



Specification Appendix

Version: 05.26.11

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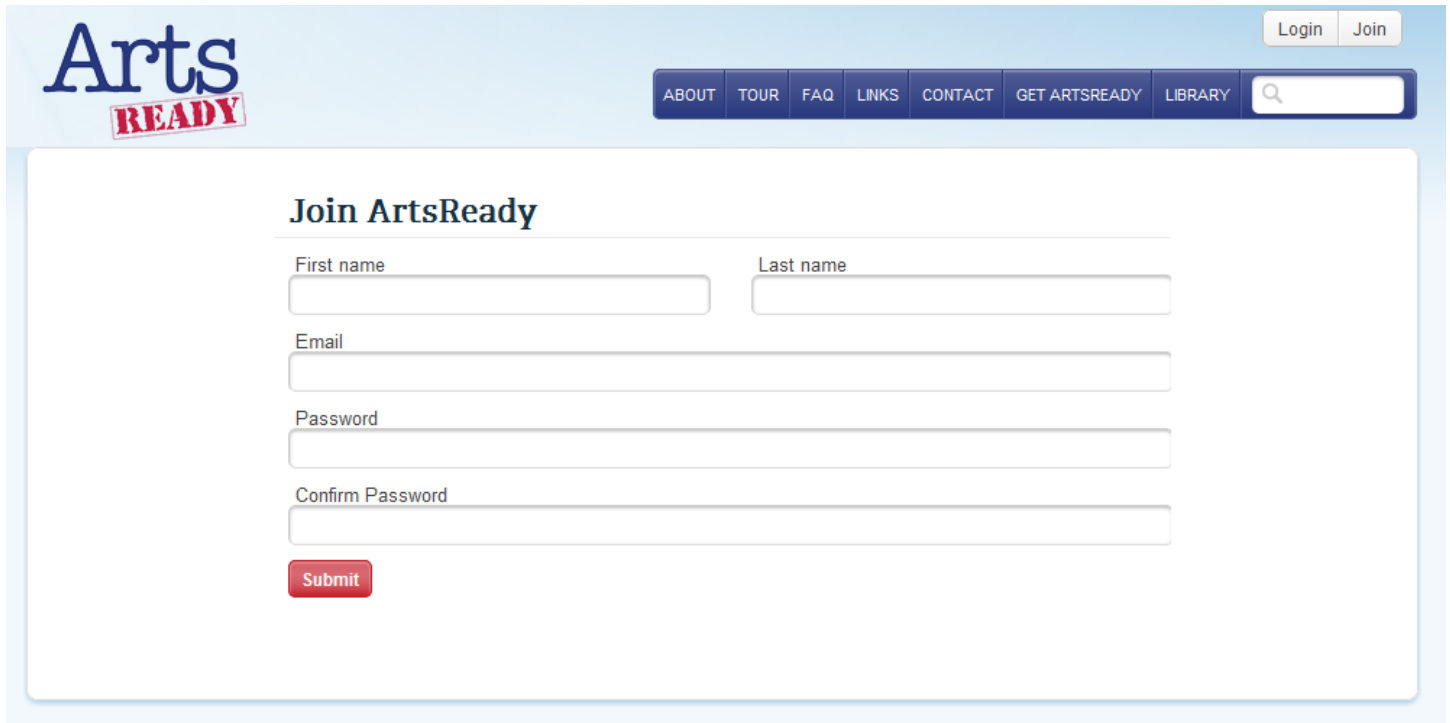
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Sign-Up and First Use

Interfaces

Sign-Up Form



The image shows a web interface for signing up to ArtsReady. At the top left is the ArtsReady logo, with 'Arts' in blue and 'READY' in red. To the right of the logo is a navigation bar with links: ABOUT, TOUR, FAQ, LINKS, CONTACT, GET ARTSREADY, and LIBRARY. Further right are 'Login' and 'Join' buttons. Below the navigation bar is a search bar. The main content area is titled 'Join ArtsReady' and contains a form with the following fields: First name, Last name, Email, Password, and Confirm Password. A red 'Submit' button is located below the Confirm Password field.

Join ArtsReady

First name

Last name

Email

Password

Confirm Password

Community Feedback

- Gear ArtsReady subscription marketing efforts towards leadership staff.
- Make it easy for non-leadership staff to 'recommend' and forward information about ArtsReady subscription levels to their supervisors for approval.
- Consider allowing all information to be available to all users within a single account with the ability to designate people who are NOT allowed to see the information (rather than considering all information sensitive and designating people who ARE allowed to see information)
- Consider sliding scale pricing scheme based on organizational budget size.
- Devise clear and aggressive marketing campaign to promote subsidized subscription prices.
- Consider allowing the account creator to designate an 'emergency officer' and two back up people who receive all notifications from the system.
- Consider auto-renewal and multi-year subscription options.

Use Cases

Get Up, Get Ready, Get a Paid Account (Getting Started)

Story

The Director of the Ohno Opera Company – Pauline Protagonist – has been tasked with doing basic crisis preparedness for her organization. Having been compelled by the Be ArtsReady campaign, she registers for a free account with ArtsReady with no prior knowledge of how the service works or what it provides.

Pauline reviews several of the articles in the **Library** section including video and text tutorials on how to prepare for a flood (something she is particularly worried about) and an interview with the Director of the Nashville Symphony Orchestra talking about the lessons he learned from the flooding of their facility. She is more motivated than ever to move forward with readiness planning. She sees that there are more ArtsReady features for her to take advantage of and reads a description of both the **Readiness Assessment** process and the **Battle Buddies** network. She is encouraged that these features will benefit her readiness planning and crisis recovery efforts and decides to sign up for a paid account (annual subscription fee of \$300). She completes basic contact information and enters credit card information into a secure online form.

While registering for her account, Pauline is notified that her local Arts Council is offering subsidies for ArtsReady subscriptions. She is delighted and opts to complete an additional form that confirms her geographical location and relationship with the Arts Council to qualify for the subsidized rate (annual subscription fee of \$50).

A welcome message is auto-generated to confirm the account creation, sent to both Pauline and her colleague Hannah Hero who serves as the required 2nd organizational contact.


Ten months after she initially signs up for a paid account, Pauline is notified that her annual subscription is up for renewal and will automatically be renewed using the credit card used previously.

Actions

- Users must be able to differentiate between paid and non-paid functionality.
- Users must be able to pay on the website.
- Users must be able to setup recurring payment.
- The system must provide users with receipts.
- The system must support multiple prices (which will be based on multiple third-party subsidization deals).
- The system must support a mechanism for associating a user with the correct price for that user (based on price eligibility) and which may change over time.
- The system must support custom registration pages (for special offers).

Login and Dashboard

Interfaces



Login

Join

ABOUT

TOUR

FAQ

LINKS

CONTACT

GET ARTSREADY

LIBRARY


Login

Email

Password

Submit

Not a member yet?
No problem. Joining is easy and only takes a minute.
[Click here](#) to join ArtsReady today.

 The National Weather Service has declared a Flood Warning for parts of Eastern Georgia. [Read More](#)

Your Dashboard

Our mission is to help arts organizations plan for the best, and prepare for the worst.

In less than 1 hour you'll have a list of ways to prepare for emergencies and a comprehensive todo list to get your team on the same page.

[Get Started »](#)

Crisis Mode: ON

[De-activate](#)

Assessment is 37% complete

Action items are 10% complete

1 Battle Buddy in Need

954 Dance Movement Collective

"Thanks so much for everyone's response..."

