

2014

Managing change in Alma: Do monthly updates matter?

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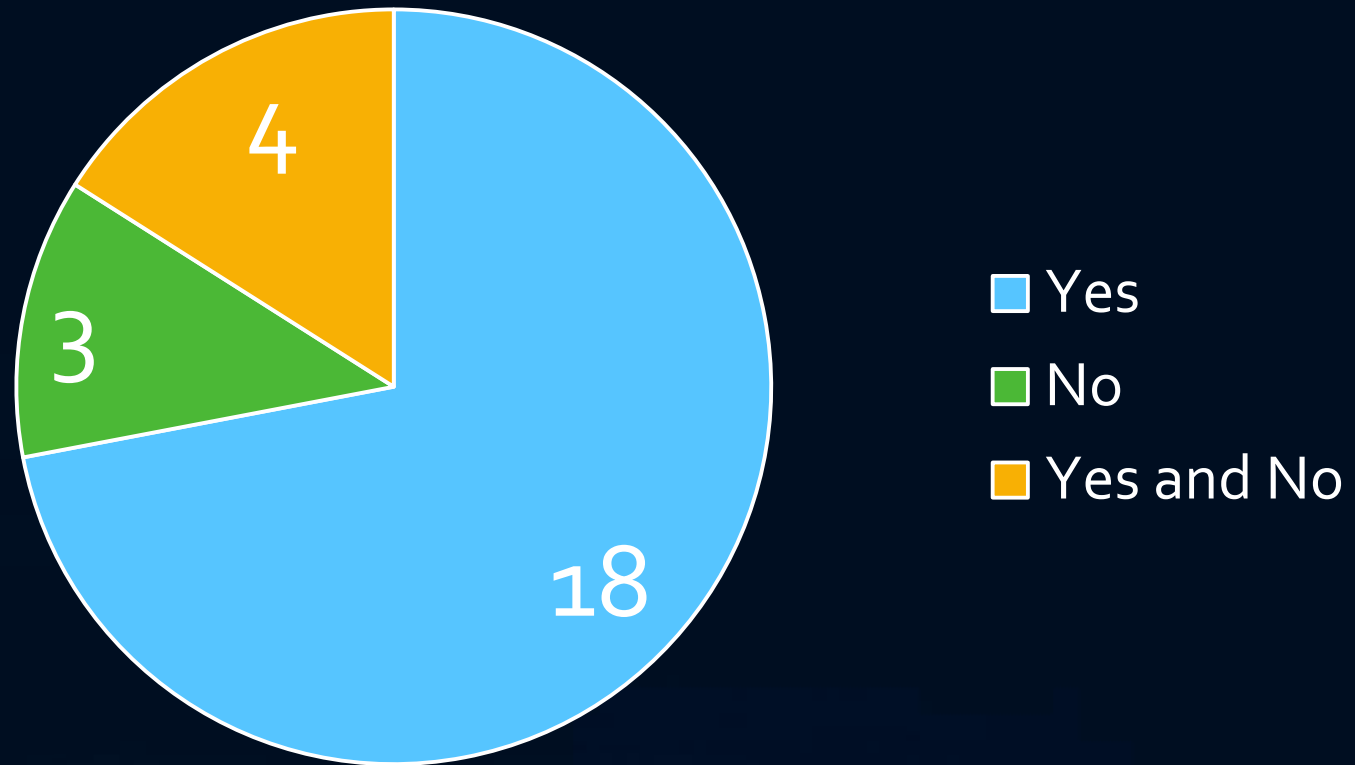
Managing Change in Alma

DO MONTHLY UPDATES MATTER?

Scope

- Questionnaire sent to Alma mailing list
 - 11 questions
 - Including 6 Likert scale questions
- Centered around monthly updates and how the updates are handled at the library
- 25 respondents from 20 institutions

Question 1: Is the monthly release schedule better than quarterly? Why or why not?



Question 1: Is the monthly release schedule better than quarterly? Why or why not?

