

Supporting Feedback for Trust and Identity Managed Content Collections

The following is a proposal for enabling user feedback for collections of online content managed by Trust and Identity (T&I), including its community groups. The goal is to leverage T&I's existing issue management processes, while recognizing that there are many collections and even more authors of the content. For the purposes of this proposal, a *collection* is a set of documents related to a common topic (e.g., InCommon Federation, eduroam). Examples of documents contained in these collections are:

- product/service descriptions
- terms and conditions
- reference documentation
- support documentation
- help materials within products

For each collection, one or more "owners" is designated. Collection owners may or may not author the content in the collection, but they are responsible for the collection, its scope of topics covered, its overall structure, and (more specifically for this document) they receive and respond to feedback, routing that feedback to specific authors, as appropriate.

How Feedback Is Provided and Processed

In order to provide consolidated help desk services, feedback for collections should be in the form of electronic mail to help@incommon.org, preferably with a subject line that enables automatic assignment to the collection's owners by Front. Service Management will route the feedback they receive to the appropriate collection's owner.

The documents in a collection should contain instructions for how a reader can provide feedback. Normally, this information will be in a footer or end note for each document but may be provided in some other manner, depending on the nature of the collection.

The Collections and Their Owners

The following is the start of a table that will be T&I's authoritative list of collections and who "owns" them. It will be the responsibility of the table's owner to keep it up to date as the collections evolve over time.

Collection	Owner	Notes
Federation	Albert Wu	
Certificate Service	Paul Caskey	
eduroam	Mike Zawacki	
iTAP (including individual components)	Bill Kaufman	
Training and Consulting	Erin Murtha	
Community Engagement and Working Groups Processes	Community Development Manager	Position to be filled in 2019.
MACE OID and URN registries	CACTI	Nick as liaison to CACTI.
Trust and Identity Program Advisory Group (PAG)	Dean Woodbeck	
InCommon Steering Committee	Dean Woodbeck	
InCommon Community Trust Advisory Board (CTAB)	Albert Wu	
InCommon Technical Advisory Committee (TAC)	Albert Wu	
CACTI	Nick Roy	
General T&I pages	Dean Woodbeck	
Document Stewardship	Document Repository Librarian	Community Development Manager?
This document	Ann West	Includes assignments of owners to collections.

[Linked Applications](#)

[Internet2 Wiki](#)

- [Spaces](#)
 - [People](#)
- [Create](#)
- [Help](#)
- [Paragraph](#)
 - Bold
 - Italic
 - Underline
 - Color pickerMore colors
- Formatting
 - Bullet list
- Numbered list
- Task list
 - Outdent
- Indent
 - Align left
 -
- Align right
- Page layout
 - Undo
- Redo

Example: Technical Documentation for InCommon Participants

Each page in the [Technical Documentation for InCommon Participants](#) collection has the following footer:

Please send comments to [with a subject of "Feedback: Technical Documentation for InCommon Participants"](#)

Since it is hosted as a Confluence wiki space, which supports a common template for all pages in a space, adding a footer to that template with the following text:

Example Footer

Please send comments to [admin@incommon.org|mailto:admin@incommon.org&subject=Feedback%20for%20Technical%20Documentation%20for%20InCommon%20Participants] with a subject of "Feedback for Technical Documentation for InCommon Participants"

will add such a footer automatically, such that clicking on the [help@incommon.org](mailto:admin@incommon.org) link will create a mail message to admin@incommon.org with a subject of "Feedback: Technical Documentation for InCommon Participants."