

Live Board – Meeting and Ticket Advocacy Strategy

April 2022

Scheduled Meeting Frequency



	Go Live through 90 days after Go Live (Hyper Care)	End of Hyper Care through 1 st 6 months	6 months through completion of 1 st year Live	More than 12 months live
Meeting Frequency	As per Fujitsu and DSB's Project Manager needs	As per Fujitsu Service Delivery Manager and DSB's Project Manager needs but suggest 1/week	As per Fujitsu Service Delivery Manager and DSB's Project Manager needs but suggest once/ every other week	As per Fujitsu Service Delivery Manager and DSB's Project Manager needs but suggest once/ every month
Meeting Scheduler	Fujitsu Project Manager	Fujitsu Service Delivery Manager	Fujitsu Service Delivery Manager	Fujitsu Service Delivery Manager
Participants	Fujitsu Project Manager, DSB's Project Manager, Fujitsu BA, Fujitsu Production Support Analyst(s), Invited Fujitsu Subject Matter Experts Board representatives	Fujitsu Service Delivery Manager, DSB's Project Manager, Production Support Analyst, Fujitsu BA (as required), invited Fujitsu Subject Matter Experts Board representatives	Fujitsu Service Delivery Manager, DSB's Project Manager, Production Support Analyst, invited Fujitsu Subject Matter Experts Board representatives	Fujitsu Service Delivery Manager, DSB's Project Manager, Production Support Analyst, invited Fujitsu Subject Matter Experts Board representatives
Preparation Steps		Tickets of concern (max 5) to be submitted via online form by Friday of each week. The product support team will provide an update in HEAT by the end of the following week. Clients will be notified of these ticket updates.	Tickets of concern (max 5) to be submitted via online form by Friday of each week. The product support team will provide an update in HEAT by the end of the following week. Clients will be notified of these ticket updates.	Tickets of concern (max 5) to be submitted via online form by Friday of each week. The product support team will provide an update in HEAT by the end of the following week. Clients will be notified of these ticket updates.

Board Alignment with Frequency Model



	Go Live through 90 days after Go Live (Hyper Care)	End of Hyper Care through 1 st 6 months \ (1/week)	6 months through completion of 1 st year Live (1/every 2 weeks)	More than 12 months live (1/ month)
Meeting Frequency	AMDSB CEPEO CSCMA CSCP CSDCAB CSDCCE CSDCEO CSDCFN CSDCNO CSPGNO CSV HDSB HWCDSB LDCSB OCDSB SCCDSB TCDSB TVDSB WCDB WECDSB WRDSB	None	CDSBEO CSPNEO CCJL CSCDGR KPRDSB	RCDSB NPSDSB DSBOne KCDSB GECDSB HSCDSB LKDSB BGCDSB DSBN BWDSB WCDSB HPEDSB RDSB ALCDSB LDSB

Ticket Advocacy Process



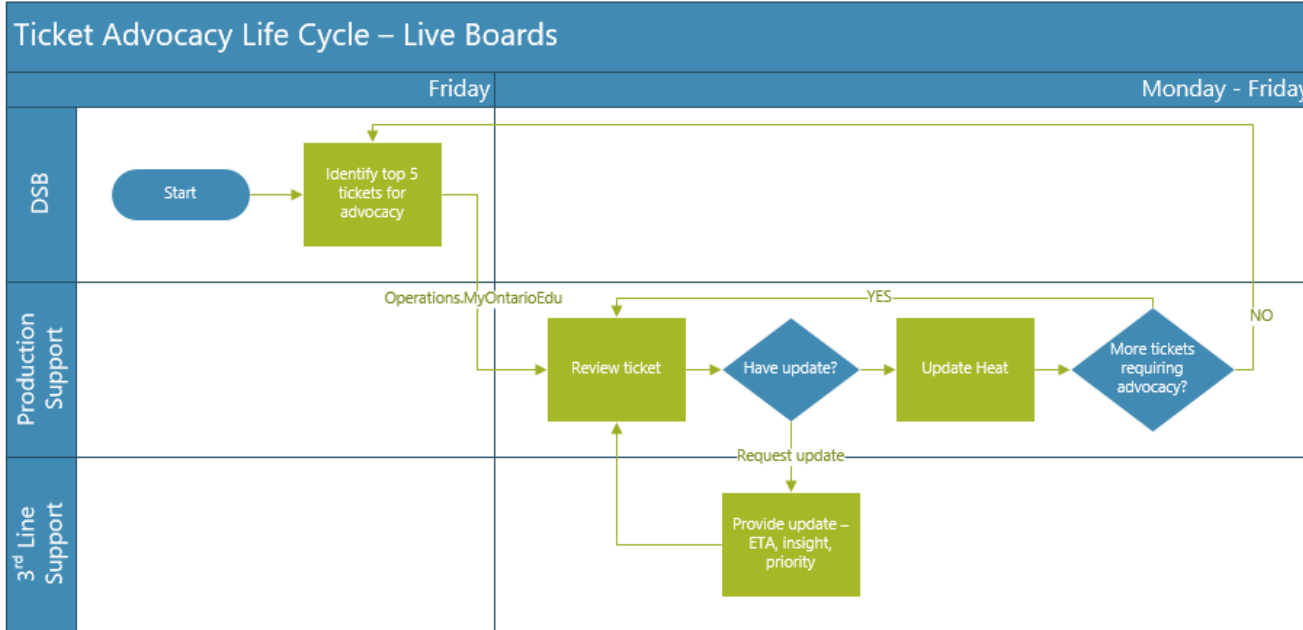
MONTH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4 DSB – Identify tickets needing priority/escalation or update	5
6	7 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	8 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	9 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	10 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	11 Fujitsu Support – Ensure update provided in Heat for ALL tickets identified DSB – Identify tickets needing priority/escalation or update	12
13	14 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	15 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	16 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	17 Fujitsu Prod. Support – research tickets provided, escalate as required, provide update in HEAT	18 Fujitsu Support – Ensure update provided in Heat for ALL tickets identified DSB – Identify tickets needing priority/escalation or update	19
20	21	22	23	24	25	26

