Suffolk Festival of Performing Arts

IT Report 2024 Issue2

This report covers the IT aspects of the 2024 festival. During this period there were no software developments required and the system remained unchanged from previous years.

However there were a number of significant issues around the entry process and class scheduling.

The first issue related to the definition of Dance classes where a number of classes were not correctly defined and new classes had to be created after the Syllabus was produced and after entries were underway. This resulted in the need to create a large number of orders to switch entries from the original classes to the new classes. The second issue arose due to the entry opening date for the festival being incorrectly defined resulting in some significant orders being missed from the Dance festival scheduling. Once the correct dates had been defined the scheduling had to be re-done.

In a repeat from last year a couple of speech and drama classes were incorrectly defined in the shop which resulted in the performer's details not being correctly captured. In addition the speech and drama section still do not have anyone who can handle customer order issues.

New Entry Ticket products were defined on the shop and theses were well publicised on Facebook. Some 280 orders for entry tickets were received. In order to speed up the entry process in the future it may be worth considering also pre selling programs which could be collected on the door.

A second Zettle payment terminal was purchased and was successfully used, attendees at the festival do now expect to pay by electronic means.

Following the festival the hosting company migrated our server to a new server. This caused some difficulty as the certificate for encryption had expired and a new certificate had to be obtained and installed. The new certificate lasts 2 years at which point it will require renewing.

In testing the functionality on the new server an issue was discovered that could give problems in the future. The application server (Jasper Server) that we use for producing the documentation is no longer being made available as open source software and is now only available as a commercial product. The cost of which is $3000 per year. At the moment we are ok but if we need to migrate in the future it could mean the removal of the online documentation.

Graham Shorrock

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