

## **The support available to all users of the new Club Development Planning System.**

### 1. Central Help Desk Service

ECB has provided a help desk service that directly supports the individual needs of all users (both Clubs and CDMs). This is an email based service to [cbms@ecb.co.uk](mailto:cbms@ecb.co.uk). This has been done to alleviate some of the pressure on CDMs so that they do not have to answer 'technical / IT based' questions that they may not be qualified or have the knowledge to answer. All CDMs and Club users should be encouraged to use this central service for technical enquires.

### 2. Simple User Guides

In addition to this central help desk service a set of very simple User Guides have been written to aid both Club and CDM users. If any users have further questions they should be directed to [cbms@ecb.co.uk](mailto:cbms@ecb.co.uk).

User Guide titles:

1. Not already a registered user of [www.play-cricket.com](http://www.play-cricket.com) - Play-Cricket Registration Process.
2. How to become a member of my Cricket Club's [www.play-cricket.com](http://www.play-cricket.com) website – Applying for Club Membership Process.
3. How to assign roles and responsibilities to complete the new Club Development Planning System on [www.play-cricket.com](http://www.play-cricket.com) – Assigning 'reader' and 'writer' roles – your Club Development Plan.
4. How to access the new Club Development Planning System – Professional Officers (including Cricket Development Managers / Officers and County Cricket Board personnel).
5. A step by step guide to the publishing process – new Club Development Planning System – Club / CDM / ECB Publishing Process.

### 3. 'Mock / test' System

In addition to the central helpdesk service and the User Guides we have created a 'mock / test' site allowing all users to familiarise themselves with the new System. Going to this site and using the new System should be the first thing that all Clubs and CDMs do. The process to access the test site was in the letter I sent on 1<sup>st</sup> April.

Access to 'mock / test' site:

Website address: <http://annatest.ecbstaging.co.uk>  
Username: cdpuser  
Password: pass123

When validating a completed Club Development Plan CDMs should pay special attention to the user guide entitled 'A step by step guide to the publishing process'. The process for validation is exactly the same as in the past apart from the access process and the data being displayed a little differently on paper. If a CDM has any questions or technical difficulties they can contact the central help desk and we will of course answer any questions / problems they experience individually. If CDMs cannot validate a Club Development Plan this should be actioned through their line manager and or Regional Development Manager.

In essence the support mechanisms provided are there to provide direct / individual support to users and alleviate some of the pressure on the CDM network.

Date: April 2008.