JW3 Spektrix Go Live

Feasibility Assessment for 15-17 Apr 2020

15th April, Wednesday

Who is available?

SJ, Tessitura, Chris, Ellen, Spektrix Data Migration Team & wider Spektrix team

Activities and tasks:

- All Events taken off sale on Tessitura
- Tessitura to pull final data extraction
- Tessitura to send extraction to Spektrix and upload to resources.spektrix.com/uploads
- Spektrix to run final data migration of JW3 data
- No sales will be taken on this day

Risks and what to consider:

- JW3 team not available to consult if there is an issue with the extraction or import.
- Can SJ act as spokesperson and decision maker for JW3 in this case?
- Who would take events off sale in Tessitura - is this something that Tessitura themselves can do? Would severing the link between Tessitura and the website be sufficient and have the same effect?

16th April, Thursday

Who is available?

SJ, Tessitura, Chris, Ellen, Zoe (remote), Spektrix Data Migration Team & wider Spektrix Team

Activities and tasks:

- Spektrix system ready to use.
- Chris & Ellen to configure system from pre-agreed task lists.
- Final system set up tweaks made in Spektrix.

- Zoe to check that events are ready to go on-sale online.
- Un.titled to sync events to the website.
- Web sales live.

Risks and what to consider:

- Only one team member available on go-live day is unusual, especially considering the number of events that need to be checked and put on sale.
  - While we can assist with system set up tweaks, it's essential the JW3 provide clear instructions for what to set up and how, and check/sign-off on work done by Spektrix on system set up. On Thursday 16th this would fall entirely on Zoe, unless other team members are also available or checking and sign off can be delegated in whole or part to SJ.
- We don't yet know for certain how much work will be required in system set up tweaks.
  - We will have a clearer idea after our first test migration run (January). A large volume of work, or work with great specificity requires more hands on time by JW3 staff to correctly implement.
  - We can manage the volume of work by determining what is essential to getting an event back on sale (standard pricing must be present and correct; donation ask at checkout must be in place), and what is a "nice to have" that could be put in place on Friday or even over the weekend (for example, some special offers, scheduling reports).
  - We can also prioritise getting some events on sale first, for example more immediate, popular, or simple events, with the remainder to follow on Friday.
- As Zoe is remote, there is a risk that we will be unable to have consistent contact due to phone and/or internet speed or failures.
- Wider JW3 team are still unreachable if there are questions or issues.

17ᵗʰ April, Friday

Who is available?

SJ, Tessitura, Chris, Ellen, Zoe, Spektrix Team, JW3 Team

Activities and tasks:

- Spektrix set up and finessing
- Set up donations, discounts, offers, memberships, report schedules etc.
- Link up Box Office hardware
- Box Office start selling events

Risks and what to consider:

- Hard deadline for JW3 closing time - go lives naturally have unpredictable elements which can lead to people working late. On a Friday at JW3 this won't be possible, so our work plan for the go live would need to factor this in.
    - Confirm JW3 closing time for Friday 17 April.

18th & 19th April, Saturday & Sunday

Who is available?

JW3 Team, Spektrix Support via phone, no wider Spektrix Team

Activities and tasks:

- Day to day activities to take place on Spektrix
- Use Spektrix reports
- Use dotdigital

Risks and what to consider:

- Limited Spektrix Team availability a few days after go-live on potentially busy box office days. While we offer support 9am-9pm throughout the weekend, this is at reduced staffing levels and focused on urgent support requests. We would not be able to provide hand-holding support for basic system processes over the weekend.