



### **Weekly Statistics**

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BC Schools in production .....	1,967
Number of active students .....	582,187
Number of inactive students .....	220,740
Maximum distinct user logon sessions in a day .....	18,686
Total distinct user logons for the week .....	89,610
Maximum number of reports run in a day .....	24,410
Maximum concurrent users in a day .....	3,980

### **Operational Services**

*Tim Reilly*

#### Reminders:

As per the BCeSIS Important Dates calendar on the ISW, **SDTest will be refreshed** this weekend, December 5th. This will be a copy of the Production database as of Dec. 3, 2010.

There will be an **extended service interruption from 11 pm on Dec 11 to 11 am on Dec 12** for implementation of a new database server in the Production environment.

If there is anyone who still uses hard coded links (not recommended) directly to a named BCeSIS server, please make sure any desktop shortcuts point either directly to the ISW or to the load balancer URL so you won't have any problems when server configuration changes are made.

### **Application Management Services (AMS)**

*Dorothy Ward*

The intermittent problem with **attachments through HEAT self Service** has been resolved. If you have encountered this in the past, please try again and let us know if you are continuing to experience difficulties.

**Exam Marks** are in and ready to be loaded into BCeSIS by the end of the week.

**Update, Dec. 3, 2010:** This has been completed.

We have been working on **new Session Termination Request functionality** that we plan to release this week, if possible. It is designed to be used by end users between 3:30 – 7pm, when users may not have access to their L1's to request session terminations. When it is released, there will be a new page on the ISW under District Collaboration Centre called Session Termination Request which will be publicly accessible – i.e. users will not need to login to the ISW to use the functionality. They will fill in the form and then submit the request. There will be a communication going out to L1s which includes a Word document providing information on the service that you can edit as required and share with your user community.

SD48 – Are we still relying on a human to complete this request? If so, is it possible to allow L1s to terminate sessions?

Dorothy Ward: No, there is no ability for anyone other than an Operations person to terminate a session. As you know, we tried this before and it was not viable.

SD28 - Is there any reason why this couldn't be available throughout the day?

Dorothy Ward: we are trying to assist by providing direct to end user service just for the time when a L1 may not be available. We are not looking to take over the role of the L1. This is still in a trial phase.

SD41 – Will there be a HEAT ticket created?

Dorothy Ward: Yes. There will be a HEAT ticket created so that the L1 will know that something has been done on their behalf.

SD41 – How do you enforce the 3:30 rule?

Dorothy Ward: The submit button is only active at 3:30 PM – 7 PM

SD70 – Is it possible for us to test it before the user community has access to this.

Dorothy Ward: There will be nothing stopping anyone from using it once it is enabled.

SD23 – We are wondering about the session timeout – is there any decision yet as to when this will change back to 90 minutes?

Dorothy Ward: We have no indication when this will be done. This is up to the SMC executive to decide.

Andrew Macauley: There is a general agreement to go to 90 minutes. However, the SMC agreed to look at this new utility first for people who are requesting termination outside of regular support hours. If this is successful then we will extend the timeout to 90 minutes.

SD57 – In the last few days, termination requests from our district have not been completed in 30 minutes. The user logs on after 30 minutes, assuming they are good to go, and then their session gets terminated.

Dorothy Ward: We will check on that with the Service Desk.

**Update, Dec. 3, 2010:** Implementation of the new functionality has been postponed to the weekend during the regular maintenance window.

SD69: On previous calls, we have talked about **YET** and district concerns about the process. Are there any updates from AAL about YET?

Dorothy Ward: We have not heard anything from AAL regarding YET 2011. We will be starting conversations with aal in January about the process. We are setting up a small working group to make sure we have a smooth YET process. We will communicate any information from those meetings on upcoming calls.

SD61 – Please keep in mind that our Summer Schools are in operation until the end of July.

Dorothy Ward: We will bring that up in our discussions with aal.

SD63 – Regarding the **major BCeSIS upgrade happening in March**, is there any projection on how long BCeSIS will be down?

Dorothy Ward: We do not have a firm date right now. Analysis is just starting. There is a potential that we are going to 13.1 which is still to be confirmed. If that is the case we have to go from 12.0 -> 12.1 then 13.0 -> 13.1 and this may take longer than last year; as soon as we know we will inform you.

## **Learning Management**

***Chris Wilson***

We are delivering a second District Assessment learning event this morning. This is to update everyone with the few changes that were implemented after the previous event. We will post a recording of the event as soon as it's available. **Update, Dec. 3, 2010:** This has now been posted.

The learning events for the rest of the school year are now open for registration on the Learning Event Schedule on the ISW. Events will be added as they are confirmed but the ones we know about now have been posted. The links to last year's recordings will still be available temporarily on the LE Schedule.

## **Governance – Service Management Council (SMC)**

*Andrew Macauley*

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There is a meeting of the SMC executive this afternoon Tuesday, November 30, 2010. We will be talking about the Pearson acquisition of AAL as well as district assessment and the upcoming SMC Executive elections.

SD61 – Do inactive student records become chargeable December 1<sup>st</sup> or December 31<sup>st</sup>?

Andrew Macauley: The report will be generated on the first of January so the last day of December will be the date that inactive student records become billable for the first time.

SD68 – Are we being charged by the month or yearly?

Andrew Macauley: Monthly. The cost is \$0.10 month for records more than 3 years old at every billable point.

## **Operational Services Working Group (OSWG)**

*Ian Larsson*

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Please contact Ian if you are interested in participating in a District Assessment working group

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The next OSWG meeting will be on Thursday, December 2. Standards for DL and alternate school setup will be discussed. Ian will be putting something out on the listserv asking for feedback on how districts are currently doing things. The goal is to put something together by way of a best practices document.