

From: "[Rick Hillenbrand@alum.mit.edu](mailto:Rick_Hillenbrand@alum.mit.edu) [Scout Commissioner]" <Scout_Commissioner@yahoogroups.com>
To: Scout_Commissioner@yahoogroups.com
Sent: Saturday, January 10, 2015 12:44 PM

Commissioners: Sorry for the lack of frequent communications since Christmas, as I was personally traveling out of the country to visit my Navy sons and their family; I'm sure most of you will understand. That is NOT to say there hasn't been a lot going on of interest to commissioners and specifically with Commissioner Tools. Not all good news – some bumps in the road, but a lot of behind the scenes progress that has resulted in many improvements. In separate posts I will detail the Commissioner Tools good and the not so good. **If we have given you pain, we apologize and are sorry for that.**

Remaining recent Commissioner Tools hiccups.

* The biggest issue that remains right now is getting the Commissioner Tools components in MySandbox to work for all who have access. After more than a week of being "down" for many – but not all - last night (actually Saturday morning East Coast time) Debra and Daphne personally confirmed that the latest "pushes" to MySandbox should have restored access for all who should have access to the Commissioner Tools and Commissioner Administration modules. These "pushes" also brought the sandbox's functionality into synch with the production version of Commissioner Tools in My.Scouting. There are some functions that don't seem to be performing as designed which is being pursued. Specifically:

You can assign a commissioner to a unit, but the display of that assignment in the individual commissioner's profile within the Commissioner Administration dashboard may not be displaying the assignment. This is an inconsistent behavior and not all people will experience this problem. No – ETC.

* We are still working some issues with the generation of some reports. Most of these issues were unknown until the end of the year when councils started processing charter renewals.

1 – For some large reports such as our biggest councils, areas, regions and nationally, the query is timing out. There are some technical aspects to why, which is still being worked to resolve, but we also plan to add a 'widget' that will let the user know the state of progress on a report so they don't wonder if the system just froze.

2 – A few key pieces of data were being pulled into Commissioner Tools and being displayed were only being updated once a month – which is not frequently enough. This resulted in some data mismatching especially when counting commissioners and units. Starting next week we are going to try to synchronize the data much more frequently

3 – The unassigned units report was not displaying information correctly. This fix is in QA.

4 – The unit contact statics report was pulling in too much data for some units. This fix is in QA.

Please bear with us as BSA has never had an IT "sandbox" before. In our efforts to provide you this new training tool as quickly as possible there are some aspects of managing the sandbox which we are still learning, and the learning curve is steep. Over the last two weeks we had 5 major Commissioner Tools pushes which ultimately we also have to replicate into the sandbox.

We are also trying to convince the folks that monitor and operate these sites 24/7 to post a notice on the landing page when the system is not operational regardless of reason.

Finally I want to mention that we depend upon YOUR help. Please DO NOT assume that if you experiencing a problem with Commissioner Tools that we are aware. Please raise any potential issues to your Council Commissioner Tools Champion and ask them to forward to CommissionerTools@Scouting.org.

Commissioner Tools enhancements and fixes.

Despite operating at significantly reduced staffing levels due to the holidays and vacations, and trying to resolve urgent operational issues, the Information Delivery Group was able to deliver half a dozen enhancements, improvements, fixes and new council additions, including:

- * Fixed “no context selected;” the assignment of commissioners holding multiple commissioner roles was causing this issue – this affected only some people.
- * Dashboard commissioner counting errors, missing people due to a synch timing issue.
- * Roundtables created at the council level had some units displayed multiple times.
- * Implemented new 2015 JTE requirements based Unit Service Plan Detailed Assessment forms for packs, troops, crews, and ships.
- * New Training codes and crediting of historical training was implemented – most particularly to “great grandfathering” situations for people with really old training.
- * Added 43 new councils to Commissioner Tools.

Posted by: Rick_Hillenbrand@alum.mit.edu