

UG1 MicroStrategy Reporting & Performance Subgroup Meeting Minutes

Date: January 31, 2014
Time: 9:30 AM to 11:00 AM
Location: WebEx
Next Meeting Date: February 14, 2014

Meeting Agenda

- MicroStrategy Performance
 - Status of ETRs/Upcoming Performance Enhancements
 - MicroStrategy Performance Metrics
 - Open Discussion
- MicroStrategy Reporting
 - Discussion: Lessons Learned
 - Discussion: Multi-Level Mail Service Providers
 - Discussion: Usability of the Mail Owner Reports
 - Discussion: Feedback on the Trend Analysis Report
 - Discussion: Historical Data Retention Recommendations

Meeting Minutes

Announcements:

- Vicki Bosch will be replacing Kelley Sullivan as USPS lead. John Nabor is now acting in Vicki's place.
- Johanna Mubaraki is taking over Jenny Zheng's role.

Discussions:

Open ETRs

- ECR123223- Need status. This was on the previous Jan 17th meeting ECR list but not carried over.
- INC914891-Accurate Tracking of drills- disappeared from list. In progress what is the status?
- ETR 123671- Need follow up to see what group or individual recommendation created this ETR.

Questions & Answers Discussion:

- **Question:** What is the status of ECR 123276?
Answer: ECR 123276 priority level changed from medium to high priority and will be assigned to a release. Kelley will have date during next meeting

MicroStrategy Performance Metrics

Industry Requests:

- Postal Service activities regarding retaining report data and improving performance
- Based on planned enhancements, the projected performance expectations
- Mailer scorecard –
 - What is the SLA on this? Have not been able to narrow the window down as yet.
 - What is the agreement on how quickly it is supposed to run?
 - Average success time is 45 seconds, which is still on the high side
 - Less hits so it contributed to the fact that there was less usage on the system
 - Haven't established a pattern for reports
 - Need to concentrate on what we are seeing is an issue, see if there are recurring issues, see what we believe SLA times should be
 - See what postal service is doing on performance improvements
 - Need to reconcile or archive data as an effort
 - What type of improvement do we anticipate to see as a result of the change

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- Metrics were not reported over the holiday

Lessons Learned from January Release 37and Patches

- MicroStrategy upgrade- screen displays changed
- Observation: Some mailers saw improvement in report performance
 - Saw anomalies that cleared up right away
 - Unclear whether it was due to Release or MicroStrategy update
 - Lesson Learned: Roll changes in as soon as possible
- Suggestion: Could USPS increase communications around the informational information that is available to the mailers?
 - USPS could do a webinar or PostalOne Users group
 - Show what each report does
 - Show how to use the report and what someone might do with the report
- At Great Lakes Focus Group:
 - Not too many people have seen the reports
 - Need USPS to do more promotion of the reports
 - More marketing of what educational tools are available-webinar recordings
 - Show how and where information is stored and how to get to it
 - It is more important to get data back than the formatting of the data

Industry Requests:

- RIBBS
 - Under Intelligence Mail services education
 - Focuses on Full Service
 - Search engine on RIBBS & USPS is not useful
 - Vicky, Arlene, Kelley- write up proposals on how to restructure RIBBS. Then get approval from Pritha.
 - Pull up old documentation on what the team worked on earlier
 - Improve the search tool on usps.com
- Recurring problems (Linda Gustason)
 - Issues that need prime focus from help desk
 - Send ticket so Kelley can get updated info
 - If USPS had moved forward, would we have reports needed
 - Are the issues that we believe are critical on the list
 - Kelley to send open tickets to Steve Krejcik that relate to data
- Observation on Education
 - Mailer scorecard guide
 - New IMPB compliance report not mentioned in any updates
 - Make people aware that we have these documents
 - Presentation that Arlene does on scorecard
 - Every report should have sample report and how to use it
 - People can see broader data and why it would be used

Discussion: Multi-level Mail Service Providers

Industry Comments:

- Task to come up with a position statement that can be raised to MTAC leadership

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- Will finalize statement
- Need to escalate to Angelo (executive sponsor)
- Discuss workgroups & possible solutions
- Policy Discussion: Defining a Chain of Responsibility in Seamless Environment
 - Use tools and recognize how to improve quality
 - Concerns industry has expressed on By/For
 - Try to work collaboratively to improve quality
- Submit a request for a workgroup or a subgroup under UG1
- Escalate Bob Rosser's write-up to UG1
 - Steve will bring to User One user group to see how to raise this up – Uni, Linda, Kelley
 - As a mail owner, trying to protect ability to see value chain with ability to understand
 - Expect postal service to be more proactive in working on quality
 - Postal One Leadership meeting Monday at 11am

Removal of the Mail Preparer Report

Industry Comments:

- Identify the companies that have different CRIDs for eDoc Submitter and mail preparer and then reach out to a sample size of the companies to ask what are their reasons for having this situation
 - Need a list of who the folks are? Mail preparer name & eDoc submitter name. Jenny will reach out to IT lead.
- Difference in CRID?
 - Can only have mailer ID linked to one CRID
- What is the business need? Find out why 3.6% of jobs are that way?
- What is our threshold to determine whether we keep them or not?

Discussion: Usability of the Mail Owner Reports

- Dashes mean 0 errors

Action Items

Action Item	Owner	Due Date
Write up proposals on how to restructure RIBBS and then get approval from Pritha	Kelley Sullivan / Vicki Bosch / Arlene Zisow	2/14/2014
Perform a search for all defects related to data returning (include the customer who opened the ticket) and send open tickets to Steve Krejcik that relate to data	Kelley Sullivan	2/14/2014
Bob will write up concerns & Steve will bring to User One leadership user group to see how to raise this up – Uni, Linda, Kelley. Articulate desired results.	Bob Rosser/ Steve Krejcik	2/3/2014
Contact the companies that have different CRIDs for eDoc Submitter and mail preparer to ask why the companies are using different CRIDs	Arlene Zisow	2/14/2014

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Reach out to Phillip Parrish to get the list of companies that have different CRIDs for eDoc Submitter and mail preparer	Jenny Zheng	Completed
Find SLA times for report generation success and show on metrics slide for next meeting or give date when the SLAs will be available with the report metrics.	Kelly/Vicky	TBD