- Yes
 - 10 responses - Conditional - Alma needs work
 - 4 locations added they're fine with a move to quarterly in the future
- No
 - 3 responses - Libraries desire more continuity in procedures – They don't want to worry about processes changing with each update
 - Libraries don't have enough time/enough notice to fix big issues before the next release comes out
- Yes/No
 - Various issues

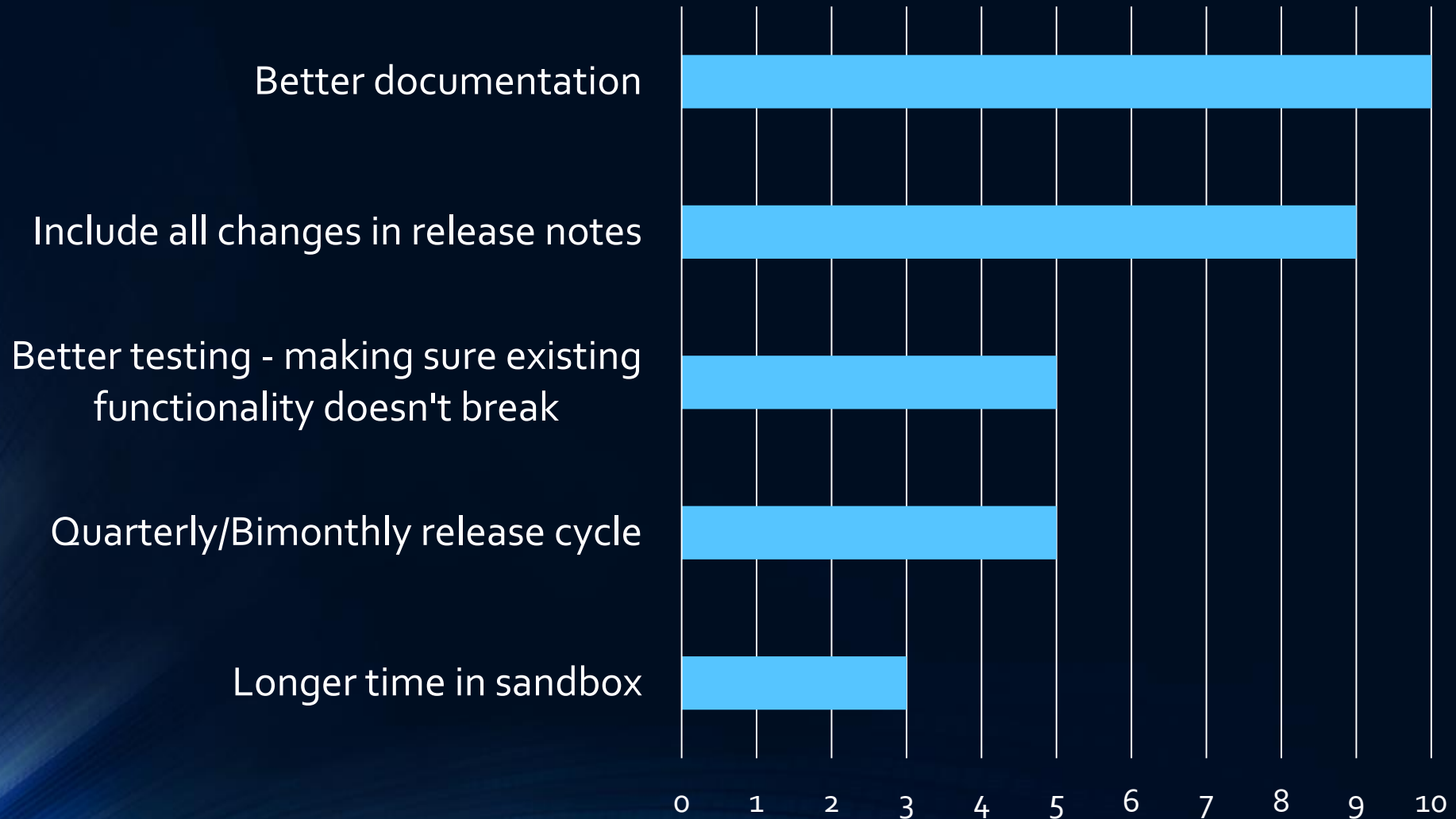
Question 2: How has the monthly release schedule impacted the way you implement changes?

