**HAX CMS File Conversion Microservice Support Policy**

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| **SYSTEM NAME:** | HAX CMS File Conversion Microservice |
| **PREVIOUS TEAM:** | The following team managed the system from January through April 2019:   * Bryce Coppadge, Project Manager   and Plan Lead, [bac324@psu.edu](mailto:bac324@psu.edu)   * Joseph Wanat, Analysis Lead, [jtw5401@psu.edu](mailto:jtw5401@psu.edu) * Shraddha Venkatraman, Design Lead, [svv5201@psu.edu](mailto:svv5201@psu.edu) * Robert Sonnelitter, Development and   Implementation Lead, [rcs38@psu.edu](mailto:rcs38@psu.edu)   * Nick Johnson, Test Lead, [ncj5064@psu.edu](mailto:ncj5064@psu.edu) |
| **NEW TEAM:** | The following team will manage the system starting May 2019:   * Bryan Ollendyke, [bto108@psu.edu](mailto:bto108@psu.edu) * Michael Potter, [mgp140@psu.edu](mailto:mgp140@psu.edu) |
| **SYSTEM TRANSITION:** | The previous and new teams will attempt to meet together on a conference call via Zoom teleconference software. If this meeting is for some reason unable to occur, an email with all relevant material will be sent to the members of the new team. Information will be shared about how the microservice operates as well as any other system dependencies. |
| **SYSTEM ACCESS:** | Due to the microservice being created in an Elmsln organizational GitHub repository, Mr. Ollendyke and Mr. Potter had access through the entirety of the project’s development and will continue to do so in the future. |
| **SYSTEM TRAINING:** | Our team created a step-by-step guide on how to use our microservice to convert files to the desired outcome. The link to the Training Guide can be found here: <https://docs.google.com/document/d/1aOVpa0hsvkaIhAWQj5FekfvBu9KFn80k11PlC8F_sL0/edit?usp=sharing> |
| **KNOWLEDGE TRANSFER:** | One key piece of information is to understand that a different command is used depending on what operating system and program the user has. Linux and Windows PowerShell share a single command while Windows command line has its own. The difference in these commands is depicted in the Training Guide. |
| **RECOMMENDATIONS:** | Now that development is completed on our end, the microservice will be given to Professor Ollendyke.  Recommendations:   * Integrate microservice into Hax CMS * Continue to increase compatible file types   + Attempt to get conversions from PDF working |