DSBs – weekly (by EOD Friday) provide list of top 5 Heat tickets needing advocacy and/or updates

Prod. Support – provide updates for submitted tickets before end of following week

Ticket Advocacy – Board Submission



- Advocacy tickets provided by DSB via Microsoft Form (weekly, by Friday)
- 5 ticket maximum
- Updates provided via Heat no later than following Friday

Advocacy - Submission and Notification



1. Weekly, tickets can be submitted through an [online form](#)

The screenshot shows a web form titled "FUJITSU Product Support Team Ticket Advocacy Request". It includes a header with the Fujitsu logo and team name. Below the header is a paragraph of instructions: "If there are open tickets that are a priority for your board, please identify them here by number. The product support team will pursue resolution or more information and update the open ticket with findings within the week. A maximum of 5 requests can be made on behalf of the board, by Friday of each week. You will receive notification when updates have been added to open tickets." The form contains five numbered sections: 1. "Board?" with a dropdown menu; 2. "Your email address" with a text input field; 3. "Heat Ticket Number" with a text input field showing an error message "The value must be a number"; 4. "Specific notes or instructions for update (if any)" with a text input field; 5. "Enter another ticket?" with radio buttons for "Yes" and "No". A "Next" button is located at the bottom of the form.

2. Notification emails will be sent to inform when updates are available for viewing in HEAT.

Dear *Board Client*,

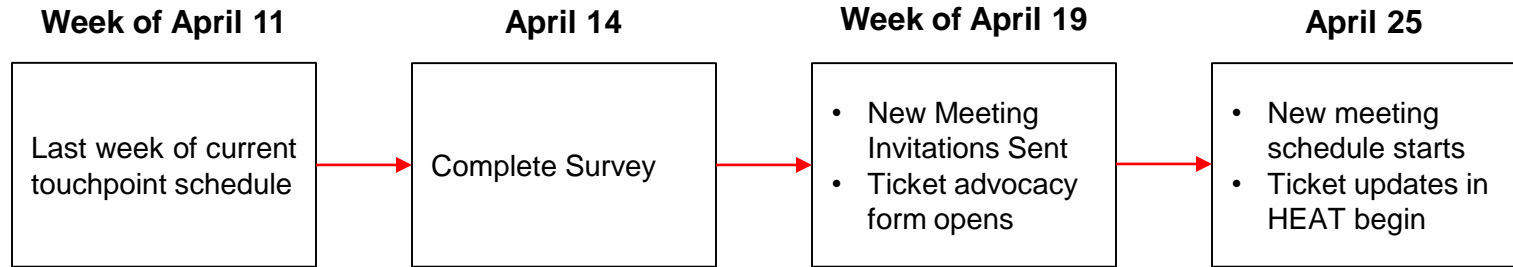
Please check your incident listed below for details on information required for investigation.

Incident #	# 1001119
Customer Name:	<i>Board Client</i>
Status:	Waiting for Customer*
Category:	1. Some Category

[Open Incident in Self Service](#)

*Status will be changed back to "In Process" after notification message is triggered.

Transition to new Ticket Advocacy Process Timeline



Following the Live Board Meeting (April 11, 2022), you are asked to have one person from your Board complete the short [Touchpoint Meeting Schedule survey](#) by April 14th.

Links for Scheduling Survey and Ticket Advocacy form will be available in this presentation on the ECNO site, on the MyOntarioEdu website and will be included in a bulletin. Those board staff participating in touchpoint meetings are encouraged to bookmark the Ticket Advocacy form in their browser for repeated use.