- Has it caused change?
 - Yes - 16
 - No – 4
 - N/A – 5 (still in implementation or just out of implementation)

Comments

- 7 responded they use the sandbox for testing
- 2 responded the number of changes has caused staff to be more change adverse
- Diversity in responses – some use distributed model having departments handle their own changes while others have a small group that reviews the changes and implements

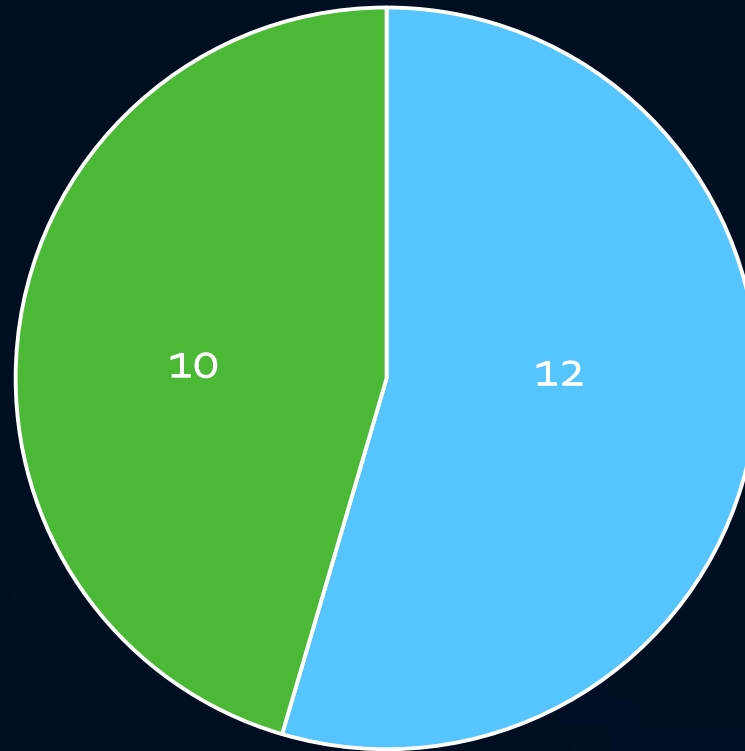
Question 3: If you could change something about the releases what would it be? (other than content)



Question 3: If you could change something about the releases what would it be? (other than content)

- Other notable requests for improvement
 - A better link between Alma sandbox and Primo sandbox
 - Improved fidelity between cases in Salesforce and release notes
 - Releases that focus exclusively on improvements in one area

Question 4: Do you use the Alma sandbox to test new features a week before they are pushed to production? Why or why not?



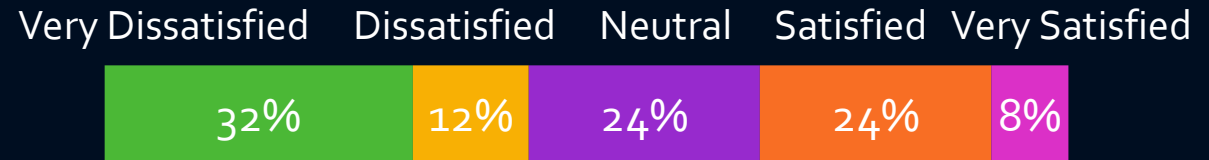
■ Yes ■ No

Question 4: Do you use the Alma sandbox to test new features a week before they are pushed to production? Why or why not?

- No
 - Not premium sandbox so testing is of limited value
 - Too busy/Not enough staff
- Yes
 - Premium sandbox is good but doesn't always accurately reflect production settings
 - Large issues are tested in sandbox first then re-tested in production when the update is live
- N/A
 - Part of consortiums where data sharing is an issue
 - Not configured yet

Satisfaction Scale Questions

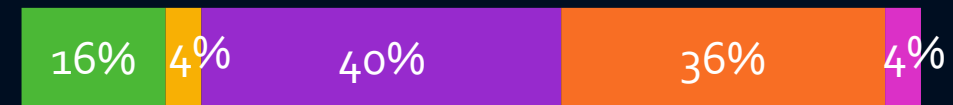
Satisfaction with documentation in each update



Ease of implementing new features



Satisfaction with the number of new features in each update



Satisfaction with the number of (bugs) issues addressed in each update



Bug Tolerance in Flux – Moving from a local ILS to Alma

Questions:

- Rate your tolerance for bugs/issues in your previous ILS
- Rate your tolerance for bugs/issues in Alma

