DRAFT: Maintenance (manual identification of issue)  
(User identified: Bib Records, Linkages; or Internal ID: Revised License Agreements)

Examples of issues:  
- vendor/payment  
- new/change to PO  

ABA Issue notification

RR/feedback issue notification

Examples of types:  
- vendor site down  
- bad link  
- bad description(s)

Real Issue?

Y

Investigate Issue (RO/ER Coord)

Resolve Issue (Tech/ERMS)

Fix well enough?

Y

Correct/resolve issue

Update tracking system

Notify vendor/staff & term contract

N

Update issue in tracking system

vs. temp glitch

N

N

Notify staff/vendor/other as appropriate

END

Fix well enough?

Y

Correct/resolve issue

Update tracking system

Notify vendor/staff & term contract

N

Update issue in tracking system

Examples of issues:  
- vendor/payment  
- new/change to PO

END

Updated: 05/05/2010

Issues:  
Need to determine who takes care of issues/descerpancies - tech staff or others?