



The Basketball Network Roles of Basketball Australia, Basketball Tasmania and CAMS

Role of Basketball Australia:

- To provide annual training to State Sporting Organization and also CAMS/Associations/Affiliates/Clubs
- Trouble shoot high end technical problems
- Assist in updating the overall system
- Taking feedback from Basketball Tasmania and basketball community around system development

Role of Basketball Tasmania:

- First level of trouble shooting and support for The Basketball Network, including membership, registrations and payments, competitions and website.
- Creation of products for Basketball Tasmania registration and providing them to CAMS/Associations/Affiliates/Clubs
- Following release of updates from Basketball Australia testing of The Basketball Network database prior to it being released
- Management of the state database
- Provide training for CAMS/Associations/Affiliates/Clubs

Role of CAMS/Associations/Affiliates/Clubs

- Creation of products and registration forms for local needs. This is important as local CAMS/Associations/Affiliates/Clubs will be provided with a registration product for Basketball Tasmania affiliation but locally the addition of products (CAMS/Associations/Affiliates/Club fees) and the creation of the registration product
- Manage contact details and locator – contact details for appointed roles, removal of duplicate registrations, enter data of tribunal results
- Management of membership database, including ensuring all participants are registered and paid the prescribed BTAS fees, and additional information as required completed (including WWC, tribunals, etc)
- Updating of local websites
- Transfers and permits

Help Desk and Support

Basketball Tasmania has two help desk points for assistance with The Basketball Network system. Please come directly to Basketball Tasmania staff as your first point of call for help and support. First contact should be David Munns (david.munns@basketballtas.com.au) (0488 111 386) and secondly Scott Boucher (scott.boucher@basketballtas.com.au) (0405 677 649).

If Basketball Tasmania staff cannot assist we can organise support from Basketball Australia or SportsTG. Please do not go directly to Basketball Australia without speaking to a local staff member as this can create multiple help desk tickets with both Basketball Australia and also SportsTG which will slow down the process to rectify your issue. Only technical related issues are escalated to SportsTG.