

UG1 MicroStrategy Reporting & Performance Subgroup Meeting Minutes

Date: January 17, 2014
Time: 9:30 AM to 11:00 AM
Location: WebEx
Next Meeting Date: January 31, 2014

Meeting Agenda

- MicroStrategy Report
 - Mail Owner Training Recommendations
 - Web Changes in January 2014
 - Historical Data Retention Jan 2014
 - Multi-level Mail Service Providers Reporting
- MicroStrategy Performance
 - MicroStrategy Performance Metrics
 - MicroStrategy Performance ETRs/ECRs
 - MicroStrategy Performance Response Times

Meeting Minutes

Announcements:

- Performance discussion will occur first in the meetings going forward
- Mail Owner view defect fix will be implemented in patch on 1/26
- There is an ETR open to examine the drill-down performance on pulling the reports

Discussions:

Historical Data Retention

Questions & Answers Discussion:

- **Question:** Is it possible for data to be restored/un-archived for a single eDoc submitter?
- **Question:** Could the Postal Service offer “data dumps” for mailers (Per the sub-group’s recommendation on data export)?
- **Question:** Is it possible to have a formal request form on the Gateway?
- **Question:** Is it possible to have guidance/instructions on how to request data on the Gateway?
- **Question:** Is it possible to receive the same amount (or more) of data as pre-archival?

Industry Requests:

- Mailers would like guidance or link directing mailers to instructions on how to request reports

Multi-level Mail Service Providers: Reporting Visibility Needs

Industry Comments:

- There may not be enough emphasis on the eDoc submitter role
- The MSPs are having a hard time explaining to the Mail Owner the errors that occur on the reports
- The Mail Owners should have more ownership of their errors
- The problem needs to be properly defined before solving; possible task team topic
- If the MSP can’t get the Mail Owner to comply with Full Service, the MSP may take the Mail Owner out of the grouping

Industry Requests:

- Bob Rosser will write the Multi-level Mail Service Provider issue and sub-group leadership will escalate the issue to USPS

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MicroStrategy Performance

Industry Comments:

- Has Postal asked the mailers why they haven't looked at the reports to address why the report usage has gone down?
- There seems to be a level of complication to run a report. Some reports take over an hour to run and some reports don't run at all, yet there aren't any notifications that there is an issue and/or when it will be fixed
- The data and metrics are misleading because it doesn't reflect the frequency of report pulling errors that the mailers are encountering

Industry Requests:

- Create a survey to the mailers to ask why they haven't been pulling the reports
- Follow up ETR123276

Action Items

Action Item	Owner	Due Date
Follow up on the status of ETR123276	Arlene Zisow	1/31/2014