

Customer Service and Systems Administration Guide

This document provides the 'Business As Usual (BAU) team with details on the roles and responsibilities for the ongoing management of eReserve Plus at an Institution. It is designed to bridge the gap between the BAU Team and the Project Team that may have been seconded temporarily for the initial implementation.

The document also outlines the impacts of changes that the Institution may make and how eReserve can work in partnership with customers to ensure the service continues to run smoothly.

eReserve Team

The eReserve Team will work closely with Library Staff and IT Staff to ensure the ongoing success of eReserve Plus. The team from eReserve, following a successful implementation of eReserve Plus includes:

- Technical Support Team - First line assistance is available by telephone or email or via the support portal. You can also arrange a screen-sharing session by emailing the team to setup a convenient time.
 - Support Portal: - <http://support.ereserve.com.au>
 - Email: support@ereserve.com.au
 - Phone: (02) 6622 2725
- Customer Advocate - Regular monthly meetings are facilitated by the Customer Advocate with a Standing Agenda over a web conferencing facility.
 - Email: customer.advocate@ereserve.com.au

- Customer Accounts - All contractual and billing enquiries are managed by emailing Customer Accounts.
 - Email: accounts@ereserve.com.au

Roles and Responsibilities

During the initial implementation of eReserve Plus, the joint Project Team led by the Institution's Project Manager and the eReserve Customer Advocate used a system called Pivotal Tracker to collaborate on project milestones and tasks to ensure everyone on the project had visibility of the milestones to Go Live. Access to the Pivotal Tracker project is available to the BAU Team on request.

Throughout the Onboarding and deployment process, the Customer Advocate met with the Project Team on a fortnightly basis to ensure that the implementation was on track and any blockages or tasks were being worked on by all parties to ensure timely delivery and project success. Post Go-Live, these regular meetings are facilitated on a monthly basis by the Customer Advocate. It is ideal for the Manager and BAU Team members to attend. There is a Standing Agenda which ensures eReserve continues to work closely with customers and areas for discussion include:

- What has gone well this past month
- Outstanding Support Tickets
- eReserve Roadmap and Enhancements

The online meetings usually run for half-an-hour and are recorded for record-keeping purposes.

Following Go-Live, it is recommend that the BAU Team members register for the eReserve Support Portal so they can keep up-to-date with progress on support tickets by visiting <https://ereserve.zendesk.com>. Where you experience difficulties with eReserve Plus, first contact can be made by emailing support@ereserve.com.au.

eReserve recommends the BAU Team register for first line support at <http://ereserve.zendesk.com>

Accessing eReserve Plus

The majority of implementations deploy eReserve Plus to two Environments in the Cloud; a Staging and a Production Environment. The URLs consists of the domains that have been chosen by the institution will replace the [ereserve] in the URL. To access the Administrator Interface of eReserve Plus, please visit the following URLs:

The Staging Environment is in place for eReserve to release new features for you to test before the feature goes into the Production Environment.

[https://\[ereserve\]-staging.institution.edu.au/](https://[ereserve]-staging.institution.edu.au/)

Production is your Live Environment.

[https://\[ereserve\].institution.edu.au/](https://[ereserve].institution.edu.au/)

eReserve has access to your Live Environment but will not make changes to your data without your express instructions.

You may also opt to setup a Training Environment. We create training environments in two ways; short-term spin-up environments or permanent environments. The training environment is typically put in place to train end-users on a stable code base and dataset. The Staging environment cannot be guaranteed as we employ a continuous release of minor software amendments.

Students and Academics will access eReserve via the Learning Management System where eReserve Plus is embedded into the page.

Ongoing system administration

There are a number of configuration elements which require ongoing attention for both the eReserve Plus team and for the Institution's own BAU Team (including Library and IT Staff).

This section of the Systems Administration Guide is divided into two sections to assist teams with best practices with regard to managing ongoing configuration and data. Configuration elements recommended for the Institution are a guide only and the eReserve Support Team is able to assist wherever the technical resources at the Institution may not be available.

©2024 eReserve Pty Ltd. All rights reserved.