**Web/Editorial Support**

Description: Description: Description: Description: pastedGraphic.pdf

Paul Kelleher

24 October 2012

**Overview**

Working closely with the Editorial Team to ensure the stability, availability and progression of the editorial systems, site content and third party elements while assisting editorial in any technical aspect in which they may be limited by skill, resource or system access.

The team will focus primarily on

* response to editorial and use technology to improve process and productivity
* supporting the senior commercial product manager

The team will report into head of operations and CTO in regards to volumes of calls, issue types etc; this will initially be weekly and reviewed as required.

**Summary of Responsibilities**

Please see roles and responsibilities chart below.

**Service Levels and availability**

* Monday to Friday 8am to 7pm
* Out of hours covered by application support
* 24 Hour availability for emergency issues not already covered by Application Support

**Comprising team members**

* Paul Kelleher - Editorial Support Lead
* Syed Hussain - Support Analyst
* (tbc) - Graduate Analyst
* (tbc) GTS Desktop Support member -
* (tbc) Initial induction of Desktop Support staff -

**Roles and responsibilities**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | |  |
| **Desktop Support** | **Editorial Support** | **App Support** | **Systems Support** |
| Domain Redirections  Single user issues  User accounts   * Akamai/Netstorage * AD * WPS   Feedback  Desktop upgrades  Licenses   * Hardware * Desktop | **Support the Senior Commercial Product Manager in day to day operation**  Editorial Support Systems   * Jira * Technical tracking issues * Brightcove   Legal   * App and website compliance * Accreditations etc   User Requests   * Registered user removal * Registered user data req * Mailing lists   System Enhancements   * Current processes not covered   3rd Party Relationships   * Work with ad-team issues * Linked 3rd party sites * Brightcove, NCC   Ad-hoc editorial requests   * Content from print * Misc content creation * Blogs / Typepad * Modules * Netstorage/Animated Gifs   Knowledge and Training   * Build desktop support knowledge base * Ensure new enhancements are rolled out to editorial * Ensure new editorial procedures are brought back into technical | Releases / Deployment  App config and management   * Akamai * Tomcat * WPS * Zeus * Frontend etc   Application Issues/ Problems   * WPS * Frontend * Etc   Application Software Licenses   * Tomcat * Atlassian Suite * Mule * Zeus * Etc   Atlassian Suite   * Jira * Bamboo * Fisheye * Confluence   Source Control   * Git * Gitolite * SVN * Artifactory | Hardware   * Install * Upgrade * Maintenance   Virtual Server setup   * Including initial application (as required) * SMF start/stop scripts * NAS Mounts * Networking   Network   * General * MIP - VIP request * Firewall Changes * DNS Changes   Java Upgrades  Zeus   * Software OS install * Software Zeus Upgrade   Backups  SSL  NAS - Storage |
| **Development Apps** | **Development Systems** |
| **Integration Apps** | **Integration Systems** |
| **On-call Out of hours support** | |  |
| **Production Applications** | |  |
| **Production Systems** | | |

**Success Objectives**

* Call & root cause completion
* Team cohesion and organisation
* Editorial and App/System team success feedback
* Timekeeping and shift coverage
* Issue identification leading to successful workflow/technical solutions (ie Jira Picture Desk)
* Positive external user issue and response/escalation (ie timely responses, updates etc)

**Roadmap**

This will layout proposed actions and process changes

|  |  |
| --- | --- |
| Approx. dates | Details |
| 5/11 – 9/11 | Determine and refine current support workflows to ensure that we capture all MailOnline issues to report in to CTO; enhance to catch calls before apps/systems required while not breaking existing support model |
| wc 10/11 | Start to accept frontline calls and footfall during office hours |
| wc 26/11 | Discuss inclusion of Desktop support person |
|  |  |
|  |  |
|  |  |
|  |  |