

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