

Stockroom WebApp's support workflow

As of 12/6/16, this is the support work flow for both break/fix AND for feature/change requests.

See also

- [Known issues and related workflows or work-arounds](#) (public)
- [Stockroom WebApp checkups and associated to-do's](#) (public)
- [Stockroom software project](#) (private)

Stockroom staff => Chemistry IT

- Optional: Connect with your supervisor, David Neish.
- Optional: See if the problem is known and has a workaround (see above links)
- Via email <ChemIT> or web form, <<http://help.it.chem.cornell.edu/>>.

Chemistry IT => Fix it. Or, bring in Brightworks, CIT PHP support, or others, if necessary

Windows Quickbooks server

Chemistry IT staff will discern if an issue is something we can do something about. Since we run the servers, we can reboot Quickbooks, and we have solved simple problems in the past, etc.. Or it may be something that we must instead seek Brightwork's expertise.

- Ensure any new request for service does not overlap with known problems by reviewing pages under the "See also" section, above.

If Chemistry IT cannot fix the problem or craft an acceptable work-around, we will put in a request to Brightworks either for a fix (if about 1-2 hours of billable time) or an estimate (if expected to be more than 2 hours billable time).

- Chemistry IT will contact Brightworks at <help@brightworks.cc>.
 - This will create a ticket request with Brightworks.
- Ensure David Neish is informed, if not already directly involved.
 - Also we or David are to inform MichaelL if expectation is a spend of greater than \$500 to address the issue.
- If urgent and presumed necessary, request action be taken immediately.
 - If the service is expected to be more than 2 hours of Brightwork's billable time, request an estimate gets compiled in parallel to the initial 1-2 hours of billable work (since urgent!).

Linux Point-of-Sale (POS) WebApp server

Chemistry IT staff will discern if an issue is something we can do something about. Since we run the servers, we have solved problems in the past. Or it may be something that we must instead seek CIT PHP support's expertise.

- Ensure any new request for service does not overlap with known problems by reviewing pages under the "See also" section, above.

If problem is with the Linux web server, try to either fix ourselves, or request help from CIT PHP support. (We can elaborate this section's processes once CIT fully supporting the PHP code.)

- Rates are ~\$80-100/ hour, according to <<https://it.cornell.edu/custom-web/our-rates>>

Historical notes

Dates	Notes
8/29/16 until 12/6/2016	Dave, not Oliver, had been the point-person to Brightworks. The two requested issues initiated unfortunately remained unresolved for the duration of this time (~3 months).