

Analytics Evidence PG4 - Documentation Consistency

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During new releases for Alma, Primo and Analytics - it would help if Analytics documentation consistently included new functionality and new subject areas.

We would welcome a re-evaluation of how release notes are managed.

Would there be potential in using product working groups as first pass readers of release notes?

Examples:

- The May 2016 Primo release included the addition of User Groups to Primo Analytics. Information on configuration was provided in the Release Highlights document, but not elsewhere in the documentation. This caused confusion for users who had not viewed the release document but encountered the mapping table in the back office and could not locate documentation about it.
- Primo search session. Knowledge Center documentation defines Session Duration as the following: “The average session duration, which is counted from the first action to the last action within a session.” But it never tells if the figure given is in seconds or minutes.
- New Primo UI fields added to Primo Analytics are missing from the Primo Analytics User Documentation.

status: open

priority: high

subject area: general

From the IGeLU-ELUNA Analytics Working Group, Analytics Evidence Document

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