YESTERDAY

Most Urgent Action Items

DUE This is an example of an Action Item

DUE This is another example of an Action Item

This is example Action Item number three

Example of an Action Item numero quatro which is particularly long

Important Resources

People Resources

Financial Resources

insurance Resources

Featured Library Article

MARCH 5, 2011

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Duis mollis, est non commodo luctus, nisi erat porttitor ligula, eget lacinia odio sem nec elit. Aenean eu leo quam. Sed posuere at lobortis. Aenean lacinia bibendum nulla sed consectetur.



This is meant to be a leader to **draw people in**.


Readiness Assessment

Interfaces

Effectively, we want three interfaces:

1. The Assessment.
2. The To Do List.
3. An Individual Action Item.
4. The Assessment / Action Item Administrative Interface

Assessment intro



Josh McDonnell @ Ohno Opera Company

SettingsAdminLogout

DASHBOARDASSESSTO DOOUR CRITICAL STUFFLEND A HANDGET HELPLIBRARY

Readiness Assessment Questionnaire

A couple things before we start:
Please un-check any areas that don't apply to your organization.

☒ We have our own space/facility

☒ We manage ticket sales

☒ We put on performances

☒ We put on exhibits

☒ We manage ongoing public programs.

☒ We provide grants

Begin Assessment »

1. This will take about an hour.
We've designed the initial assesment to be completed in one sitting, however if you need to step away, we'll save your place and all the info you've entered.

2. You should be a one of the bosses.
Some of the info you'll need will be about finances and other internal procedures, so it's best if this questionnaire is completed by a leader of your organization.

3. We don't have all the questions.
We've tried to create a comprehensive structure for you, however every organization is different. We've tried to make it easy to add info specific to your situation that you may want to keep track of.

Arts
READY

Josh McDonnell @ Ohno Opera Company

SettingsAdminLogout

DASHBOARDASSESSTO DOOUR CRITICAL STUFFLEND A HANDGET HELPLIBRARY

Readiness Assessment

Assessment is 37% complete

5/10 answered in People Resources

People ResourcesFinances & InsuranceTechnologyProductionsTicketing & MessagingFacilitiesProgramsGrantmakingExhibits

answer

not applicable

Ready means you keep your organizational chart in such a way that it can be accessed, no matter what happens.

Preparedness:

☐ not ready

☐ needs work

☐ ready

☐ unknown

Priority:

☐ critical

☐ non-critical

☐ unknown

save answer

Please rate the priority and preparedness of this topic for your organization.

Learn more about this topic

Make it a point to update your organizational chart to reflect the most current chain of command and alternate structures should one or more of the executive staff be incapacitated.

See how others answered this question.

answer

not applicable

Ready means your stakeholder contact lists are recently updated offsite.



Readiness Assessment

Assessment is 37% complete

1/10 answered in Productions

People Resources

Finances & Insurance

Technology

Productions

Ticketing & Messaging

Facilities

Programs

Grantmaking

Exhibits

☒ We put on performances

answer

Ready means your productions are documented sufficiently that, if one or more of your key people were suddenly absent, the show could still go on.

[not applicable](#)

answer

Ready means you keep your current production schedule in such a way that it can be accessed, no matter what happens.

[not applicable](#)

answer

Ready means your current contracts with artists and vendors are stored in a way that they can be accessed, no matter what happens.

[not applicable](#)

answer

Ready means you have documented policies in place so that if one of your productions had to be suddenly delayed or cancelled, your staff can successfully negotiate the change.

[not applicable](#)

answer

Ready means if you tour or perform offsite, you have plans in case something occurs offsite (transportation problems, medical issues, etc.)

[not applicable](#)



Print




Email



Share

[Continue to Ticketing & Messaging »](#)

Action Items ("To Do" List)















Josh McDonnell @ Ohno Opera Company

SettingsAdminLogout

DASHBOARDASSESSTO DOOUR CRITICAL STUFFLEND A HANDGET HELPLIBRARY


Filter

To Do List

ITEM	ASSIGNED TO	UPDATED	DUE	STATUS	PRIORITY
Select, train and document authorized signatories 	Unassigned	CREATED 2/24/2011		IN PROGRESS	Non-critical
Pas mattis consectetur purus sit amet fermentum curabitur 	Unassigned	CREATED 2/24/2011		NOT STARTED	Non-critical
Pas mattis consectetur purus sit amet fermentum curabitur 	Unassigned	CREATED 2/24/2011		NOT STARTED	Non-critical
Pas mattis consectetur purus sit amet fermentum curabitur 	Unassigned	CREATED 2/24/2011		NOT STARTED	Non-critical
Pas mattis consectetur purus sit amet fermentum curabitur 	Unassigned	CREATED 2/24/2011		NOT STARTED	Non-critical
Pas mattis consectetur purus sit amet fermentum curabitur 	Unassigned	CREATED 2/24/2011		NOT STARTED	Non-critical




ADD ANOTHER ITEM

Assigned

Due 

Non-critical

Add

 Print  Email  Share

Community Feedback

- Try to keep assessment short (can be completed in one hour)
- Know that the system will contact users to renew subscriptions annually and that this is also a good time to remind them to revisit their old data.
- Allow users to designate more frequent (bi-annual) 'time to review' reminders from the ArtsReady system.
- Make the assessment easy to share (printable?) with other colleagues.
- Allow users to designate what dates they want their review to occur on. Default will be one year from initial subscription set up date.
- Consider ways for users to designate annual updates around their fiscal year end.
- Consider format similar to CDP – both tools are for collecting data and the learning curve could be lessened for those that have already been through CDP.
- Consider a way to make an Action Item delegation email-able to the assignee and trackable by the assigner.
- Consider system reminder when a user has a "TBD" placeholder status for more than 2 weeks.
- Consider allowing for multiple/phased ('internal' and 'external') due dates.
- Consider allowing for not only primary person responsible, but for teams of people.
- Consider the ability to leave a blank status as opposed to TBD with automated reminders keyed to blank fields.
- Consider a priority flag to indicate priority level.
- Make it easy for primary user to notify others when a task is assigned to them

- The Knowledge Base is a good idea!
- Consider ways to make a phone tree SMS/Text-ready
- Enable users to designate how frequently they would want system reminders – some want annual, some bi-annual, some quarterly reminders. Some want the ability to notify weekly, with the option to revise that once the initial planning process is complete.
- Consider prompting this decision-making during the profile set up process and consider linking the date decision to an important date for the organization (e.g. the day my insurance policy expires)
- Make the subscription renewal reminder separate from reminders about updating readiness planning materials.

Use Cases

Assess (Readiness Assessment)

Story

Pauline Protagonist decides to begin a readiness assessment process for the Ohno Opera Company. She logs into her ArtsReady account and begins the **Readiness Assessment**.

Pauline begins by eliminating questions which are not relevant to Ohno. She reads the summary for each section (there are nine sections broken down by **critical function area** including: Productions, Facilities, People Resources, Ticketing & Messaging, Finances & Insurance, Technology, Programs, Grantmaking and Exhibits) and scans the questions in each. She determines she can eliminate all of the “Grantmaking” and “Exhibits” questions. She checks a box on each section to eliminate them from the screen. She then scans the questions in the remaining sections and quickly identifies five questions that are also out-of-scope for Ohno. She checks a box by each question and eliminates it from the screen. When a question is eliminated, it is shaded out. It remains visible but is also visibly de-prioritized. A progress meter indicates that she has answered 0% of the questions.

