Reporting Issues to the IT Department

- Reporting a Bug, Error, or other problem
  o Keep it simple and stick to the facts. State what is not working and if necessary clarify what ought to be happening. For example, ‘The notification email to alert volunteers about new trips that need approval is not going out.’
  o Share information about how you have tested the problem. For example, ‘Knowing that emails only go out if no one has logged in for 24 hours, we entered a trip for approval and refrained from logging in for 36 hours. No one received the notification email.’
  o Provide information where relevant. This might be a screen shot of an error message or information about which browser you are using.
  o Describe the impact on AMC. For example, ‘The malfunction on the calendar feature means that people may click there and think that we have nothing happening anywhere in the organization. At best it makes us look unprofessional. At worst, we look inactive!’

- Reporting a content change request – generally for outdoors.org
  o Include the URL where the content currently exists.
  o Provide the specific changes. For example:
    ▪ Don’t say, ‘Annual Summit Date needs to be updated.’ Say, “Update Annual Summit Date to ‘January 26, 2018’”.
    ▪ Don’t say. ‘Information about the training is incorrect.’ Provide the actual edits.
  o Indicate where relevant if this is an urgent change and the reason. For example, ‘Jo Leader has asked that we not use her photos on the website.’

- Making an enhancement request or suggestion for functionality
  o Describe the problem you are trying to solve: ‘Contributors for one activity committee are able to add ‘activities’ that are meant to approved by another Committee. For example, a Paddling Contributor can list a ‘Paddling Committee’ trip and choose Activity = Backpacking. Backpacks ought to be approved by the Backpacking Committee, not Paddling.’
  o Provide a clear description of what you want to have happen: ‘Activities that require Committee Approval should only appear as an option for those Committees.’
  o Indicate the positive impacts on AMC that will result from your suggestion ‘This change will streamline the approval process and prevent Leaders from posting trips or offering activities for which they are not qualified. This is a Risk Management issue.’

- Report your issue yourself through the correct channel, and
  Use the reporting tools provided rather than calling the name you know.
  o ActDB – The Activities Database – activities.outdoors.org
    ▪ All issues, enhancement requests, and bug reports to: AMCActivities@outdoors.org.
    ▪ Each individual volunteer or staff person ought to communicate their issue/question directly to this email address themselves. In general, first hand conversations make resolution more efficient. Include a phone number and best email.
  o All other IT issues
    ▪ Report to Mantis – AMC’s IT tracking and project management tool.
    ▪ Staff and Volunteers without access can send their issues to their staff liaisons.
    ▪ All issues reported in Mantis will be prioritized and tracked as a group.