IGeLU, INUG, PWG and SIWG Meeting - Budapest - 2015 09 01

INUG Members Present

Spanish Users Group
Icelandic
UK users group
Israel
Australia / New Zealand
Norway
ELUNA / Canada
ELUNA / USA
Sweden
Finland
German speaking users group
Portugal

INUG Issues

Concerns were expressed about the Primo SaaS policy -- this issue is currently under discussion with ExL -- Jirka provided an update on the Primo SaaS activities to the INUG -- this included that all Primo functionality will be distributed to all Primo platform architecture -- Ex Libris are looking at a Primo development platform/tools

Concerns on roles and responsibilities of Ex Libris and the customers in regards to Primo Total Care / Direct were raised -- the group expressed the need for clearer definition for roles and responsibilities of each party under the primo Total Care / Direct environments

Action: need clearer definition for roles and responsibilities on Primo Direct/Total Care

Regional SFX targets are not being submitted -- this was noted by the group.

Feedback requested from INUG on Systems Seminar and the Developer's Day -- some people indicated that the Systems Seminar in Oxford was disappointing -- others indicated that it was useful as a product introduction -- only promote systems seminar if if takes on a more developers theme -- maybe rename Ex Libris Systems Seminar to a different name to reflect more of what is being covered by Ex Libris -- Systems Seminar is tending towards training as compared to developers/technical sessions -- Steering Committee will approach Ex Libris about what they would plan to deliver in the next Ex Libris Systems Seminar

Action: Steering Committee will approach Ex Libris about what they would plan to deliver in the next Ex Libris Systems Seminar

Action: Steering Committee will approach Ex Libris about a possible name change for the next Ex Libris Systems Seminar to better reflect the content that will be delivered

The group indicated that there is a problem with the online payment option in Aleph -- no further information supplied on this issue

The following issues were raised in regards to Alma

- Alma Analytics not being treated as an outage was raised
- Alma system status notification not being reporting proactively -- the group reported instances where the outages were being reported by the customer base before receiving any system status notifications
- Alma response times was raised -- there are reports where there were periods of slow downs
- Cloud status page updates are not meeting KPI

Action: SC to table the above issues with Ex Libris

It was reported by the group that Ex Libris indicated that it is against the rules to use Alma APIs to monitor their services

Action: SC to table the issue with using APIs to monitor ALMA

SC provided an update on PWG groups -- DigiTool PWG being taken over by Alma PWG -- Verde PWG is now closed -- the SC indicated that there will be roles in the future for non-product specific working groups such as KBAB -- the SC also raised the issue of renaming the PWG (Product Working Groups) to WG (Working Groups) -- this renaming will bring the groups more in line with current and proposed cross-product activities.

Support issues was raised -- it would appear that listserv action raises the profile of any logged salesforce calls -- further issue raised where regression issues were being treated by Ex Libris Support as enhancement requests

Action - SC to take up issues with regression problems being treated as enhancement requests

A request for fuller product roadmaps were raised -- these roadmaps are essential for enhancement request processing -- the group indicated that at least 2 full roadmaps per annum would be useful

Action: SC to approach ExL for 6 monthly detailed product roadmaps

Issues with support escalation and getting support updates -- ELUNA are going to track calls in the NA and will be used by ELUNA and track support calls and raise with ExL at ELUNA -- possible to include IGeLU sites as well

Action: status update on backlogs in development

The group raised the issue in regards to whether a hosted Primo is a requirement for Alma

Action: SC to determine if hosted Primo is a requirement for Alma

The group also raised whether Alma will work with non-Primo discovery layers

Action: SC to raise with Ex Libris whether Alma will interface with non-Primo discovery layers such as Summons

The group raised an issue with local resources in the KB nsd in particular the quality of the metadata

Action - SC to raise the issue of low quality metadata in the KB

The group raised the of Alam-D and its relationship to DigiTool and Rosetta

Action: SC to raise with Ex Libris the relationship of DigiTool and Rosetta to Alma-D.

The following additional was raised by the PWG / SWIWG coordinators -

> **Expectations from the steering committee**
> 1. Support the PWGs and SIWGs in their activities financially, i.e. summer meeting, conferences, etc
> 2. Support us in bringing our issues to Ex Libris higher management - Escalation level.
> 3. Steering Committee should play a role in the future development of PWGs and SIWGs, e.g. creation, mergers, etc.
> 4. Effective communication from SC to PWG/SIWG coordinators about who their liaison members are.
> 5. The liaison members should always be on PWG and SIWG calls.
> 6. Effective communication between IGeLU and ELUNA steering committees so that the same message is agreed upon by both SCs wherever possible.
> 7. Pay the PWG/SIWG dinner ;)