She begins to work through the questions one by one, indicating 1. how important the question is to the organization, and; 2. how well the organization has already managed it. A few questions she does not understand initially. She follows links on these questions to the **Library** to read a more thorough description of the problem as well as other ArtsReady users’ thoughts on the issue.

As she answers questions, the progress meter advances and action items are added to her **To Do List**. These **Action Items** are given a priority based on Pauline’s answers.

Having taken one pass through the questionnaire, Pauline leaves several questions unanswered pending some “thinking about it.” (The progress meter indicates that she has now completed 87% of the questions.) Another message indicates that she now has **Action Items** on her **Action List** which she can begin working on.

Actions

- ArtsReady Admins should be able to create and edit questions and organize them by section/critical function.
- ArtsReady Admins should be able to create summary text for sections.
- ArtsReady Admins should be able to create **Knowledge Base** sections for each question they create or should be able to link questions with existing KB sections or content.
- Users should be able to mark questions “not applicable”.
- Users should be able to mark entire sections of questions “not applicable” with one action.

- Users should be able to answer a “level of readiness” for each question. Answers include: Ready, Needs Work, Not Ready and Unknown.
- Users should be able to answer a “priority” for each question. Answers include: Critical and Non-Critical. [Not Relevant is not an answer because a not relevant question would be eliminated.]
- Users should be able to see an overall status of their answering process (% complete, # of Questions, # of Answers, # Critical and Relevant, # Not Ready or Needs Work)
- Users should be able to easily get to a **Library** article on a question.
- Users should be able to complete the readiness assessment in about an hour.

Prioritize (Creating, Prioritizing and Assigning Action Items)

Story

Having worked through most of the questions on the ArtsReady **Readiness Assessment** Ohno Opera Company D of O Pauline Protagonist reviews the **To Do List** automatically generated by her answers. She is able to sort her Action Items by **critical function area**, by priority and by completeness (as determined by her answers). On the **To Do List**, there is a summary which lets her easily see how many action items Ohno has and what the breakdown is by priority, section and completeness.

Pauline identifies several **Action Items** she believes should be re-prioritized. She changes their priority accordingly. A few of these she considers totally irrelevant for Ohno and de-prioritizes them to “not relevant.” A few Action Items have a status of “in progress”. These are items generated by questions Pauline answered as relevant (“critical” or “non-critical” priority) but also complete (“ready” level of readiness). She reviews these and either confirms them “complete” or, if additional steps are needed, leaves the status as “in progress.”.

Pauline identifies a few specific readiness issues relevant for Ohno which are missing as **Action Items**. She creates these and gives each new **Action Item** a title and a description and assigns it a priority and a completeness.

Finally, Pauline assigns each **Action Item** to a member of her staff and sets a due date. Most go to Hannah Hero, her associate. Some Pauline keeps for herself and some she leaves “unassigned”.

Actions

- Users should be able to sort Action Items by priority, completeness and critical function.
- Users should be able to change Action Item priority directly on the To Do list.
- Users should be able to create Action Items and assign them a priority and section.
- Users should be able to delete Action Items (by re-prioritizing them as “not relevant”).
- Users should be able to assign Action Items to other Users in their own organization.
- Users should be able to set due dates on Action Items.
- Users should be able to quickly see metrics on Action Items (# of action items, # by completeness, # by priority, # by section, # by user, # by due date)

Act (Starting, Doing and Completing Action Items)

Story

Ohno Opera Company’s operations associate Hannah Hero has been assigned an ArtsReady **Action Item** by her boss, Pauline Protagonist. Hannah’s **Action Item** is “Prepare a Staff Communication Phone Tree”. She finds the **Action Item** on Ohno’s **To Do List** and clicks on it for further description. Its description explains that “in the event of a crisis, an organization must be able to communicate with its staff members to inform them of its plans and ascertain their well-

being.” She follows links from the **Action Item** to pages in the ArtsReady **Library** with more information about the topic. Hannah decides she needs three things to complete the **Action Item**:

1. A phone tree indicating who should call who;
2. A protocol for what approval is necessary to start the phone tree, and;
3. A link to an up-to-date staff phone directory that also includes their emergency contact information (home phone/email and contact person/next of kin name and contact info).

She creates a phone tree off-line in Microsoft Visio and saves it both as a Visio file and as a JPEG image. She uploads both files to the **Action Item** and attaches a note for the Visio file describing what version of Visio is needed to edit it and how to export the image to a JPEG.

Next, she creates a link to Ohno’s own Intranet link for the company directory and saves the link to Ohno’s private **Resource Directory** (she sets the record to “private” to the organization”).

Then she communicates with Pauline and asks her what the protocol for triggering a phone tree should be. Pauline tells her that a phone tree may be triggered for any crisis which shuts down the physical offices of Ohno. A phone tree may only be initiated at the instruction of Pauline or Ohno’s Executive Director. Hannah creates a **Crisis Response Process** and gives it four steps:

1. Determine if the phone tree should be activated (check with Pauline);
2. Get approval from ED or D of O to initiate phone tree;
3. Initiate phone tree;
4. Upon confirming phone tree contacting is complete, inform ED and Pauline.

Finally, she marks the **Action Item’s** status as “complete” and sets a date for it to be reviewed. Because Ohno loses and gains one or two staff members every year, she decides the **Action Item** should be reviewed annually. Ohno’s progress pod updates to show that she has completed an additional **Action Item**. Her progress bar indicates that she is further along in the process.

Actions

- Users should be able to open and read an **Action Item**.
- Users should be able to upload files and attach them to **Action Items**. (Uploaded files should also appear generally in the organization’s “uploaded files” resource page.)
- Users should be able to attach notes to uploaded files.
- Users should be able to attach hyperlinks to an **Action Item**.
- Users should be able to attach notes to attached hyperlinks.
- The system should provide a mechanism to automatically test uploaded hyperlinks on a regular basis.
- Users should be able to create a **Crisis Response Process** as part of an **Action Item** and create steps for it.
- Users should be able to set the completeness status for an **Action Item**.
- Users should be able to set a review date for an **Action Item**.
- Users should be able to generate a print-friendly list of **Action Items**.

Ease On Down the Road (Maintenance)

Story

In summer 2012, Pauline Protagonist receives an email alert from ArtsReady. She hasn't thought much about their ArtsReady **Readiness Assessment** or **Action Items** since they completed it last fall, because things have been running smoothly.

However, the email not only alerts Pauline that the system will auto-pay her annual renewal, using the credit card on file; but asks her if there have been any significant changes in the organization in the last 10 months – personnel, assets, facilities, processes.

Pauline realizes that they've had a turnover of half a dozen board members due to term limits, that several staff members have moved and have new contact information, and that they changed insurance carriers a few months ago.

She logs into ArtsReady and looks at her **To Do List**. They all indicate a status of "complete", but most of the "completed" dates were from summer/fall 2011. She sees that Hannah Hero is ahead of the game, and has already removed the old staff directory and uploaded the new one about a month ago. Pauline removes the old board list and insurance files, and uploads the new ones. They show a new date of July, 2012. She scans the rest of the items on the **To Do List** and all of the uploaded information is still correct. She updates the "complete" dates to July 2012, so that anyone else viewing the list would know that the information had recently been confirmed.

