2017 User Conference

Process Document:

Requesting an Enhancement or reporting a Defect

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www.harrisschoolsolutions.com

Harris School Solutions

Overview:

Enhancement

If you are requesting WinCap to include (create) a function or process that doesn't currently exist in the software, please take the following steps:

1. Log a support ticket in Clientele. In the summary line of the ticket include the following information :

   "Enhancement Request: and a brief summary of what you are looking for"

2. Fill out and attach to your ticket (or support call) the Enhancement Request form, found on our wincap.com website.

3. Customer approvals we require:

   a. RIC & SBO: Management

   b. Direct districts: System Manager or Business Official

Keep in mind that Harris will evaluate the feasibility of each enhancement based, in part, upon the overall effect and/or benefit of the requested enhancement would have to the at-large customer base. Other considerations would include, complexity, time and level of effort. Harris does not promise or otherwise guarantee that every enhancement requested will be acted upon.

Defect (issue or bug):

There are a couple of scenarios to consider here:

1. If support determines that a requested “Enhancement” is actually a defect, Support will communicate and report it directly to our R&D team (and create a JIRA ticket). These defect issues, will then be prioritized based on severity and overall effect on the system.

2. If you believe that a defect exists or that something in WinCap is broken (e.g. a report is not calculating correctly or you receive an error message…) be sure to open a support ticket describing the issue in full detail. Screen shots of error messages help us determine the correct course of action to resolve or otherwise rectify the issue.

***JIRA**: Software used by R&D and Support to track software enhancements and/or defects*

The Process:

Processing & Management of User Requests for New Features and Improvements

User submits a completed and signed Enhancement Request Form via Clientele

-be sure to include applicable screenshots with markups and as much detail as possible to define the functionality to be achieved—clear specs. Do not expose any SS# or other sensitive info on screenshots dealing with employee data

-provide as much info as possible concerning the context for the enhancement /scope of need

-the form must be signed and submitted by the System Manager or Business Official (or CBO manager or RIC support manager)—site validation. We assume that whoever among these named individuals signs and submits the request that they have confirmed with the appropriate individuals at the district/BOCES that the feature is appropriate.

WinCap Support Staff reviews the request.

-If the requested feature already exists, then they will provide documentation of that feature and close the Clientele ticket if the client is satisfied this meets their need.

-If the feature does not exist, and the requested feature is clearly described, they will create a JIRA Issue for that Enhancement Request, attaching the completed ERQ form and supporting documentation.

WinCap Support Staff updates the Clientele tracking item to reference the assigned JIRA issue # and closes the Clientele issue

Product Owner reviews the request

-will either Accept the item into the Backlog for prioritization, or place an "Info Needed" status on it (meaning there needs to be further discussion with the client to more clearly define functionality needed and/or scope of need before it can be considered further)

Product Owner puts the item into a relative ranking within the overall backlog and continually reassesses these items

-minor-effort items with global applicability will be routinely addressed in regular weekly/monthly releases (sprints), and will be dealt within the context of when and how frequently a function is used

-greater effort items will be reviewed with the SIG to discuss scope of need and determine relative ranking among these

-a temporary focus group may be created to address user requests in a specific functional area to assist the Product Owner and SIG in determining scope of need and the specific functionality to best address these

Product Owner will maintain and publish a spreadsheet of outstanding items with current status

-will be updated after the latest release each month

-latest spreadsheet will be posted in the User Support region of the WinCap website so users can track the status of their issues; we plan on adding a "Customer" field to facilitate client tracking of their items

Support/QA Staff will Provide Release Notes as appropriate when items are tested and released

-Release Note will reference the associated JIRA item

-Customer requesting the item will also be directly informed