

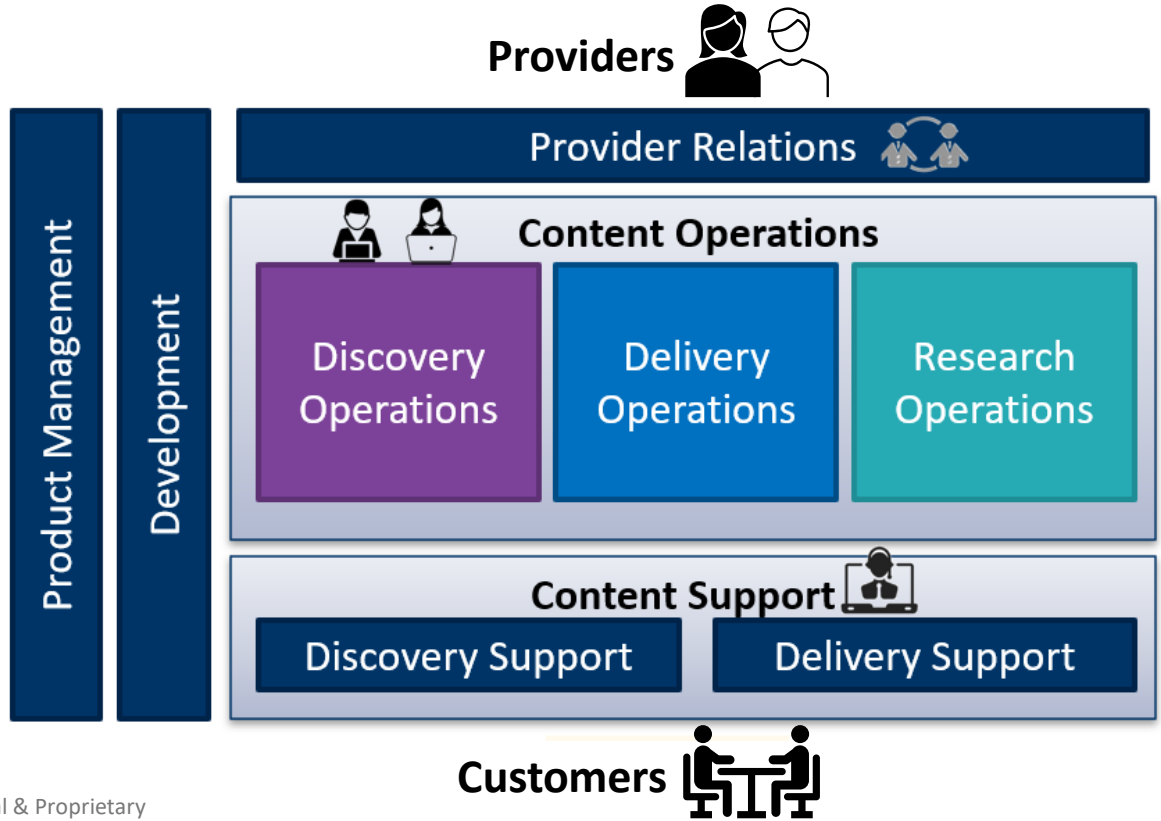
We Put the "Operations" into Content Operations

Shahar Cohen | Content Operations Manager

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Meet the Content Operations Group