Actions

- Users must be able to setup auto-payment of annual dues for the service.
- Users must be able to configure the system to notify them prior to a re-bill or expiration of their account.
- Users must be able to identify when an **Action Item** has been completed.
- Users must be able to identify an "expiration" for an **Action Item** to trigger automatic notification the **Action Item** should be reviewed.

Knowledge Base

Interfaces

Knowledge Base (“Library”)



Josh McDonnell @ Ohno Opera Company

[Settings](#) [Admin](#) [Logout](#)

[DASHBOARD](#) [ASSESS](#) [TO DO](#) [OUR CRITICAL STUFF](#) [LEND A HAND](#) [GET HELP](#) [LIBRARY](#)

Library article title

[edit article](#)

Praesent commodo cursus magna, vel scelerisque nisl consectetur et. Donec id elit non mi porta gravida at eget metus. Curabitur blandit tempus porttitor. Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus.

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Maecenas faucibus mollis interdum. Cras mattis consectetur purus sit amet fermentum. Nullam id dolor id nibh ultricies vehicula ut id elit. Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus. Maecenas faucibus mollis interdum. Praesent commodo cursus magna, vel scelerisque nisl consectetur et.

Cras mattis consectetur purus sit amet fermentum. Donec ullamcorper nulla non metus auctor fringilla. Sed posuere consectetur est at lobortis. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras justo odio, dapibus ac facilisis in, egestas eget quam. Nullam id dolor id nibh ultricies vehicula ut id elit.

 Print  Email  Share  Create List  Delete List

Comments

Hannah Hero, Ohno Opera Company

January 10, 2011

Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum. Nullam quis risus eget urna mollis ornare vel eu leo. Donec id elit non mi porta gravida at eget metus. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.


Leave your comment

[Submit](#)

this is a tag cloud crisis flooding fire
tornado hurricane fraud riot act of god
rodentia labor



Resource Directory ("My Critical Stuff")



Josh McDonnell @ Ohno Opera Company

SettingsAdminLogout

DASHBOARDASSESSTO DOOUR CRITICAL STUFFLEND A HANDGET HELPLIBRARY

Resource List

Productions

Ticketing & Messaging72%

People Resources

Facilities

Finances & Insurance20%

Technology

Grantmaking

Programs

Exhibits

New Resource List

Add

TITLE	SOURCE	DESCRIPTION	TAGS	DATE
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011
Flooding	ArtsReady	Description	flooding, insurance	Updated 02/27/2011

ADD RESOURCE ITEM

Title

Source

Description

tags

Add

Print

Email

Share

Create List

Delete List

Community Feedback

- Make a good portion (if not all) templates in the knowledge base flexible/editable.
- Provide a simple / customizable MOU, but don't make it a required part of the work flow.
- Prime user reviews/comments to reflect an active use of the resources and encourage more users to do the same. Maybe start with vendors who would have more incentive to provide resources. Make vendor (e.g. crisis recovery vendors etc.) listings "rate-able." Wait until a critical mass of ratings existed before displaying ratings.
- Don't stress over user profile recognition for the comments/shared resources.
- Users do not think that they would receive crisis information most effectively through Tweets – consider ways that they can control the flow of information by choosing what content they receive and how often they receive it (like a listserve). Even a way to flag new information on the site so that when they visit they can distinguish what is new. Twitter is not a popular solution.
- Consider a way for users to see a list of the names of sensitive documents that would be important during a recovery process, but do not assume that all (or any) of the documents on the list would be stored within Artsready.

- Consider creating a best-practices or tips section about how to do successful in-house server back ups and hard copies and/or hard copies.
- Integrate with Guidestar and CDP here since many of the documents in the Resource Directory would be in Guidestar and CDP already.
- Consider a way to make data password protected above and beyond initial log in.
- Further discussion needed about the policy for removing and obliterating old data from the system (e.g. when an account holder cancels subscription etc.)
- Make hosting provider and privacy policy transparent to the community.

Use Cases

Know How (Using the Knowledge Base)

Story

While making her way through her **Action Items**, Ohno Opera Company D of O Pauline Protagonist determines that the Ohno Opera Company needs to do more to prepare for the possibility of a disruptive flood. Specifically, she decides that they need to get more liability coverage with a flood rider, start maintaining an off-site backup of all electronic files and assess the risk of flooding in the company's basement prop storage area.

She browses over to the **Knowledge Base** area of the ArtsReady website to find help on each of these topics. She discovers sections on liability insurance and backups prepared by ArtsReady staff and community members. She reads each as well as the comments attached to each by other ArtsReady members.

The liability insurance tutorial includes a template worksheet in the form of an attached document (prepared by another ArtsReady member) that helps Pauline identify and organize her specific needs before calling a broker. The liability insurance tutorial also links to **Resource Directory** section of the **Knowledge Base** which provides her with a searchable list of local and national liability insurance providers with comments from ArtsReady community members. She selects one she knows and likes and saves the contact record to Ohno's private **Resource Directory**.

The information on backups is more incomplete. It includes some general guidelines and stories of what specific organizations did but does not include a complete end-to-end tutorial. Pauline finds a good network backup vendor outside of the ArtsReady network and organizes a backup routine. Feeling that this knowledge would be valuable to the community, she adds her vendor to the **Library**, updates the backup entry in the **Library** and adds a few comments about her specific situation.

Pauline finds nothing in the **Library** about determining whether or not a facility is at risk for flooding. She finds a local engineering company in the **Resource Directory** section and calls them for information. She subsequently has them perform a site survey and prepare a report. She decides information on this process would be useful to the ArtsReady community, so she creates a page in the **Library** about flooding risk assessment. During the site survey, she makes a video of the contractor identifying the specific risk areas in her building. She uploads this video to her favorite video-sharing service and attaches it to the **Library** page. The system automatically notifies Suzie that a page has been created.

Pauline's additions to the **Library** (pages and comments) are communicated to other ArtsReady users via Twitter and via the ArtsReady listserv on Google Groups. As she makes changes, the ArtsReady Twitter account relates them. Once a week, all of the changes and additions for the week are summarized in a digest email.

Actions

- Users must be able to view page content in the **Knowledge Base**.

- Users must be able to view comment content in the **Knowledge Base**.
- Users must be able to view embedded media content in the **Knowledge Base**.
- Users must be able to view attached document content in the **Knowledge Base**.
- Users must be able to create and edit page content in the **Knowledge Base**.
- Users must be able to add comments to pages in the **Knowledge Base**.
- Users must be able to create and edit resource content in the **Knowledge Base**.
- Users must be able to embed media and attach documents to pages in the **Knowledge Base**.
- Users must be able to “copy” (link) relevant information in the general **Knowledge Base** to their organization’s private **Resource Directory**.
- ArtsReady Admins should be notified when new public pages are created in the **Knowledge Base**.
- ArtsReady Admins must be able to restore previous versions of content.
- The system must automatically generate Twitter updates when content changes take place.
- The system must automatically generate a weekly digest email summarizing all content changes that took place during the week.
- User must be able to request to change their file from public to private (if they made a mistake or change their mind).

What We Need, When We Need It (Resource Directory)

Story

During the course of the Ohno Opera Company’s readiness assessment process, Pauline Protagonist identifies several documents she believes needs to be stored in the ArtsReady service for quick and reliable recovery in the event of a crisis. These documents include:

1. insurance policies;
2. a crisis response phone tree;
3. full contact information including next-of-kin for each staff and board member;
4. a spreadsheet with all of the organization’s logins, passwords and bank account information;
5. copies of the organization’s budgets, 990s and cash-flow statements for the prior 10 years, and;
6. summaries of active and pending grants.

