

## Introduction

The past quartile was unfortunately troubled by problems regarding our digital infrastructure at the TU/e. The University Council, as a part of their daily business, has met with the responsible persons on the TU/e and Groep-één has decided to construct a document highlighting the problems most experienced by students accompanied by their causes and solutions.

## MyTimeTable

- Problem** Some courses were half shown or not shown at all and the export to outlook didn't work sometimes.
- Cause** Miscommunication between the schedule makers and the persons responsible for MyTimeTable lead to certain students experiencing these problems.
- Solution** Due to incorrect instructions from an external consultant, courses were scheduled in a wrong mode leading to certain courses missing or being shown partially. The problem with exporting the calendar were caused by an authorization issue. Both issues were solved a mere month after they were discovered and students should no longer experience these problems.

## Campus Cards

- Problem** At the start of this academic year, some students found the authorizations on their campus cards revoked for buildings and labs.
- Cause** Authorizations sent by OSIRIS were not received by the next system, and the two systems responsible for the access don't work together properly.
- Solution** The TU/e aims to have the problem solved for the start of academic year 2018-2019. The company in charge of the aforementioned systems are working on the problem now.

## Tuition fee

- Problem** The tuition fee of all students was wired to the TU/e at a much later date than originally communicated.
- Cause** A wrong parameter in OSIRIS caused the payment of tuition fee to be too late. The first time a wrong bank account halted the system for only one day.
- Solution** Next year the parameter will be adjusted, which will ensure the payment is wired to the TU/e on time.

## E-mails not received

- Problem** Some students have not received certain e-mails meant for all students. Such as the e-mails with the course subscription deadline.
- Cause** There is a maximum on the amount of e-mails that can be sent at any one time. This was not known before, but was discovered by student complaints.
- Solution** This maximum will be taken account in e-mailings in the future.

## Structural bug fixing

- Problem** There seem to be structural problems in the digital infrastructure, as opposed to a few bad apples. This would indicate more rigorous bug fixes must be executed.
- Cause** The large scale implementation of multiple systems brought with it some problems. Especially those problems that could not be foreseen in a small scale testing phase.
- Solution** A taskforce was installed and are solving issues based on their priority. Priority 1 issues are hopefully solved in three months. Experts of these systems have also been hired.

## Provision of information

- Problem** Students have trouble finding any information and a FAQ regarding the digital systems.
- Cause** The information is located somewhere on the website, but understandably hard to find.
- Solution** A link to the information is placed on the home page of the TU/e Intranet. Also, in the left navigation pane of MyTUE under HELP/SUPPORT the manuals and information can be found.

## Maintenance moment

- Problem** The moment for maintenance was planned on a Friday morning, which means OSIRIS was unavailable when students and teachers still needed to use it.
- Cause** OSIRIS is an on demand system, which means that maintenance outside of office hours is a tricky thing to accomplish.
- Solution** This problem has been stated in contract discussions and IT is working on possibilities. Otherwise timely planning is the best option. Nevertheless, TU/e contract manager from IT Services will address the demand for maintenance outside of office hours.

## Conclusion

Quite fortunately, we can state that most problems are already solved or are planned to get solved. We compliment IT Services and Education & Student Affairs on their quick reactions to the problems and we thank the TU/e community for being patient with them. If you encounter more problems please first check the link on the homepage of the TU/e Intranet website for more information and a Frequently Asked Questions page on the digital systems. Otherwise please deliver them to the OSIRIS or Canvas helpdesk ([OSIRIS@tue.nl](mailto:OSIRIS@tue.nl) & [canvas@tue.nl](mailto:canvas@tue.nl) respectively). We can't solve any problems we don't know about.