

Summit 3 Working Group Meeting
9:30 AM, June 29, 2015

Participants (please bold your name as you come in):

Jesse Thomas, Anya Arnold, Kate Cabe, Erin Bledsoe, Julie Carter, David Ketchum, Amber Brock, Sue Shipman, Dawn Lowe-Wincentsen

GTM Meeting S3 COE

Mon, Jun 29, 2015 9:30 AM – 10:30 AM Pacific Standard Time
Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/806546125>

Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.
Dial +1 (872) 240-3312
Access Code: 806-546-125
Audio PIN: Shown after joining the meeting
Meeting ID: 806-546-125

Agenda:

1. Introductions
2. Summit 3 COE Initiative – a quick summary
3. SPOT Categories 1-6 Ranked with ExL Comments – go-live document
4. Latest update about syncing errors / Ready to Be Sent requests
 1. Ex Libris disabled the third-party component that they thought was causing our syncing Problem on 6/17
 2. It doesn't look like this fix worked; requests are still failing, only now they end up in our Ready to Be Sent queue.
 3. There is also a potential network timeout issue that ExL is also looking into.
5. Summit 3 Development Project
 1. Review
 2. Create a list of actionable "coulds and shoulds" to share with Ex Libris
 3. Discuss future enhancements
6. Anything Else?

[Moshe's email from 6/24]

I would like to explain the nature of the change that has been done, and how it's affecting what you're seeing, as well as what's on our to-do list to resolve these issues.

Until this recent change had been made, Alma was relying on a third party component for delivering the messages between borrowers and lenders. Naturally, relying on a third party component adds complication to monitoring and analyzing issues. What we have changed last week is that we've been able to bypass that component and have the borrower and lender directly communicate. That change has a couple of benefits:

1. There's one less point of potential failure in the process
2. The monitoring and analysis of issues is simpler

As expected, this change reduces the number of un-synched records in the system. In fact, what you're seeing is one of the benefits of this change – previously these requests would have ended up as 'Sent' on the borrower side, even though the third party component failed to send the message and the lender never got them. That is because that component was failing to notify of its failure. With that component bypassed, requests that fail to be sent are immediately labeled as such on the borrower side which is immediately aware of an issue.

That said, we are obviously trying to figure out the failure. The issues reported on the 18th/19th have been analyzed. We don't see them happening again, and none of the later examples you've reported are caused by the issue that caused them. We'll therefore continue to analyze your reports to see if that happens again.

Some of the later reports you've seen have been analyzed to be caused by a network timeout. In fact, some of the requests have been successfully created by the lender and it is some timeout that caused the borrower to not get that indication back and consider the send action a failure. We're still analyzing other cases.

Bottom line is:

1. Some 'ready to be sent' requests have made it to the lender and some have not. There is no current way for you to verify that, other than contact the lenders of these request and ask if the requests have been created or not. If not, simply try to resend them.
2. We will be making the following September release improvements to help manage these situations:
 - a. We will improve the timeout management to reduce the number of situations in which it happens
 - b. We will enable you to simply resend the message without having to verify the lender side condition first

I believe these improvements will have a good effect on your management of these situations.

BTW, how often do you see this happen ?

I hope this helps clarify it. We can have a call if you want further clarifications.

Best regards,
Moshe