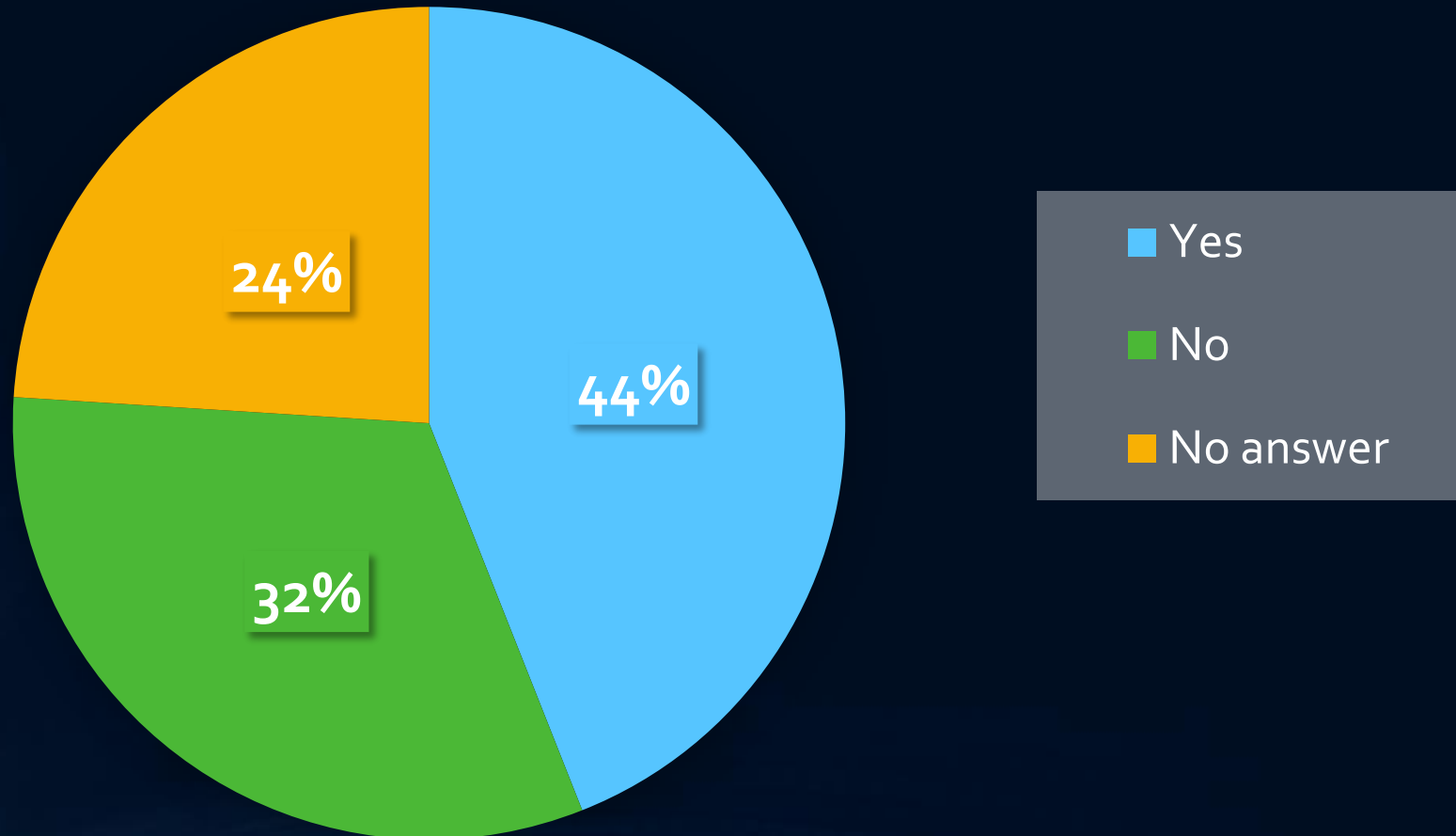
Both questions were rated on a 10 point scale

