1.0   TECHNICAL SUPPORT POLICY

The BWSR has issued a short-term maintenance contract for the period of time through the end of June 2017, to provided technical support for both PTMApp-Web and PTMApp-Desktop. Some screening of the requests for technical support is needed to ensure they are specific to issues with the code and programming of PTMApp, and not associated with the ArcGIS knowledge level of the user.

Technical support will be provided for the use of PTMApp – Desktop to create standard products and to troubleshoot, resolve and program bug fixes within PTMApp – Desktop and PTMApp – Web. Requests for support related to:

- questions related to the use of ArcGIS;

- the creation of PTMApp – Desktop inputs;

- use of other tools to create inputs including the DNR travel time tool;

- interpretation of PTMApp products;

- quality assurance review of the products (unless related to a program fix); and

- the extraction of data from geodatabases and the development of Targeted Conservation and Best Management Practice Implementations.

will be provided by referencing the appropriate user guide or workshop material. In other words, technical support will only be provided when PTMApp-Desktop or PTMApp-Web fails to function as designed. Issues related to input data errors or use of the data are not included in technical support, although in some cases these may need to be evaluated to determine the nature of the problem. Future training and workshop opportunities will be provided to address non-bug related use issues.

Available resources to provide technical assistance are limited. Therefore, local units of government within Minnesota only (county, Watershed Districts or Soil and Water Conservation District staff) or private companies working with local units of government (private consultants) will have priority for support. Other government staff seeking assistance may or may not receive assistance based on the nature and extent of the help needed.

2.0   TECHNICAL SUPPORT PROCESS

The following is a description of the process for responding to public requests for technical support, logging and tracking requests for technical support and providing responses for PTMApp-Web and PTMApp-Desktop.

ALL requests for technical support MUST come through the PTMApp website via the email Ptma@tickets.assembla.com. BWSR and MnGEO staff have Assembla accounts and are responsible for monitoring tickets and providing guidance or input, if they wish to do so. ALL responses MUST be through the blind email address signed as "The PTMApp Development Team." ALL responses must be tracked in Assembla by opening a trouble ticket and closed once resolved.

2.1 Types of Responses

Requests for technical support will be placed into one of two categories as a means to identify the type and nature of the response:

2.1.1 Limited Response

Requests for technical support which are related to:

- questions related to the use of ArcGIS;

- the creation of PTMApp – Desktop inputs;

- use of other tools to create inputs including the DNR travel time tool;

- interpretation of PTMApp products;

- quality assurance review of the products (unless related to a program fix); and

- the extraction of data from geodatabases and the development of Targeted Conservation and Best Management Practice Implementations.

The response in these cases will be:

- to note that the nature of the comment is related to the creation of PTMApp – Desktop inputs, use of other tools including the DNR travel time tool, interpretation of PTMApp products, the extraction of data from geodatabases, methods for quality assurance review / accuracy of the products; or the development of Targeted Conservation and Best Management Practice Implementations;

- provide a schedule of future workshop and training opportunities (if known); and

- reference the appropriate workshop material (if possible).

The response time for limited responses is 1 working day.

2.1.2 Complete Response

Complete responses should be provided generally where it appears the issue is related to a programming issue with either PTMApp – Desktop or PTMApp – Web.

2.2 Process for Complete Response

The responsibility for responding rests with both HEI and BWSR staff. A trouble ticket MUST be opened prior to working on a fix, and ALL actions taken logged into Assembla and tracked. The initial planned response time is 1 working day or less (program fixes will take longer if needed). If resolution is likely to take more than 1 working day, the person requesting support should be notified by email from The PTMApp Development Team.

Final

Prioritize, Target and Measure Application
Desktop and Web Support Process
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The general process is as follows:

1. Emails will be r sent to Assembla via Ptma@tickets.assembla.com. This email is to be monitored by BWSR, MnGEO and HEI. Within HEI email will be monitored by the Technical Support Coordinator, Kris Guentzel (kguentzel@houstoneng.com).
2. The email will be monitored by Matt Drewitz (matt.drewitz@state.mn.us) at BWSR, Greg Fetter (greg.fetter@state.mn.us) at MN.IT and Dan Ross (dan.ross@state.mn.us) at MnGEO will receive an Assembla email of the determination.
3. Upon receipt of a ticket, Kris will review the request for technical support and determine whether the response is **limited** or **complete** per the definitions above. Matt Drewitz at BWSR, Greg Fetter at MN.IT and Dan Ross at MnGEO will receive an Assembla email of the determination.
4. Matt Drewitz will provide guidance to Kris in terms of the nature of the response, if they wish to do so, within 4 hours upon receipt of a technical support request.
5. Assembla MUST be used to track technical support requests
    a. Kris will review the trouble ticket within Assembla (https://www.assembla.com/spaces/ptma/tickets).
    b. If a limited response, Kris will craft an email per above.
    c. If a complete response is required, Kris will:
        i. Kris assigns ticket to appropriate person;
            1. PTMApp Web Support – Swetha Hedlund (shedlund@houstoneng.com)
            2. PTMApp Desktop Support – Paul Hedlund (phedlund@houstoneng.com)
            3. PTMApp Business Analyst – Drew Kessler (dkessler@houstoneng.com)
        ii. The assigned person will review the technical support request in Assembla;
        iii. The assigned person will confirm on the to Assembla ticket to Kris they concur on the nature of the issue and the correct support person has been assigned.
        iv. If the assigned support person believes they are incorrectly assigned this will be resolved by Kris, in consultation with Drew and the support team. Kris notifies the technical support person of their responsibility to respond to the trouble ticket.
        v. Kris assigns resources necessary for a response.
        vi. The technical support person assigned is entered in Assembla.
        vii. Person assigned estimates the amount of time needed to address the comment, and logs this estimate into Assembla.
        viii. If more than a 1 hour is needed to provide a response, Kris is notified of the amount of time needed.
        ix. Kris in consultation with HEI Project Manager Mark Deutschman (mdeutschman@houstoneng.com) confirms moving forward with response by email or adjusts the response direction.
        x. After the issue is addressed, the actual amount of time is logged into Assembla.
        xi. Person assigned crafts an email response.

