

# COUNTER COMPLIANCE

## TRACKING USAGE

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

### ***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

## THE AUDIT PROCESS

Allow plenty of time – audits take at least 3 months



Use the Validation Tool

Pre-flight



Agree scope  
Brief auditor

Initiate



Auditor tests  
Fixes if needed

Audit



Audit passed  
Registry updated

Complete