

# Attendance tool Support

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# Background

- IEEE has produced web-based attendance gathering software
- IEEE 802 LMSC has not directly paid for this development
- IEEE 802 LMSC does not have access to code base to modify
- IEEE-SA is no longer providing on-site support for tool

# Support issues

- Majority of IMAT problems are with webid
  - Larger issue as webid is used for many things
  - Some attendees create multiple webids
    - and blame IEEE volunteers for mistakes that the attendees have created.
- The collection interface could be improved
  - Mostly simple HTML changes
- Administration interface appears to be mostly debugged

# Enhancement issue

- There is no way to automatically detect duplicate webids/SA PINs
- Ideal would be that webid/SA PIN is tied to registration
  - Should reduce multiple webids
  - Easier to find deadbeats
- IEEE has agreed to allow Face to Face events to use webid as part of registration
  - Who will pay for new software?

# IEEE Support Proposal

- USA time zones (with the exception of Hawaii): \$1,150 per day for up to 14 hours support/day
- Hawaii and China (Beijing) time zones: \$1,400 per day for up to 14 hours support/day
- No travel is included

# 802 LMSC options

- Self support
  - Ask a friend, group IMAT administrator
- Pay IEEE support fees
- Purchase or contract development of new attendance software
- TSOL (true sounds of liberty)
  - Users are on their own, if they don't follow instructions, they are out of luck

# Self support ideas

- Attendee is responsible to maintain and know webid, just as email address is require
  - Write into OpsMan
  - Attendance issues are Attendee's responsibility
- Have pre-configured webids for users who can't create webid at meeting
  - For example, 802user1, 802user2, etc.
  - Local administrator knows password, reset after meeting.

# Pay IEEE Support Options

- Instead of live support, request finite turn
  - Reset password/retrieve webid - 12 hrs
  - Manually create new webid - 24 hrs
- Allow attendance designee to merge accounts
  - May already be working fine, need to verify
- Any payment shall be based on agreed performance criteria
- On-site support is not as important as timely support



# Purchase New Attendance Software

- Could be outright purchase (code rights, etc.)
- Pay for open source development
- Rent via per meeting/per user fee (all support requirements borne by supplier)
- Contract specific enhancements
  - For IMAT, IEEE has all rights, we have none
  - For suppliers, rights may be negotiable
- You get what you pay for

# TSOL

- Libertarian approach
  - Attendees unable to figure out the system would be challenged to develop standards
  - Is the current policy, attendees are responsible for webid
- Vast majority of attendees have no problems
  - As more people learn how to use system, we increase self-support group
- Requires specific software management capabilities so 802 can solve its own problems.

# Conclusions

- 802 EC needs to make clear decision on direction
- Need vote at closing plenary or via email to select direction.