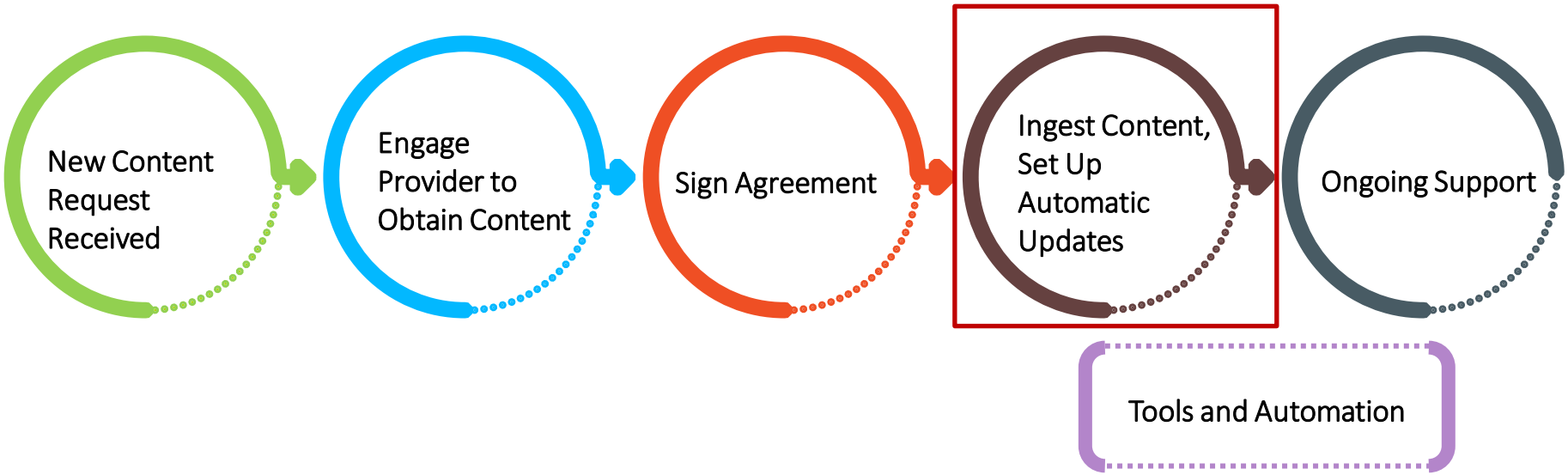
Our Vision: Provide best in class content experience to libraries and content providers



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The Content Ingestion Process



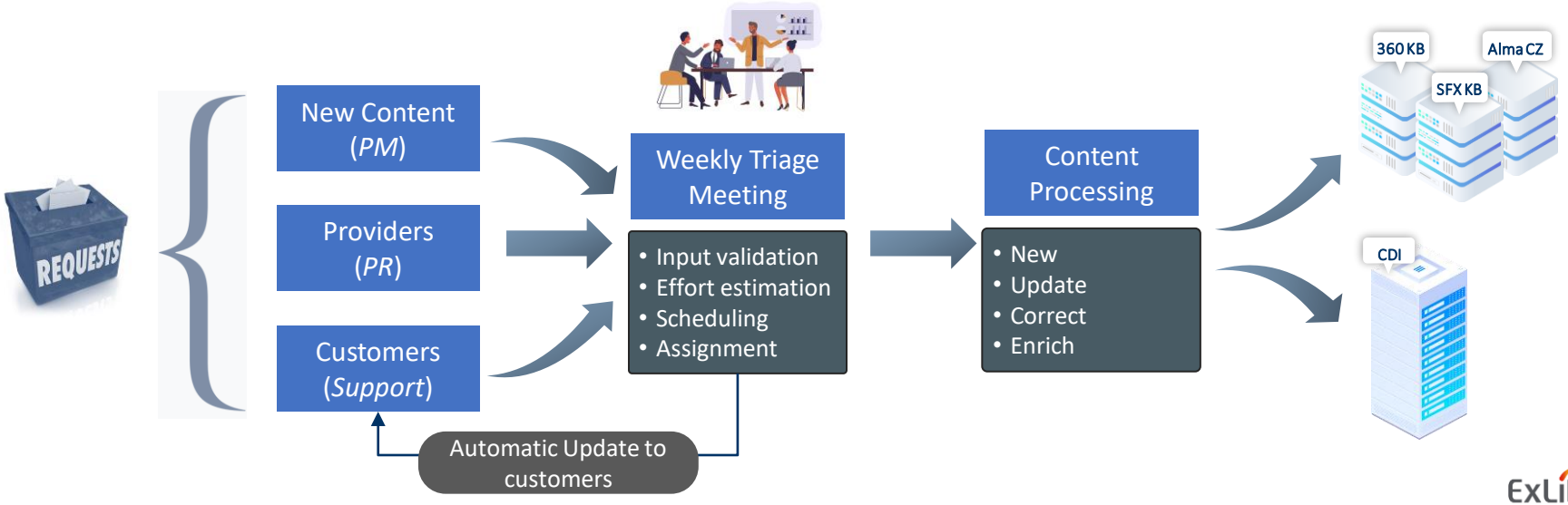
- End-to-End User Experience (June 14, 2021) – YouTube, WebEx, PDF
- Provider Relations: From Idea to Ingestion (September 16, 2021) – YouTube, WebEx, PDF

