Minutes

Mountain Library Network

Spring Fling – Summersville WV

Thursday, April 5, 2018

**I. Call to Order:** President Eva McGuire called the meeting to order at 4:17 p.m.

Present: Ann Farr, Paulette Kirby, Brian Raitz, Mary Hooper, Connie Frederick, Amy Stover, Tammy Richards, and guests: Wilma Bowyer, Caroline Klezli

**II. Minutes:** March minutes were reviewed and accepted as presented.

**III. Committee reports**:

1. Circulation Committee – no report
2. Cataloging Committee – no report
3. OPAC Committee: No changes in OPAC and Brian will print bill and mail out soon.

**IV. Old Business:**

1. Tammy gave an overview of updates and why Innovative was down so long. They had to upgrade the operating system called RedHat (Linux). The operating system was upgraded first, and then Sierra. Tammy reported that the enhancements to Sierra were minimal.

Tammy presented the following email conversation:

March 29, 2018 Tammy sent Bruce Randall an email reference to MNTLN follow up report on ticket 609948: OS UPGRADE: SO-ONLY upgrade to RedHat RH 5.x to RH 7.4. Asking Matthew why they were down so long (4 days). Larry Arnold responded in response to Bruce Randall reported on the MLN upgrade, particularly the section: During migration, they (Innovative Tech Support Staff) experienced SSH issues trying to log into the customer server. It took some time to resolve and identify the issue working with Sierra and resolving RedHat license issue. Another issue pertained to project transferring between technical support staff. Bruce said there were a number of concurrent complicating issues that arose prior to and during upgrade, and the process was unnecessarily impacted by the project changing hands without sufficient turnover during the process. Tammy asks Mr. Randall why she did not receive a report from Matthew about what happened and why the system was down for 4 days. The Innovative interfaces post incident reported summary reported that the software only was being migrated RedHat 5.x to RH 7.4. Because of the upgrade, the Sierra system usage was severely impacted over the course of days. To Review the full email conversation and incident report see attachments (A1) email conversation and (A2) Innovative Interfaces Post Incident Report.

1. New member requirements are still pending. The committee will review and present at the next meeting

**V. New Business:**

1. Letter from Vienna Public Library: The letter from Vienna was briefly discussed. Vienna’s primarily reason for leaving was the system was down to long during recent upgrade. Vienna will be going to TLC.
2. Ann questioned the glitches with our system. Eva explained there are pros and cons. She opened the floor to looking into other operating systems. TLC is interested in doing a presentation. The board decided we should have with a demo of different systems and if necessary then start the RFP process. Amy Stover volunteered to contact other ILS companies and will report at our next meeting.
3. Membership meeting: The membership meeting scheduled for May 15, 2018 or May 22, 2018 at South Charleston Public Library. If not available, another site will be emailed. Training was discussed and it was decided that we needed a Circulation and ILL Training/Refresher. Connie Frederick volunteered Emilee Seese, Ann Farr will ask Christy Carver and Amy Stover will ask Addie Gilkerson to help. Ann will check on CE credits. Paulette will set up a phone conference and email the code for a planning meeting for April 24th at 10:00 am.
4. Nominating Committee: Brian and Paulette will contact small and medium MLN libraries to see if anyone would have an interest in running to serve on the MLN board as an At-Large board member.

**VI. Announcements:** No announcements

**VII. Next meeting:** Tentatively -- May 15th or 22nd at South Charleston Public Library

**VIII. Adjournment:** The meeting adjourned at 5:30 p.m.

**Attachment (A1) board minutes**

**From:** [Tammy J. Richards](mailto:richards@clark.lib.wv.us)

**Sent:** Tuesday, May 01, 2018 9:51 AM

**To:** [Paulette Kirby](mailto:paulette.kirby@mail.mln.lib.wv.us)

**Subject:** FW: MNTLN follow up report on ticket 609948: OS UPGRADE: SO-ONLY upgrade to Red Hat RH 5.X to RH 7.4

**From:** Larry W Arnold [mailto:arnold@wvlc.lib.wv.us]   
**Sent:** Tuesday, April 03, 2018 2:10 PM  
**To:** 'Tammy J. Richards'  
**Cc:** bruce.randall@iii.com; Cris Spradling  
**Subject:** RE: MNTLN follow up report on ticket 609948: OS UPGRADE: SO-ONLY upgrade to Red Hat RH 5.X to RH 7.4

 Tammy,

 In response to Bruce Randall’s report on the MLN upgrade, particularly the section:

**During migration, we (Innovative Tech Support Staff) experienced SSH issues trying to log into the customer server. This took some time to resolve to identify the issue working with customer and resolving RedHat license issue. Another issue pertained to project transferring between Technical Support Staff.**