Final

xii.   Response signature line says "The PTMApp Development Team"

xiii.   The response is logged into Assembla.

xiv.   The email is sent with the response. BWSR and MnGEO are automatically notified of the response by email through Assembla.

xv.   Ticket within Assembla is closed by Kris.

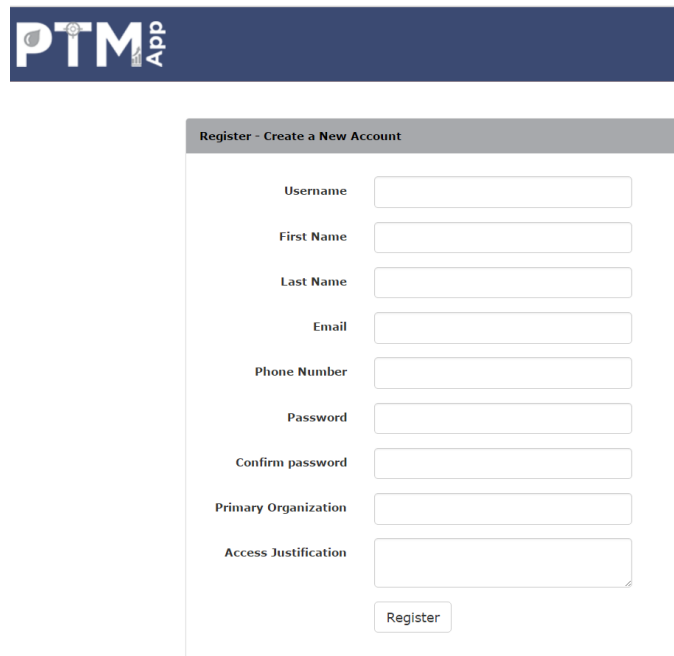## 2.3   PTMApp-Desktop PIN Delivery Process

The responsibility for responding rests with HEI. The planned response time is 4 hours or less. The process is as follows:

1. A User emails https://www.assembla.com/spaces/ptma/tickets to request a PIN. The email contains the new user's contact information.
2. The Desktop Technical Support person (Paul) monitors the email.
3. Paul identifies the next successive PIN that can be used to activate PTMApp-Desktop.
4. The PIN to be issued is recorded in Assembla.
5. Paul replies to the email and provides the new user a PIN.
6. Paul enters the user's contact information into Assembla and associates the "Contact" with "PTMApp"
7. Paul closes the Assembla trouble ticket.
8. In addition, the Assembla space is used to notify current users of new releases of the public version of PTMApp-Desktop.

2.4   PTMApp-Web Desktop Account Request

The responsibility for responding rests with both HEI. The planned response time is 4 hours or less (program fixes will take longer if needed). The process is as follows:

Step 1: When a user registers for account creation (at http://ptmapp.rrbdin.org/Account/Register) then the web application sends a message to Assembla ticket email id(ptma+15@tickets.assembla.com) which is set up here https://app.assembla.com/spaces/ptma/tickets/15-testing-ptmapp-web-account-requests-/details

Fig 1: Page where user submits account information.

Note: BWSR Staff needs to have access to Assembla space to view the user account response ticket.

Step 2: HEI/BWSR team reviews the user request and lets the Administrator know about the user account approval status. If the status is approved then the Administrator goes to step 3 otherwise the Administrator removes the user from the web application.

Step 3: The Administrator logs into database and pulls the newly created user account info. Then the administrator runs some queries to manually assign the default watershed Sauk River – saukashley.

Step 4: The Administrator then logs into PTMApp web and clicks on Approve button.

User Management

Current Users 91   New Account Requests 1   Watershed Requests 2   All Users 81   Comments 274   Roles

Requests to Create User Accounts

User Name	Name	Email	Phone	Primary Organization	Access Justification	Approve	Reject
lwoodbury	Lisa Woodbury	lwoodbury@west-fargo.k12.nd.us	(701)566-2583	Liberty Middle School	LMS	Approve	Reject

Fig 2: Administrator page: Admin clicks Approve

Step 5: The user then receives an email from the web application that the account has been approved and a default watershed has been assigned.