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End to End Process

End to End Process

- Provider to product
- Multiple processing types from different sources

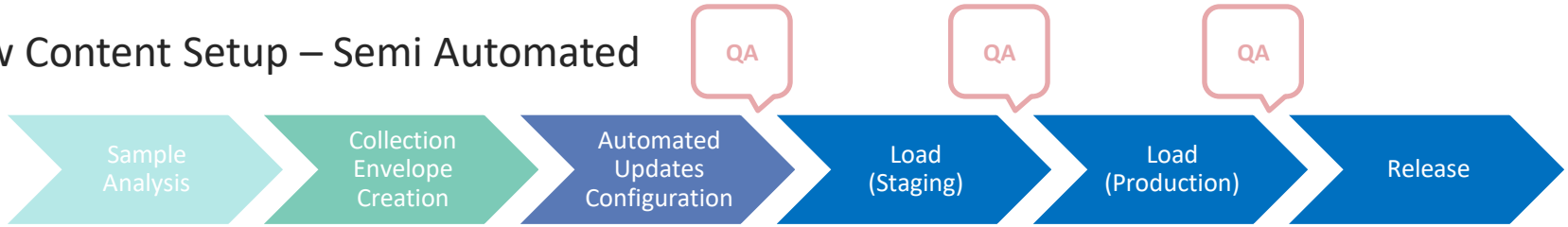


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New Content

New Content Setup – Semi Automated



- Suitability
- Data Standards
- Linking
- Maintenance

- Interface (Provider)
- Description
- Linking Parser

- Auto update program
- Title list Fetch

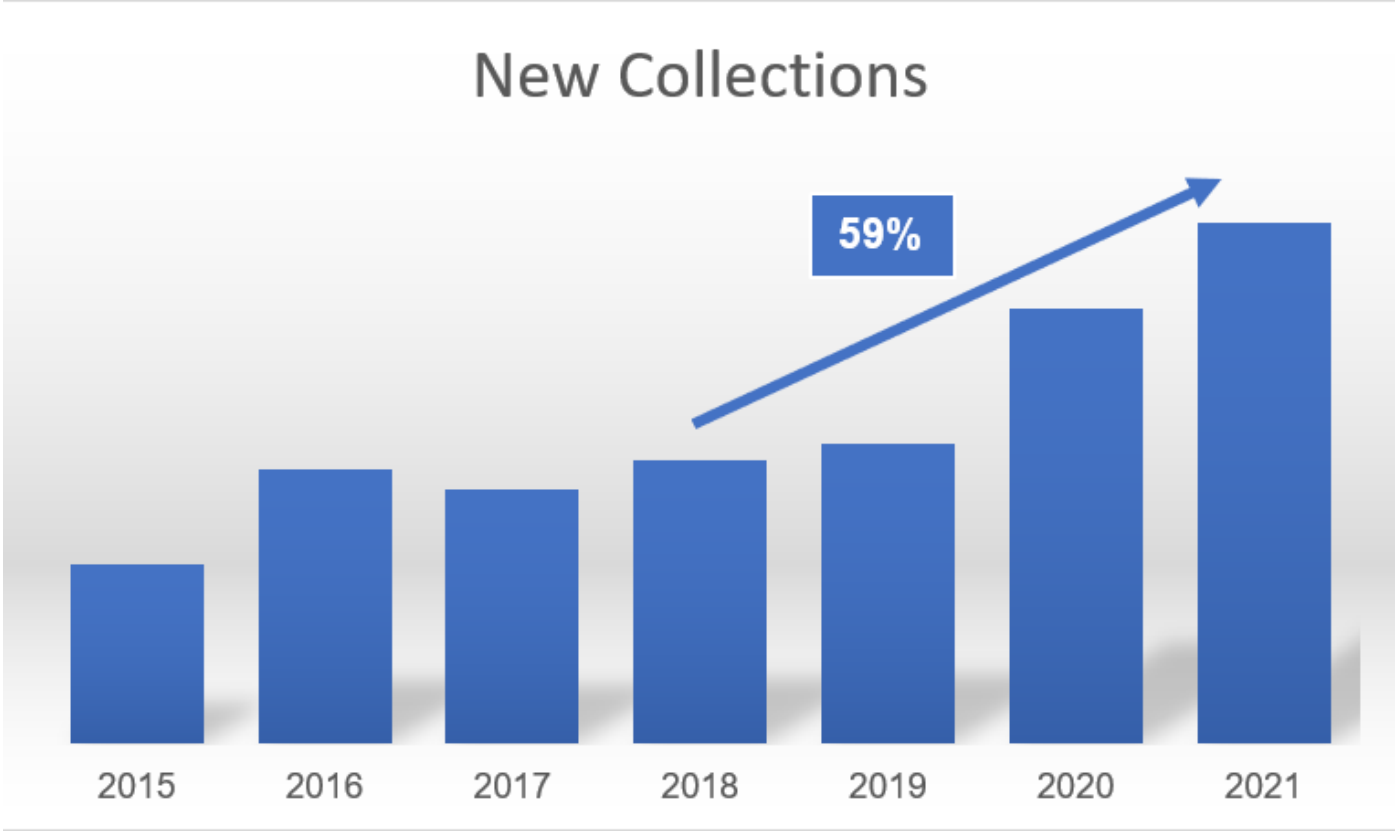
Extensive manual and automated QA

- Manual spot tests
- Title count
- Encoding
- All links automatically tested

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New Content Added to Knolwedgebases

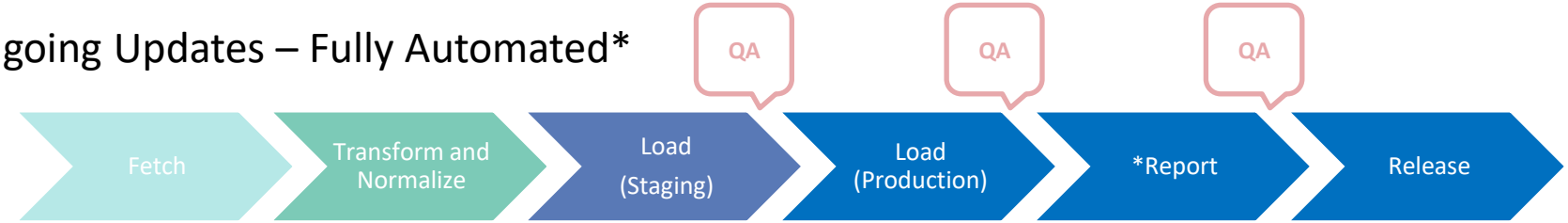


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Collections Ongoing Updates (automation)

Ongoing Updates – Fully Automated*



- Fixed location
- Fixed file name
- Format
- Encoding

- Pre Process based on initial setup
- Transform to ingestible format

Extensive automated and manual QA

- Changes count
- Encoding
- All links automatically tested
- Manual tests based on control report

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Ongoing Maintenance- Automated Process



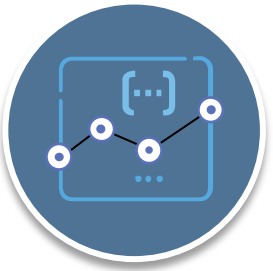
Purpose

Keep the Knowledgebase up-to-date and accurate in a scalable manner



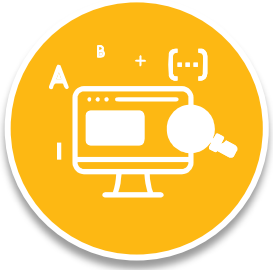
Method

Automated tool that fetches, normalizes, and loads data from various Content Providers into the KB with minimal manual intervention