Pauline has her associate Hannah Hero coordinate with the rest of the organization to put together the contact list, phone tree, budgets, 990s, audits, cash flow statements, insurance policies and grant summaries. Hannah uploads these documents to the ArtsReady service. Pauline reviews the documents on ArtsReady to ensure what Hannah uploaded is accurate and complete.

Because it is sensitive, Pauline assembles the spreadsheet of usernames, passwords and bank account information herself. She uploads it to ArtsReady and restricts it so that only she and one other person can access it.

Pauline then reviews each of the uploaded documents and categorizes it based on the **Nine Critical Functions**. At the completion of this process, she has a list of all documents in her private **Resource Directory** and an option to print out this list and all related documents as a PDF which she can put in a notebook and store off site.

Pauline thinks that Hannah did a killer job on the phone tree and decides that it would be useful for other members of the ArtsReady community as a template. She asks Hannah to remove a few sensitive entries and share it. Hannah makes the changes, Pauline reviews and approves them and Hannah publishes the document to the ArtsReady service.

Actions

- A user must be able to upload documents.
- A user must be able to restrict access to documents to users by user role.
- A user must be able to restrict access to documents to only members of their organization.
- Uploaded documents should, by default, be accessible to all users in the organization of the uploading user.
- An uploaded document may be subjected to a review workflow in which one or more users may certify the document as reviewed.
- A user must be able to copy a document as a “document template” and redact sensitive information.
- A user must be able to publish a “document template” to the ArtsReady community.
- A user must be notified of how much storage space is available on an ongoing basis and warned if they are getting close to exceeding their limit, including an option to purchase extra storage space if we decide that’s a paid service we want to offer.
- The system should send an automated reminder to the user annually to update information and delete outdated info.
- The system should generate a list of all files in an organization’s Resource Directory.
- A user must be able to tag and filter files in their Resource Directory based on Critical Function
- A user must be able to print the Resource Directory list and individual documents that are part of the Resource Directory

Battle Buddies

Interfaces

The **Battle Buddies** feature offers the following interfaces:

1. Profile/Battle Buddy Locator Page
2. Dashboard/BB Network Log
3. Crisis Console

Battle Buddies

ArtsReady - Ohno Opera Company - Battle Buddies

[http://artsready.org/buddies](#)

ArtsReady Ohno Opera Company
Hannah Hero

[Action Items](#) | [Resource List](#) | [Knowledge Base](#) | [Battle Buddies](#) | [RESPOND](#) | [Logout](#)

Battle Buddies

☐ OFF ☒ IN DISTRESS

Your Battle Buddies

Battle Buddy	Address	Distance	Resources	Needs	Activity	Status
RUHOH REP THEATRE	8000-20 Rt. 100, Ruhoh, MN	~30 miles	stage, rehearsal, shop, personnel	STORAGE	4/21/09 added	IN DISTRESS
Arg Alliance for the Arts	7123 Super Hwy Suite 300, Ohno, MN	<1 mile	offices, storage, personnel, funding	A'OK	4/16/09 added	active
Whoopsie Warehouse Gallery	1 Town Square, Whoopsie, MN	~13 miles	storage, shop, exhibit	A'OK	4/21/09 added	active
Boomtown Ballet	123 Main St., Boomtown, MN	~50 miles	rehearsal	A'OK	12/20/10 added	active

Find Battle Buddies

Your Available Resources

Resource	Description	Availability	Visibility	Active	Activity
Rehearsal Space	100' x 20' sprung floor rehearsal room	generally	public	no	10/03/09 created edit
Prop Storage	1000 cubic feet basement storage	generally	battle buddies	no	7/14/10 created edit
Office Workspace	2-3 desks w/ computers	possibly	battle buddies	Ruhoh Rep 1/15/11	7/14/10 created edit
Personnel	accountant, counsel, house manager	possibly	limited	no	12/20/10 updated edit

Add a Resource

Critical Function	Resource	Description	Availability	Visibility	
ticketing & messaging	box office	<input type="text" value="description..."/>	generally	public	Add

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Activating "In Distress" state is a two-step process. The switch must be pulled and then the button pushed.

Users can enter a resource by typing or by using the drop-down controller. Resources picked by typing are auto-completed.

ArtsReady - Ohno Opera Company - Battle Buddy Network

← → × ↗

http://artsready.org/buddies/network

Q

ArtsReady


Ohno Opera Company
Hannah Hero

[Action Items](#) | [Resource List](#) | [Knowledge Base](#) | [Battle Buddies](#) | [RESPOND](#) | [Logout](#)

Battle Buddy Network

Search for Battle Buddies

Distance	Resource	Need	Status	
50mi ▾	organization can offer... ▾	organization might need... ▾	available ▾	Find



Organization	Distance	Resources	Needs	Status	
RUHQH REP THEATRE	~30 miles	stage, rehearsal, shop, personnel	STORAGE	IN DISTRESS	ASSIST
Arg Alliance for the Arts	<1 mile	offices, storage, personnel, funding	none listed	buddy	
Whoopsie Warehouse Gallery	~13 miles	storage, shop, exhibit	storage, offices, exhibit	buddy	
Boontown Ballet	~50 miles	rehearsal	rehearsal	PENDING BUDDY	Approve
Ohno Off Broadway	<1 mile	none listed	rehearsal, stage	available	Add
Dough Dance Co.	~5 miles	rehearsal, office	stage, rehearsal	available	Add

Battle Buddy Network Updates

Organization	Status	Update	Date
Ohno Off Broadway	available	Joined Battle Buddies Network. Thanks!	1/17/11
Ruhoh Rep Theatre	IN DISTRESS	Thx Arg! No longer need storage	1/16/11
Arg Alliance for the Arts	buddy	STORAGE given to Ruhoh.	1/16/11
Ruhoh Rep Theatre	IN DISTRESS	Massive Flood! Need STORAGE for Props, Costumes. Help!	1/15/11
Dough Dance Co.	available	Joined Battle Buddies Network. Thanks!	1/12/11
Ruhoh Rep Theatre	buddy	Ruhoh Rep: water main work, temp. closed, happy new year!	1/3/11

Send a Battle Buddy Network Update

Send network update...

Report

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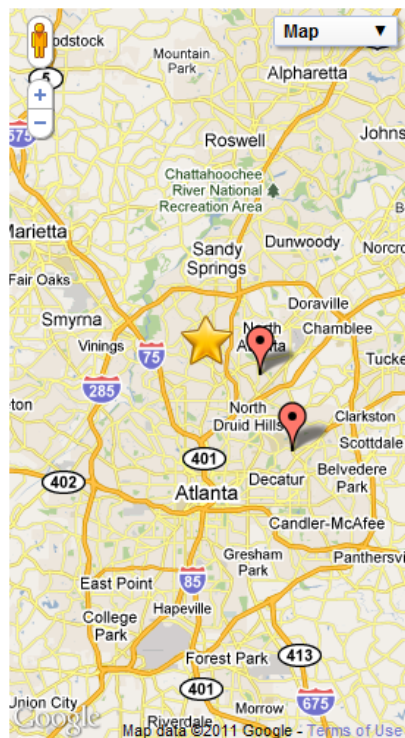
Battle Buddy Network

Crisis Mode: ON

De-activate

Lend a Hand

Find Help



2 Nearby Organizations in Need

Show buddies within 50

miles looking for

Any Help

Filter



954 Dance Movement Collective

4 miles away: 954 North 8th Street

Current needs: Prop storage and personnel

Last update: Thanks so much for everyone's response...



