

Murray Digital Platform – Fact Sheet Four

Reporting of Website Issues



Background

Throughout the development and live phase of your destination website, issues will be identified that require attention and action. These may be identified during the final User Acceptance Testing (UAT) stage, Bookeasy testing or when the destination website is live.

Issues may relate to many different areas and the following have been provided as examples;

- Functionality not performing as defined within the project scope.
- Operator listings not importing from Australian Tourism Data Warehouse (ATDW).
- Issues identified that are not bugs, however, functionality enhancements/features outside of scope.

What is an enhancement/feature?

An enhancement can be best explained as a change required to technical code to enable a function of a website to perform in a different manner than what it was originally designed and built to do.

What is a bug?

Functionality not performing as it was designed and developed to do.

Issues that are identified outside of the project scope, will be treated as enhancements which will attract a fee to investigate, develop and implement. Enhancements to destination websites will be considered in the context of the entire Murray Regional Platform and will be collectively reviewed and prioritised by the Digital Steering Committee on a monthly basis.

Following the implementation of all Murray destination sites, MRT will proactively encourage a structure to be established with Regional Tourism Board's to review all enhancement/feature requests with a view to determine whether potentially are common developments and whether these could be jointly funded.

MRT has developed a spreadsheet to capture all issues raised which will be shared with Tourism Manager's at a minimum on a quarterly basis.

Process

The following process has been initially agreed with Evolution 7 (E7) and Bookeasy around reporting, communicating and managing issues that are identified for the Murray Regional and individual destination websites.

1. Destination identifies an issue.
2. Destination to report 'important' or 'normal' issues to MRT via email to digital@mrtb.com.au
3. Destinations to report 'critical' issues to MRT via telephone P: 0429 509 499 or office P: (03) 5480 7110 plus email to digital@mrtb.com.au
4. Destination to provide as much information as possible, including a summary of the issue, the page that the issue was identified or relates to, priority (see below) plus a screen shot saved as a PDF file.
5. MRT will review the issue to determine whether it is;
 - a bug that should be reported to E7 and/or Bookeasy,
 - a platform or destination website specific enhancement.

If required, E7 will be involved in determining the issue status.

6. *Bug* - MRT to log the issue with E7 via their online interface so that a support ticket is created. The destination contact email will be included so any updates can be seen by all parties. If the issue is identified as solely Bookeasy related an email will be sent to their support desk and the destination will be copied in. If the issue is determined to be 'critical', telephone contact will be initiated immediately along with a follow-up email.

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7. *Enhancement* – MRT to add the issue to the enhancement spreadsheet to be reviewed by Digital Steering Committee on a monthly basis. The enhancement spreadsheet will be shared with Tourism Managers on a quarterly basis.

8. MRT & E7 to review all tickets during regular Work In Progress (WIP) meetings.

Priority

A priority level is required to be assigned by the destination when reporting the issue using the following identifiers;

Critical – Website is down,

Important – operator listing is not importing, functionality is not performing as expected,

Normal – Enhancement that requires estimating,

MRT will review the issue in conjunction with all known issues and the priority level may be adjusted at this point. If the priority is adjusted the destination will be advised.

Digital Agency - Evolution 7

All bugs fixed and enhancements developed by E7 will be charged on a time and materials basis to MRT. MRT has purchased a support block of hours from E7 and hours used fixing bugs will be billed to this block throughout the MRT provided warranty period.

Warranty

Unfortunately, E7 are unable to offer a warranty on the partly developed destination sites as the code base was not originally developed by them. They will take all care and responsibility when working on these sites and see them through to deployment with a view to minimising as many bugs and issues as possible, along with identifying and resolving any existing issues as part of the pre-launch phase.

What does this mean for destination sites

Bugs that are identified and fixed during User Acceptance Testing and for an initial period when the sites go live will be billed to the support block above at no additional cost to destinations. MRT will underwrite 30 days warranty once the site goes live.

Bugs or issues that are destination specific and are reported after the above 30 day warranty period will be reviewed by MRT to determine whether the issue has been raised before or already exists on the feature/enhancement spreadsheet, if not, it will be included.

If the issue is a bug requiring E7 investigation and estimation, a ticket will be raised with E7. Destinations will be advised of the estimate hours and cost to resolve and will be responsible for approving and funding the fix. Note: an investigation cost may also be applicable depending on the issue. E7 have advised this is usually between 1-2 hours. Evolution 7's hourly rate is \$170.

In addition, as per the destination agreement, MRT will provide the following support once the sites are live;

1. Hosting of Regional Digital Platform and Destination websites will be paid for by MRT. As per previous communication, the platform and all attached sites is now hosted by Amazon Web Services (AWS) and this is managed under Evolution 7's account.

2. Troubleshooting and resolution of server host outage issues will be dealt with in a timely manner, in the event issues are encountered. The process above should be followed to report any server host outages.

3. Provide 'help-desk' support to Destination website administrators.

The above process will be followed in relation to reporting bugs and issues and destinations are encouraged to make contact with MRT to discuss any challenges or opportunities.