Scale

- Full automated daily update
- Processes over 42,000 collections



Monitor

Creates a balance between automation and manual work

The report is used as an input for the analysts

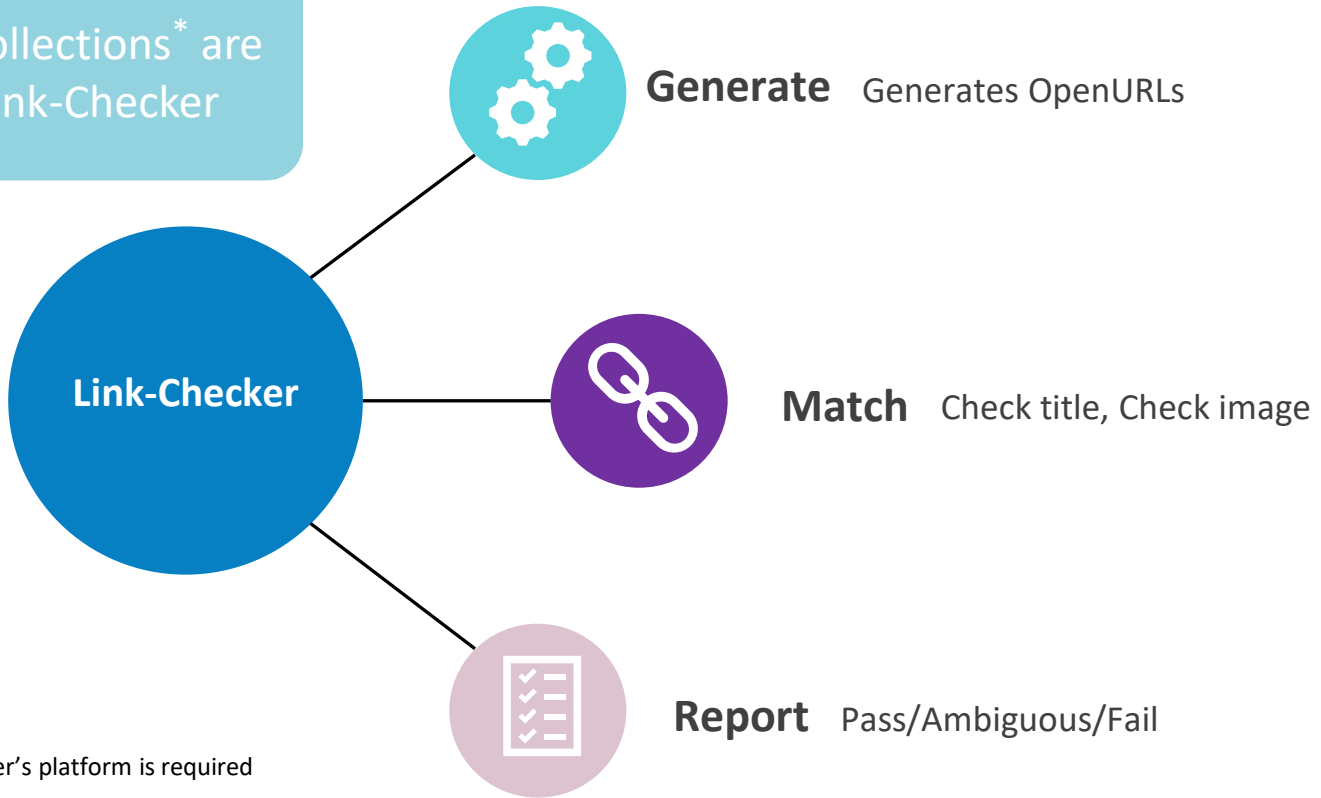
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QA - Link Checker



100% of new collections* are verified via Link-Checker



* IP authentication to Provider's platform is required

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QA – Automatic Tests

- Many changed portfolios test
  - Compares data changes against preset threshold
- Portfolios deleted and created on same revision test
  - Compares deleted and created portfolios
- Additional examples:
  - Incorrect strings in certain fields (e.g. tabs in a publisher)
  - Multiple identifiers (e.g. ISSN, ISBN)
  - Empty mandatory fields (e.g. empty title)

