass along to CCS

- If certain features of the Stellar site are not functioning.
- If there is a need for documentation regarding a specific feature.
- If a call comes in regarding a pilot project (e.g., gradebook, survey, etc).
- If a call comes in regarding for a Wiki request
- If a call comes in regarding a question about OCW
- If a call comes in regarding changes to the look and feel of Stellar (beyond what is user-configurable).
- If a call comes in regarding a site creation issue.
- If a call comes in regarding SMA, MASDAR (MIST) or PE.
- If there is a need for a feature that would involve programming.
- If there are questions regarding the @Stellar, Courseguide, OTI, Forum or the Image Tool
- If a call comes in where Stellar training is needed.

Scenarios that CCS will pass along to the Helpdesk

- When a client has general Stellar questions.
- If a staff or faculty member has issues with regard to network connectivity either remotely or on campus. Students needing help with networking in dorms will be referred to their RCC, rcc.mit.edu.
- When a client has browser issues.
- When a client has issues relating to certificates.
- When a client has questions relating to upgrading operating systems or browsers.
- When a client needs help locating the site creation web form.

Adding Scenarios

As additional scenarios and cases not described above are encountered, all three groups will write up the key points and add those to our "operating procedures".

Appendix B: Case Management, Feedback and Documentation

1. Case Management

Move the case to the appropriate queue. If using Casetracker desktop, make an entry in the history that the case was moved from the original queue to the new queue. Send e-mail to the user explaining that the case has been passed to another group as appropriate. This is required when moving cases into the stellar-bugs queue to set appropriate client expectations.

For bugs, e-mail should be sent to stellar-support@mit.edu.

With each case a Stellar URL course number and the error or questions should be supplied.

Casetracker Queues:

CSS: Helpdesk:Stellar

CCS: EdTech:Stellar

Keep Scenario:

A case in Casetracker is opened within a group and is kept up to date. Case is closed when client is satisfied and/or when an issue can be addressed (e.g., feature requests, bugs).

Complete Hand-Off:

The Casetracker case is moved into the other group's queue with a note giving some background information. The client is informed that their query has been forwarded to a specific group.

Client with Multiple Issues:

When one client has multiple issues, open one Casetracker case for each issue and put it into the appropriate queue.

2. Bugs and Suggestions

Help Desk or a client can report a bug, suggestion, or requests to change in documentation/configuration/site via stellar-support@mit.edu. Casetracker responds with an e-mail message containing the case number. The Casetracker case is in the EdTech:Stellar queue. The Stellar development team will respond to either CSS or the client, depending on who sent the message.

3. Stock Answers

The CSS will contribute stock answers as the need arises.