

Ongoing Support

Author: Administrator User<dfp@ez.no>

A list of tasks that are covered in the support package.

On-going support covers:

1/ Help with the first installation. This includes support for building out the public side of the application, with the understanding that the design already exists and that the desired functionality is well within the current capabilities of PExOD.

2/ Consultations regarding customizations and additions that might be considered.

3/ Help with how to use PExOD.

4/ Help with uploading data, mainly this is advice but in some cases I have done some direct work on publisher's data - but I try to do that only for those situations where I am able to do something in a much simpler way than is available to the publisher.

5/ Help with sorting out problems with data aggregators, which involves isolating problems and either making a change to PExOD to accommodate or escalating and pursuing the problem at the aggregator, as well as lobbying aggregators and Booknet Canada for better practices.

6/ Developing and installing upgrades - upgrades are necessary because the industry practices change and because I continue to fix bugs and add features.

7/ Coordinating PExOD development efforts by other parties.