# Ops Portal - Information for Knowledge Base

## Short Description of Service

The Ops Portal site serves as a web-based repository for store-relevant information to be consumed primarily by store staff via computers/tablets in-store. Its contents are managed via a content management interface by content managers located at head office.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Configuration Item | | | Service |  | | Technical Service |  | | Configuration Item |  | | |  |  | | --- | --- | | Priority | | | Single User issue | 2 - low | | Multiple user degradation | 2 - high | | Full site outage | 2 - high | |

## Requests

### How is this requested?

Via telephone

* Will be referred to by store staff as “The Ops Portal” on the back office computers. (And on store tablets in the future.)

### Who Fulfills the requests?

The store-facing site does not using profiles, so no user administration will be required.

The administrator interface does use profiles, but those are managed exclusively by the developers (listed below) for now.

## Support

### Who supports this if it breaks?

*Network issues*

* [ whoever normally supports network issues at the stores ]

*Application/Content issues - Assign to* ***IT - Digital Content Support***

Direct contacts

* **Brent Garner**  
  [brent.garner@fglsports.com](mailto:brent.garner@fglsports.com)  
  Developer, Head Office
* **Megha Jyoti**  
  [megha.jyoti@fglsports.com](mailto:megha.jyoti@fglsports.com)  
  Developer, Head Office
* **Rob Petrollini**  
  [rob.petrollini@fglsports.com](mailto:rob.petrollini@fglsports.com)  
  Communications Manager, Operations

## Troubleshooting

Treat this like you would any website that is normally accessed from the store computers on the internal network.

|  |  |
| --- | --- |
| **Current URLs** | <http://opsportal.storeapps.fglsports.dmz/>  <http://bts.opsportal.storeapps.fglsports.dmz/> |
| **Future URL** | TBD |
| **Recommended Browser** | Chrome for PC /Tablet |
| **Accessibility** | Internal FGL only |

If the site appears to be working, but a user is saying they “can’t find” specific documents/information, then the issue should be assigned to ***IT - Digital Content Support***.