Meeting Minutes

# Wednesday, March 30, 2016

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| Start Time |  | 3:31 p.m. |
| Members |  | Bonnie Elliot  Justin Goulet  Kelly Murphy |
| Adjournment Time |  | 4:35 p.m. |

## Purpose of Meeting

*To discuss possible methods of communication through software services, priority of module development, and “kick-off” project initiatives*

**Minutes:**

Discussed current project state

* + Communication Management Plan
    - Agreed on supported communication methods
      * Not using Slack, but we are going to try Asana
    - Document storage possibilities throughout course project
      * Discussed Sharepoint and MS OneDrive
      * Agreed on MS OneDrive for sharing project documents
      * Documents must be named with last modified date in title

Discussed Stakeholder Register

* + ActiveNet Permissions vs. Users
    - Agreed that ActiveNet permissions will determine the relevant stakeholder because user permissions change between staff often.
    - Discussed different possible roles
      * See updated [Stakeholder Register](../../../../../../_layouts/15/onedrive.aspx#id=%2Fpersonal%2Fjustin%5Fgoulet%5Fcarlsbadca%5Fgov%2FDocuments%2FActiveNet%20Trainer%2FProject%20Documents%2FPlanning%2FUpdated%20Week%20Of%204%2D4%2D2016) for roles

Reviewed Project Content

* + Customer Module
    - Stakeholders are not going to be able to “Create” customer accounts, according to City of Carlsbad Policies. They will only have the ability to edit existing ones.
      * It should still be mentioned within the training system what to do when a patron does not have an account with us prior to registering for an activity or reservation.
      * Specifically, stakeholders will be shown how to search, modify and manage families of information and edit the corresponding content.
  + POS Module
    - Should be the first module to complete. Due date by the end of May so the project team has a sufficient testing period.
  + PCI Module
    - PCI Module needs to be incorporated. Without PCI Certification, staff will be unable to process credit cards and other electronic payments.

Discussed Possible Provided Training Tools

* + ActiveNet may be providing training tools in the near future. In order to see if they are useful, we are going to work solely on one module, the POS so we do not waste more time than needed.
    - The creation of one module would allow us to see how useful the materials are from the vendor and will allow us to integrate some for their tools, if needed.
    - Add to Risk Register

Recalled Scalability

* + We want to make an easy adjustment for other systems to be added in the future. This project will be a framework for getting that setup so creating additional materials in the future will be easy and well structured.

Discussed Support Options

* + For assistance during the training process, or creation of project, we may use Skype as a means of not only communication, but also for support.
    - With the “Share Screen” feature, we can control the screen of any staff member to which we connect and walk them through any process.
  + Deployment support – Considered having a “test group” which consists of one representative from each center that can provide additional insights and material to the project team.

**Meeting Adjourned.**

Action Items:

* Contact LITMOS Support for hierarchal possibilities.
* Send Invites to Asana and get the system set up
* Set up OneDrive and set “Shared” Preferences