Abington Art Center: The Pavilion

4 miles away: 954 North 8th Street

Current needs: Prop storage and personnel

Last update: Thanks so much for everyone's response...

What You Can Offer

Office Space

We've got 2 extra desks at our office on Peach Tree Street. We can provide internet and phone ac...

(edit)

Prop Storage

We've got about 4"x5" free in our storage locker. We've also got a pickup if you need help moving...

(edit)

Office Space

We've got 2 extra desks at our office on Peach Tree Street. We can provide internet and phone ac...

(edit)

Add a Resource

Resource Type

Office Space

Details

Add



Battle Buddy Network

Crisis Mode: **ON**[De-activate](#)[Lend a Hand](#) [Find Help](#)

Academy of Vocal Arts: Helen Corning Warden Theater
954 North 8th Street
Atlanta, GA 30329

Academy of Vocal Arts: Helen Corning Warden Theater

Jim Johnson (Director)
(404) 330-6000
info@academy-of-vocal-arts-helen-corning-warden-theater.org

[Add as Buddy](#)[Message](#)[Block](#)

What They Need

No current needs posted...

What They're Saying

04/11/11

Thanks for everyone's help!

It looks like we're all squared away now, however we know that many of our friends in the Atlanta area are still being affected by the aftermath of the flood. We encourage everybody to [look at the work the Red Cross](#) has been doing and see if there's a way you can get involved.

- Janie

04/10/11

We're still looking for a place for our intern, Matt, to stay.

His apartment has been completely destroyed by water damage. He's looking for a place to crash for the next few days while he looks for something more permanent.

- Janie

[view all posts »](#)

What They Can Offer

Prop Storage

We've got about 4"x5" free in our storage locker. We've also got a pickup if you need help moving anything...

[request help](#)

Office Space

We've got 2 extra desks at our office on Peach Tree Street. We can provide internet and phone ac...

[request help](#)

Personnel

Our expert accountant, Sarah, is available for a few hours of consulting over the phone. She has tons of experience...

[request help](#)



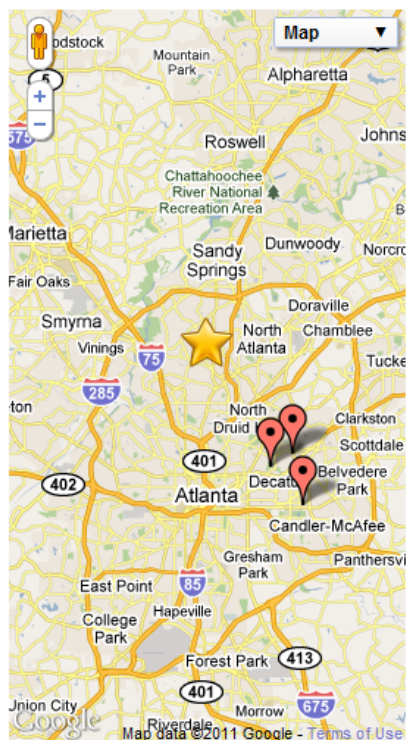
Battle Buddy Network

Crisis Mode: ON

De-activate

Lend a Hand

Find Help



3 Nearby Organization Who Can Help

Show buddies within miles offering

Filter



Academy of Vocal Arts: Helen Corning Warden Theater

4 miles away: 954 North 8th Street

Current offers: [Prop storage](#) and [personnel](#)



Act II Playhouse

4 miles away: 954 North 8th Street

Current offers: [Prop storage](#) and [personnel](#)



Amaryllis Theatre Company: The Playground at the Adrienne

4 miles away: 954 North 8th Street

Current offers: [Prop storage](#) and [personnel](#)

What You Need

Personnel

We're looking for 2 volunteers to come help us run the box office this Saturday and Sunday 10 am to 2 pm. [\(edit\)](#)

Transportation

A large generator has been donated, however it is 40 miles from our office. We need someone to help us tr... [\(edit\)](#)

Add a Need

Resource Type

Details

Add

Crisis Response Console (Wireframe)

ArtsReady - Ohno Opera Company - Crisis Response Console

http://artsready.org/respond

ArtsReady

Ohno Opera Company
Hannah Hero

Action Items | Resource List | Knowledge Base | Battle Buddies | RESPOND | Logout

Crisis Response Console

OFF All Clear

Send crisis update...

Report

Crisis Log

Organization	Update	Date	?
Ohno Opera Co.	Thx Argl No Longer Need Prop Storage, Office Space.	1/16/11	
Arg Alliance for the Arts	We can provide Prop Storage, Office Space. Call Ruth 555.555.1212. Good luck.	1/16/11	
Ohno Opera Co.	Need Prop Storage, Office Space, Information	1/15/11	
Ohno Opera Co.	Massive flood. Basement under 18in. Power out. Thanks Muni Water! (ruptured main)	1/15/11	
Ohno Opera Co.	Is now IN DISTRESS	1/15/11	

Your Needs

Resource	Description	Status	Provider	Activity	?
Prop Storage	200 cubic feet props, costumes	Provided	Arg Arts Alliance	1/16/11 updated	edit
Office Workspace	2 desks w/o computers	Provided	Arg Arts Alliance	1/16/11 updated	edit
Information	lawyer experienced with claims against...[more]	Needed	None	1/15/11 created	edit

Add a Need

Critical Function	Resource	Description	?
ticketing & messaging	box office	description...	Add

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De-activating "In Distress" state is a two-step process. The switch must be pulled and then the "All Clear" button pushed.

Community Feedback

- Make a general MOU template available in the knowledge base, devise an automated 'renewal' option so that organizations can make sure MOUs are still valid from year to year. MOU could read more like a code of ethics if it would make it more useful.
- Battle Buddies will be used to recognize surplus capacity, as well as, to request resources in times of need!
- Battle Buddy relationships should be encouraged in situations outside of crisis mode – build relationships way in advance.
- Organizations might have to consider insurance implications before offering their facilities.
- Create a 'mid-level' designation below 'in-distress' and above 'normal' (in recovery? recovering?).
- Users should be able to forward messages to other staff/volunteers about either their assignments as a battle buddy, or resources they've been offered by a battle buddy
- Not everyone is clear that "in distress" can refer to a minor crisis as much as a large-scale emergency. Consider the language here.

Use Cases

Best Buddies (Building a Battle Buddies Network)

Story

As part of her readiness assessment process, D of O Pauline Protagonist decides to put the Ohno Opera Company into a **Battle Buddies** network.

She begins by assessing what surplus capacity Ohno has that they could provide to other organizations in the event that their businesses were disrupted. Ohno recently did a major IT upgrade, so they have additional PCs and networking bandwidth. Additionally, Ohno builds their costumes, sets and props in-house, so they have both shops and a large inventory of existing materials. Finally, Ohno has on-site rehearsal spaces and a stage, and Pauline has worked at other nonprofits and could help pitch in if a buddy is short of staff during a crisis.