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Releases Cycle – Alma/SFX

Start here

New Content, Updates & Deletions on staging environment

QA:
Manual
Automatic

Weekly Update release on Sundays

Weekly Update creation

QA:
Manual
Automatic



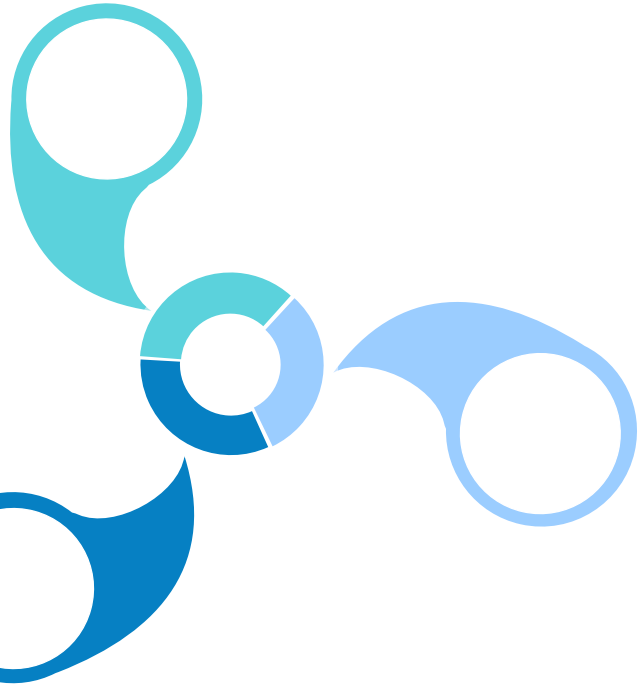
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Releases Cycle – 360

