A BRIEF INTRODUCTION TO COUNTER COMPLIANCE

Count
- User-driven usage
- Valid page requests
- Content items

Exclude
- Robot usage
- Bad page requests
- Non-content records

Delivering reports
- JSON and tabular formats
- Month-by-month reporting
- Available within 4 weeks
- Year to date PLUS two back years
- Delivered per customer

Migrating and upgrading

New reporting service, same Release
- Offer YTD plus two years
- Try to deliver all data in one report
- Try to move on the first day of a month

Upgrading to a new Release
- As above BUT with separate reports
- Keep offering the older reports for at least three months

Audits

Pre-flight
- Use the Validation Tool

Initiate
- Agree scope
- Brief auditor

Audit
- Auditor tests
- Fixes if needed

Complete
- Audit passed
- Registry updated

Allow plenty of time – audits take at least 3 months

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