Pauline creates a **Battle Buddies** profile for Ohno and identifies all of these as resources they could possibly provide. She considers Ohno's policies and schedule and determines that Ohno will be more than happy to liberally share old costumes and props and rehearsal space. In the description for each of these resources, she makes a note that they are usually available. Stage time is a much more precious commodity and sets are frequently re-used and fragile, so she indicates in its descriptions that availability of this resource is subject to Ohno's own use and schedule.

She then reviews the list of available **Battle Buddies** in her region. Pauline identifies a few organizations she is familiar with and selects them to become Ohno's **Battle Buddies**.

She then emails or calls her counter-part at each of the other organizations and asks them to confirm her as a **Battle Buddy**. Each agrees to do so and goes into ArtsReady and approves the **Battle Buddy** election.

Actions

- User must be able to elect a Battle Buddy.
- User must be able to confirm another organization's election of their organization as Battle Buddy.
- User must be able to identify available resources.
- User must be able to attach a comment or description to each resource.
- User must be able to find and see organizations in their geographical area (ala cultural asset mapping) and see what resources they have available.
- Users must be able to document their reciprocal agreements in ArtsReady.

Big Brother (Regional Responders)

Story

Ronnie Reggione is a coordinator with the Arg Arts Alliance, a regional arts service organization for the five counties of the Arg Valley region. Among other things, Ronnie is responsible for assisting AAA member organizations when they experience a crisis. AAA is a sponsor in the ArtsReady system; they pay a sponsor fee annually to subsidize up to 30 constituent organizations to subscribe to ArtsReady at the lower rate, and as part of this sponsorship AAA receives a Regional Responder account on the ArtsReady service. As a result, she is automatically a Battle Buddy of every organization in AAA's region that is an ArtsReady subscriber. She uses the ArtsReady Regional Responder Dashboard or the RSS version of the Battle Buddy Network Status feed to monitor the statuses and reports of the ArtsReady members in region. Ronnie also has limited administrative access to the ArtsReady service and is able to add sponsored

organizations directly and view the Needs and Available Resources of every subscribed/sponsored organization in her region.

When a sponsored organization in ArtsReady and in her region reports a crisis, Ronnie is able to help facilitate response by both ArtsReady members and organizations not part of the service. As she can see the resources available from all organizations, Ronnie can link organizations in crisis with organizations who are able to help them who may not already be a Battle Buddy of the organization in need or who may not even be in the ArtsReady system at all such as the local community foundation or artist recovery organization.

Ronnie may also act on behalf of an organization who is not able to access the ArtsReady service due to a disruption stemming from a crisis. Ronnie may post status messages (including requests for help) on behalf of an organization at any time. With the organization's permission [how would this permission be granted? Before and/or after a crisis hits?], Ronnie may also access private information from the organization's private Knowledge Base or Resource Directory. (This access may be restricted by a secret code, if desired by the organization.) Ronnie's access to this information is carefully audited, so that the organization is able to identify exactly what Ronnie looked at and didn't look at.

Finally, when an organization in her region who is not currently sponsored and therefore not in the ArtsReady service reports a crisis, Ronnie can add that organization to ArtsReady directly, place it in a Battle Buddy network and begin coordinating assistance on its behalf from other ArtsReady members. Later, when the crisis has passed, AAA will work with that organization to formalized their ArtsReady subscription and, if this exceeds AAA's sponsored organization total, AAA and ArtsReady administration will work together to revise AAA's sponsor fee.

Actions

- Regional Responder users must be able to view the status, needs and available resources of all sponsored organizations in their Region in a unified interface.
- Regional Responder users must be able to post status updates on behalf of sponsored or unsponsored (new) organizations in their region.
- Regional Responder users must be able to easily access all non-private documents in the knowledge base and resource directories of sponsored organizations in their region.
- Regional Responder users must be able to, with organization's permission, access private documents in the knowledge base and resource directories of sponsored organizations in their region.
- Organizations must be able to place a Regional Responder Access Code on their private information to prevent Regional Responders from accessing their private documents without their permission [this is an opt-out option, I think an opt-in option is safer].
- Regional Responder users must be logged and audited when accessing private documents for an organization.
- Regional Responder users must be able to add organizations to ArtsReady directly.
- Regional Responder users must be able to add organizations to Battle Buddy networks directly.

Fan = Hit (Responding to a Crisis)

Story

Hurricane Candide passes directly over the Ohno Opera Company's facilities and, as they anticipated, their lower levels are flooded. This affects their rehearsal space and prop storage areas as well as creating a mold situation that affects the entire building. (Due to arrangements the company made during their crisis preparedness work, they do not lose power and are able to work out of the offices in the facility.)

D of O Pauline Protagonist logs into the ArtsReady system via the website, goes to Ohno's private **Resource Directory** and retrieves Ohno's insurance provider contact information and the "flood response plan" that she prepared

with her associate, Hannah Hero. Hannah contacts the insurance company to file a claim while Pauline – following the plan – determines that continuity of business is possible, but that certain steps will have to be taken to make it happen. She determines that the production currently in rehearsal will need outside rehearsal space for the week, that storage will have to be found for the props (which were moved onto the stage during the flooding) and that a professional cleaning company with mold-abatement skills will have to be found.

Pauline returns to the ArtsReady website and registers Ohno as **In Distress** and provides a quick summary of her situation and needs. Since she has chosen to make her crisis “public” (instead of notifying some or all of her Battle Buddies, her status change and needs are communicated to both the ArtsReady Listserv and the the ArtsReady Twitter feed.

Pauline reviews her **Battle Buddies** on the ArtsReady service and looks for those that have listed rehearsal space and storage as a service they are able to provide. Of her four Battle Buddies, two have rehearsal space, but one of these is also listed as **In Distress**. She sends an email to her **Battle Buddies** contact at the other, the High Dry Hill Performing Arts High School. He responds and lets her know that she is welcome to use their rehearsal space for the week. She updates her **In Distress** needs and removes rehearsal space, and notifies key individuals at Ohno what resources can now be accessed.

Pauline is unable to find a **Battle Buddy** with the space to store Ohno’s props, so she uses the public ArtsReady’s **Resource Directory** to find a storage facility outside of the hurricane impact zone. She identifies one fifty miles away and books a space. She updates her **In Distress** needs to remove prop storage and add transportation.

None of Ohno’s **Battle Buddies** list transport as a service they can provide, but another local ArtsReady member – the Little Library Literary Society – see’s Ohno’s status change on the ArtsReady Twitter feed (the entire network was notified when Ohno went **In Distress**) and offers its bookmobile to transport the props. Pauline accepts and updates her **In Distress** needs to remove transport.

Pauline uses the public ArtsReady **Resource Directory** to find a cleaner with a mold-abatement specialty. She is happy with their quick and arts-conscious work (they are fully apprised of the AGMA rules related to mold) and leaves a comment on their record in the **Resource Directory**.

Finally, after everything settles down, Pauline takes Ohno out of **In Distress**, sends fruit baskets and comp tickets to HDHPAHS and LLC, adds LLC as a **Battle Buddy**. Two weeks later, the system triggers a message to her, inviting her to document her story in the ArtsReady **Knowledge Base** for the benefit of the rest of the community.

Sub-Use Case #1

When Pauline hears about storm warnings on the radio Saturday, expected to hit Sunday night, she logs onto ArtsReady from her home computer. She goes to Ohno’s private Resource Directory and accesses the “Facility Preparation” document they created earlier using an ArtsReady template. Four people have pre-assigned tasks to go to their facility and weatherproof it. She contacts three of them through personal email/cellphones. One is out of town at a wedding so their responsibilities are assigned to one of the three available staff. After carrying out the tasks, each calls back to report completion to Pauline.