**The inability to ssh to the server was a result of the faulty preparation instructions provide by the vendor, replacing the new RH 7.4 password, group and shadow files with the same file from the previous RH 5.X files caused the server to fail the reboot required after the 7.4 installation, which required booting the server to emergency mode and replacing the old files, required by Innovative, with the new RH 7.4 files.  It took me perhaps an hour to analyze and remedy the problem.  The RH 7.4 installation itself took me no longer than 1.5 hours for both servers combined.  There was a later problem when attempting to configure external hard drives for use as local backup devices, but that took Ed (Innovative support person) and I only a nominal amount of time to correct.**

**The RH license issue took no longer than 10 minutes to resolve.  A short call to RH helpdesk and it was over.**

**Larry**

**From:** Tammy J. Richards [<mailto:richards@clark.lib.wv.us>]   
**Sent:** Tuesday, April 03, 2018 1:34 PM  
**To:** 'Larry W Arnold'  
**Subject:** FW: MNTLN follow up report on ticket 609948: OS UPGRADE: SO-ONLY upgrade to Red Hat RH 5.X to RH 7.4

Here is the report I ask them to prepare and I really don’t think that is all of it.

Let me know what you think

**From:** Bruce Randall [<mailto:bruce.randall@iii.com>]   
**Sent:** Tuesday, April 03, 2018 1:28 PM  
**To:** Tammy J. Richards  
**Cc:** Bruce Randall  
**Subject:** RE: MNTLN follow up report on ticket 609948: OS UPGRADE: SO-ONLY upgrade to Red Hat RH 5.X to RH 7.4

 Good afternoon Tammy,

Attached is the root cause analysis (RCA) for the issues surrounding your OS upgrade in February.  Please let me know if you would like me to schedule time to go through this or answer any additional questions and/or concerns.

In short, there were a number of concurrent complicating issues that arose prior to and during your upgrade and the process was unnecessarily impacted by the project changing hands without sufficient turnover during the process. We have implemented a number of process and procedure improvements based on what was learned from review all aspects of your upgrade.

I would be happy to chat with you at your convenience to review the specifics.  Please let me know if you have an interest is speaking directly with me about this and what might be a good time to call.

 Regards,

 Bruce

**From:** Tammy J. Richards [<mailto:richards@clark.lib.wv.us>]   
**Sent:** Thursday, March 29, 2018 11:41 AM  
**To:** Bruce Randall <[bruce.randall@iii.com](mailto:bruce.randall@iii.com)>  
**Subject:** MNTLN follow up report on ticket 609948: OS UPGRADE: SO-ONLY upgrade to Red Hat RH 5.X to RH 7.4

Good morning,

 I was told by Matthew, that I would have a report about what happen with this and why we were down for 4 days.  I have an executive board meeting next week and need the report them them.  I also was going to make a copy of the ticket and have discovered that it is no longer there.  Where did it go?

 I need these 2 things by Friday afternoon.

Thank you in advance.

 Sincerely,

Tammy J. Richards

*Tammy J. Richards*

West Virginia Library Commission

Network Services

304-669-1176

*"Common sense is genius dressed in its working clothes" – Ralph Waldo Emerson*

*This email and any files transmitted with it are intended solely for the individuals or entities originally addressed, and may contain confidential and privileged information protected by law. If you are not the intended recipient, any dissemination, distribution, copying, or action taken in relation to the contents of this email is prohibited and may be unlawful. If you have received this email in error, please notify the sender immediately and permanently delete the original and any copy or printout.*

**Innovative Interfaces Post Incident Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **Report Date** | 2/13/2018 | **Report Author** | G. Bell/M. Aldrich |
| **Ticket Number** | 609948 | **Ticket Title** | Migration Issue from RH 5to RH 7.4 |
| **Service(s) Impacted** | Sierra System Down | **# of Customers Impacted** | System Wide |
| **Incident Start Time** | 08:00EST | **Resolution Time** | 2/17/2018 12:00 EST |

**Summary / Issue Description**

Software Only was being migrated RedHat 5.x to RH 7.4.

**Customer Experience**

Customer system usage was severely impacted over the course of days.

**System Indicators:**

During migration, we (Innovative Tech Support Staff) experienced SSH issues trying to log into the customer server. This took some time to resolve to identify the issue working with customer and resolving RedHat license issue. Another issue pertained to project transferring between Technical Support Staff.

**Root Cause Analysis**

1. Project preparation, procedures, and planning severely impacted this migration. This has been identified with Software Only customers who migrate from RedHat 5.x or RedHat 6.x to RedHat 7.x

**Steps to Prevent a Future Similar Incident**

| **Issue** | **Action** | **Owner** | **Status** |
| --- | --- | --- | --- |
| In summary, Innovative has put together a task team to review and update the steps necessary for Software Only customer who wish to migrate from RH5.x or RH6.x to RH.7.x | Task team has formed. Process and procedures are being reviewed. | Kathy Mollura/Gary Bell | Ongoing |