Chart depicts the differences between the two answers for each respondent

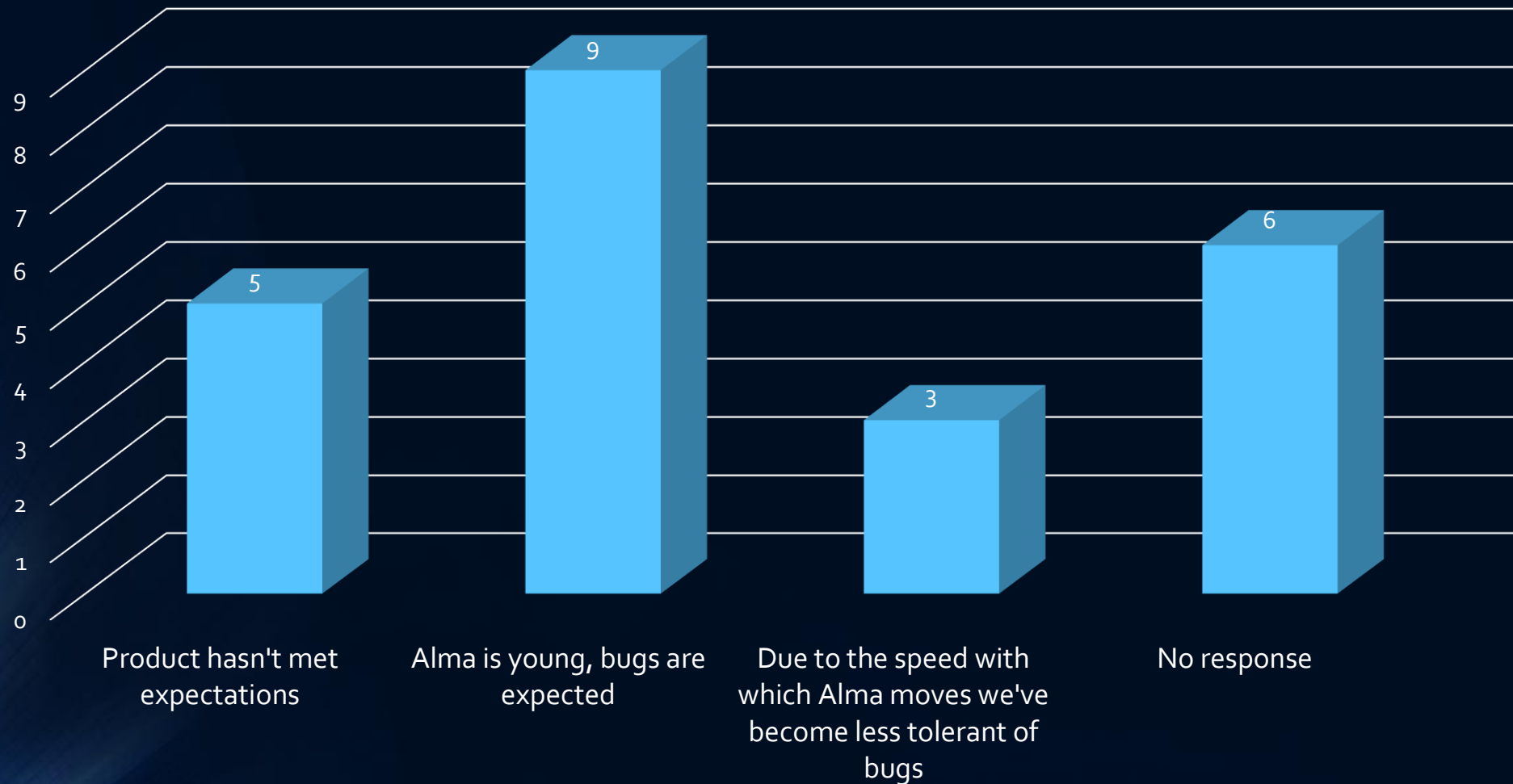
Less tolerant – 9
Same tolerance – 8
More tolerant - 8



Question: Has your tolerance for bugs changed since moving to Alma?



Question: Why has your tolerance changed?



Note: while some respondents indicated their tolerance for bugs did not change their comments were similar to others that did have a change in tolerance. This chart represents those comments and is not an indicator of overall tolerance change (please view the previous slide for that information)

Summary

- Monthly release is preferred by most (for now)
- Libraries mostly find the Alma sandbox useful but only if populated with their data
- Documentation needs to improve and include all changes
- Customers are mostly satisfied with the number of issues addressed in each release
- Most customers realize Alma is a young product and is more prone to issues but some do feel it is not living up to their expectations

Questions?

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