Sub-Use Case #2

Ohno is premiering a newly commissioned opera. An activist group feels that content in the opera is politically charged and responds with both a public call for boycotting the production, and cyberhacks Ohno’s website, putting up their own messages. Pauline calls an emergency meeting with senior staff. The IT Director is given additional budget resources to bring in expertise to block out the hackers (perhaps “emergency IT resources” are listed in the ArtsReady public Resource Directory?) They craft messages and assign Mollie Marketing as the official spokesperson, deploying their crisis communications plan which is stored in ArtsReady. Pauline registers Ohno as “In Distress,” requesting statements from

fellow organizations about the importance of presenting and seeing new work. Suggestions from Buddies flow in and Ohno adopts many of them, including a suggestion to hold panels with speakers knowledgeable about different sides of the issue after several of the scheduled performances.

Actions

- Users must be able to easily log into the website after a crisis (assuming internet is working).
- Users must be able to log into ArtsReady from a mobile phone, or a new computer (assuming a connection is available).
- Users must be able to quickly locate resources and stored documents in their organization's private **Resource Directory** or the general ArtsReady **Knowledge Base**
- Users must be able to register their organization as **In Distress** and identify their specific needs.
- Users must be able to adjust their needs and de-activate their **In Distress** status as their situation changes.
- Users must receive an automated message two weeks after de-activating **In Distress** status, with a friendly checkin, and asking them to submit their story.

Administration

Interfaces

Use Cases

Playing God (System Admin Tools)

Story

Suzie Staff is an ArtsReady Administrator. She is responsible for maintaining the content on the ArtsReady site, communicating with users and the community and troubleshooting problems. She works closely with South Arts and the Fractured Atlas development team.

One of Suzie's responsibilities is providing statistics to the National Coalition for Arts Preparedness and the ArtsReady funders about engagement of the site by members and the community. To do this, she generates reports of: user membership, member and public use of the site (via Google Analytics) and member use of specific features (like Battle Buddies). She generates these reports as CSV files and imports them into Excel to make them look really good. She tracks completion rates and may need to qualify, or find a way to have qualified, the plans users create so that funders know who is "ArtsReady."

Another of Suzie's duties is informing members and the public about changes to ArtsReady and surveying them for input. The system provides her with the ability to export lists of members as CSV files. She takes these and uses a third-party mass mailing system to prepare and send the emails and a third-party survey system to conduct surveys.

Suzie is also responsible for content discipline. Whenever content is created or edited on the public portion of the site (the **Library**), Suzie is notified. She then has the opportunity to review the content and make any edits necessary. She also creates and edits primary content sections of the Website (e.g. contact us, about us, FAQs, privacy policy etc.).

The system automatically contacts users whose accounts are about to expire (at 60, 30, 15 and 10 days out) about their auto-renewal. Suzie receives an auto-generated report of email bounce-backs so that she can follow up with the organization's second contact. Suzie is able to see a list of users in this category and she is responsible for following up with non-responsive parties to ensure they are aware of the expiration. When necessary, Suzie is able to create, edit or deactivate any user account manually.

The fun part of Suzie's job is maintaining the **Readiness Assessment**. She is responsible for creating questions and the action items associated with them. As necessary, she creates or edits questions, and creates, edits and assigns action items associated with them.

Actions


- ArtsReady Admins must be able to view, create, edit and delete all ArtsReady user accounts.
- ArtsReady Admins must be able to create reports of membership information including a list of all user accounts and export these reports as .csv files.
- ArtsReady Admins must be able to create reports of system use by members and the public and export these reports as .csv files.
- ArtsReady Admins must be able to use Google Analytics or a similar system to track use of the site.
- ArtsReady Admins must be able to create and edit "primary content" sections of the website such as pages for "contact us," "about us," "website FAQs" and "privacy policy".

- ArtsReady Admins must be able to identify users whose accounts are about to expire.
- The system must be able to send automated emails (e.g. lost password requests, subscription renewals, lost ID, notice of a change to account information)
- ArtsReady Admins must be notified when any new public articles are created in the **Library**
- ArtsReady Admins must be able to create **Readiness Assessment** questions and **Action Items** associated with them.

Public Versions

Interfaces

Public Dashboard



[Login](#) [Join](#)

[ABOUT](#) [TOUR](#) [FAQ](#) [LINKS](#) [CONTACT](#) [GET ARTSREADY](#) [LIBRARY](#)


ArtsReady Library

Featured Library Article

MARCH 5, 2011

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Duis mollis, est non commodo luctus, nisi erat porttitor ligula, eget lacinia odio sem nec elit. Aenean eu leo quam. Sed posuere at lobortis. Aenean lacinia bibendum nulla sed consectetur.

This is meant to be a leader to draw people in.



Library Article Title

FEBRUARY 26, 2011

Another Library Article Title


FEBRUARY 19, 2011

And Yet Another Library Article Title Goes Here

FEBRUARY 12, 2011

Are you ArtsReady?

[Join Today](#)



About ArtsReady

Plan for "what if" instead of "why me." The fire. The flood. The storm. The broken pipes. The break-in. The disaster. The unforeseen happens too often. The unexpected, once-in-a-lifetime, won't-happen-to-me, I-don't-want-to-talk-about-it-possibility, happens.

Features for Members

Assess the readiness of your organization

Prioritize actions that your organization can take to become more ready

Take action. Assign staff, create deadlines, store readiness information (up to X GB of storage)

Post your own stories and calls for help

ArtsReady is a project of:



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Mobile Interface

Community Feedback

- Consider SMS version of phone tree document, so that messages could be sent via mobile rather than traditional calls.
- Not all folks trust the mobile app or have the technology to access it, but many who do have the technology believe it would be helpful in smaller scale situations where mobile service is not compromised.
- Consider designing so that you would need a smart phone to access the app, but you would not need a smart phone to receive messaging from someone using the app.
- Consider registration able to be completed via a smart phone and a mobile-version of the site.
- In the Resource Directory, perhaps consider setting up a group email for select notifications.

Use Cases

We're Not Here Right Now (Responding to a Crisis via Mobile)

Story

Ohno Opera Company D of O Pauline Protagonist and her associate Hannah Hero need to respond to a crisis that has forced them out of their offices and away from PCs. They log into ArtsReady service using their iPhone and Android mobile devices.

Hannah browses to their organization's private **Resource Directory** and reviews a mobile-formatted version of their crisis response phone tree document. Pauline has authorized triggering the phone tree so Hannah, clicking on the numbers on her PDA to call people, sets the call tree in motion. One person cannot be reached by phone, so when Pauline finds out, she emails a message to this person on both their work and personal emails, again clicking on links on her PDA.

Pauline browses to the **Battle Buddies** service and registers Ohno as **In Distress** and retrieves contact information for Ohno's **Battle Buddies** which have surplus office space.

Actions

- Users must be able to log into the ArtsReady service via a mobile device (at least iPhone and Droid-style Android devices)
- Users must be able to access information stored in an ArtsReady **Resource Directory** and **Knowledge Base** via a mobile device.
- Users must be able to register an organization as **In Distress** using a mobile device.
- Users must be able to review **Battle Buddy** resources and status using a mobile device.