Start here

New Content, Updates & Deletions on staging environment



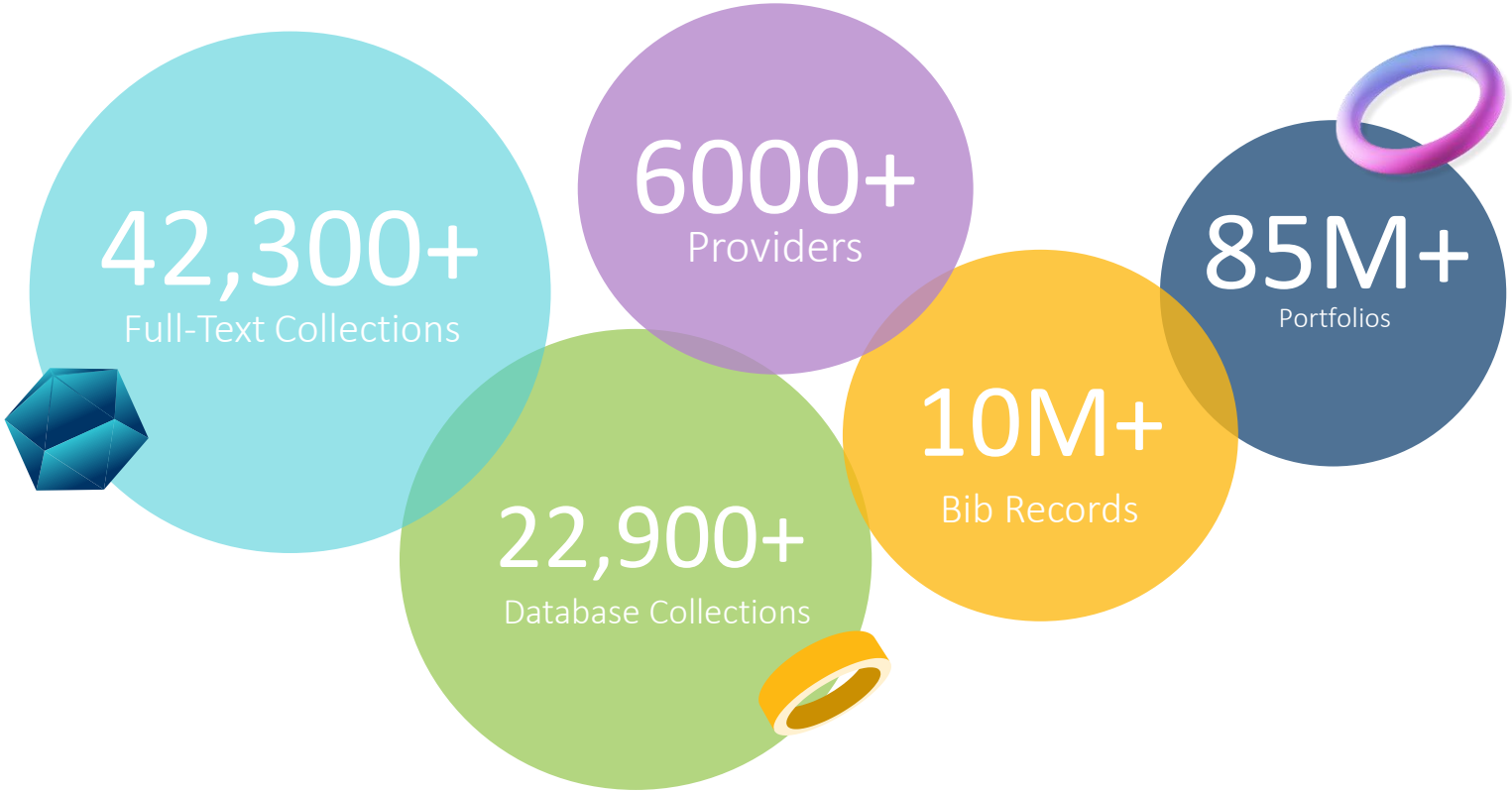
QA:
Manual
Automatic

Apply to Production

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KBs in Numbers

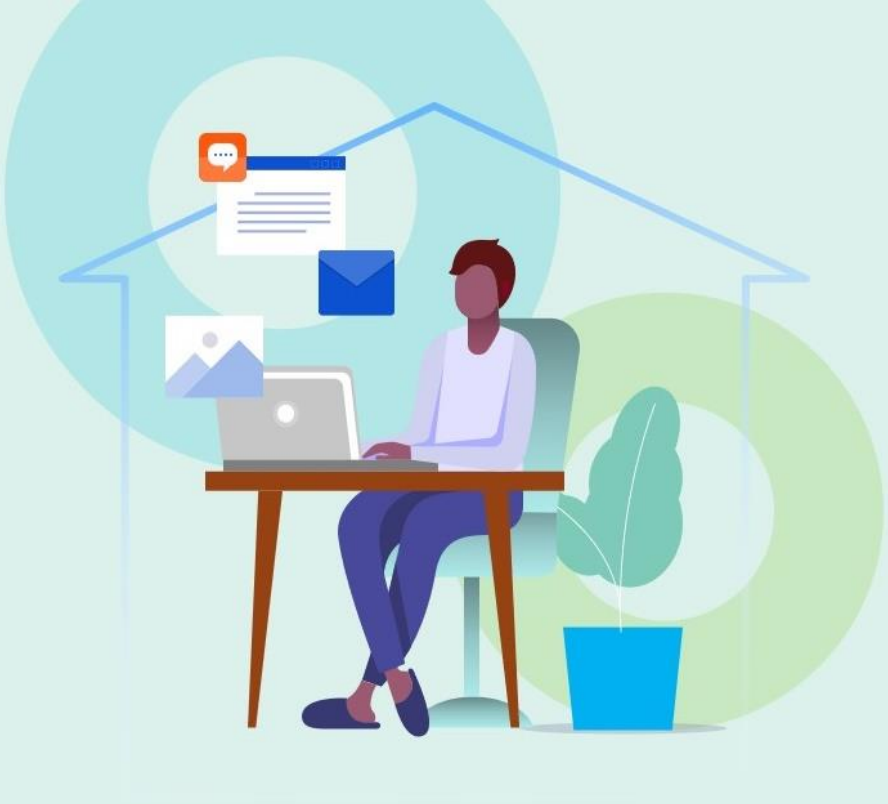


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Thank you!

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