IGeLU 2020 – Report from Uk and Ireland User Group (EPUG-UKI)
Compiled from responses via EPUG-UKI listserv. 2nd September 2020.

We would like to thank ExLbiris and fellow customers for all help during COVID-19. Their help with changes which needed to be implemented quickly was excellent.
ExLibris training and documentation on those changes helped immeasurably. The response was impressive and much appreciated.

We would also like to thank ExLibris for all the work done liaising with us on UK/I specific issues with Content, and the effort last year to try to resolve some long overdue fixes for community zone data.

The main issues we have seen over the past year relate to:
- Quality Assurance
- Release planning
- Documentation
- Content
- Average closure times for SF cases.
- Cost

Quality Assurance

We have seen some very high impact problems this year. Often after monthly releases. Often which affect large groups of customers. We have seen bugs in existing and new functionality.

For new functionality (the new Alma UI being a case in point) it clearly could not have had sufficient internal testing before it was rolled out to customers.
Can ExLibris please comment on how much they base their QA on customer testing on Sandbox?
Can ExLibris please provide more details on specific QA testing plans run internally?

Release planning

Some releases require pre-planning – others don't. Where a large service or a large number of people are involved we need to schedule time to implement. For example – change to ALMA new UI – having opt in is great – but not on by default.
Can ExLibris please look at documentation for releases to advise where there will be work required for local setup?

Documentation

Last year we were advised by ExLibris that documentation would be improved to include more use case based help.   Documentation is not always clear or useful – e.g. Code Table details describe what is in code tables – but not what making changes to those tables impacts, and why you would want to make changes in the first place.
 Another good example is repeating a description and not explaining what it means e.g. new fields in analytics – we need to know how these map to client views and have consistent terminology between interfaces.
And a third example is seen most usually after implementation – where there are areas of Sysadmin which were never customised or changed/touched – only by ExLibris staff. It would be good to know, in general, which areas require customisation and further management, and which do not. This will be specific to each site sometimes. As customers we must all be missing out on brilliant bits

of each system because we are unaware of the need to customise, or why making changes would make improvements.
Can ExLibris please comment on plans to improve documentation?

Content

We know content is a massive area which has needed work for some time. And we appreciate this being acknowledged. But, Alma is sold as a wonderful system that has excellent content for sharing. We are still not able to say we have that. Despite all attempts.
Can ExLibris please advise on plans to continue to improve content for Quality / accuracy/ timeliness of updates to CZ data?
Can ExLibris please alos advise specifically on work with EBSCO?

Average closure times for SF cases

In most cases, for standard calls which Support can deal with directly, we see good response times. We do have occasions when calls remain in 1st Tier for a while.
Where we see further problems is with more difficult to diagnose problems or identified bugs which are not scheduled to be fixed quickly.
Where a bug affects a large customer group it is often left to customers to escalate via public listservs. We do appreciate lists being monitored and calls being escalated quickly but would like to confirm that is now a standard process for us to escalate via lists where impact is not just local.
Can we also, kindly, remind ExLibris that one bug may mean hours of extra work for our staff locally – if we need to work around bugs or multiple bugs.
One comment by one UK site "Definitely the longest wait of any supplier I have had to deal with"
Can ExLibris please look at KPI for specific types of calls.
Can ExLibris please advise on average length of time taken from bug identification to bug fix?
Can Exlibris please advise on how they calculate IMPACT based on multiple customers experiencing the same issues.

Cost

Most HE institutions will be facing difficult times ahead. Due to the after effects of COVID-19 and impact on funding cuts. Most sites will be having to make serious decisions between staff/services. Everyone will be trying to do more with less.
Can we please ask that ExLibris consider this when negotiating contracts.