

Project Charter: ArchivesSpace Participant Support

Background

Because of Alliance central staff vacancies, the ACM SG will take an expanded role in providing support for AS users.

Goals

- Support AS users who participate in A&M
- Fill in for staff vacancies at the Alliance and triage support
- Ensure compliance with the [Alliance's AS documentation](#) where compliance affects outcomes

Scope

The group will provide training and support for ArchivesSpace users through the AS-implementers discussion list. Monitor list, respond to requests for assistance in a timely fashion. If problem can't be solved with consultation and/or referral to documentation, pass to Interim ULC Program Manager. The Interim ULC PM will also pass issues from the problem report form to the group through the ACM SG email list if they are best addressed through consultation and/or referral to documentation.

Key Stakeholders

Client	A&M participating institutions that use ArchivesSpace (hosted by LibraryHost or locally hosted)
Sponsor	ULC Team
Project manager	Zach Selley, ACM SG chair
Project team members	ACM Standing Group, Interim ULC Program Manager

Project Milestones

2018 July	Responsibility for support begins
2018 December	Transition to new support structure under new Strategic Agenda

Project Resources

- ACM SG email list
- ArchivesSpace users email list
- Time and skills of ACM SG
- [Alliance AS documentation](#) (public-facing)
- Time and skills of Interim ULC PM

Constraints, Assumptions, Risks and Dependencies

Constraints	<p>Support should focus on standards compliance and using AS in a sustainable way for the institution.</p> <p>ArchivesSpace is not a fully mature product; not all functions are fully deployed. Some issues can be addressed by the Alliance or LibraryHost, but some are inherent to ArchivesSpace.</p> <p>All matters relating to LibraryHost support will be managed by the ULC Program Manager.</p>
Assumptions	<p>ArchivesSpace users should be primarily at full implementation stage with all migrations completed. This may not be fully true for all institutions.</p>
Risks and Dependencies	<p>AS users may need periodic reminders of how the support structure works (e.g. who to contact and how), and also may need to be encouraged to ask questions on a listserv rather than of individuals.</p>