

Creating an Enhancement Request (ER)



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What is an Enhancement Request?



Enhancement:

An increase or improvement in quality, value, or extent



Request:

The act of asking politely or formally for something



Idea:

A thought or suggestion as to a possible course of action



In other words, an ER is:

A formal request for an improvement and/or suggested extension to the core product which might become available in a future release



Should:

Be likely to add value to many customers



Should NOT:

Be critical for an implementation

Have any expectation for solution or timeline

When should I create an Enhancement Request?

01

You reported a "bug" and after investigation you are informed that the system was behaving as it was designed to function. You wish to request a change to the current functionality.

02

You want to see some aspect of the system improved. You recognize (or have been informed) that the system is behaving as designed, but you would like for it to perform differently.

03

You determine that you would benefit from an additional feature in the system, and you think it is one that would also benefit others.

What information should I include in an Enhancement Request?

✓ Use Common Terminology

Avoid using terminology that is related specifically to your business (including acronyms) and/or your terminology that is specific to your implementation / data model / hierarchies / object types / etc., or acronyms.

Use STEP terms such as Web UI Advanced Search Screen, Attribute Value Header component, workbench Inbound Integration Endpoint, etc.

✓ Provide a clear description

State the area of the STEP system that you are referring to (e.g., Web UI, workbench System Setup, API, etc.) and try to convey your request in a way that is clear to a reader without background knowledge of your implementation.

While you may reference another issue from Support, you must include the result and current request in the description of the issue. This is important as issues in Support that end with a suggestion to create an ER often have hundreds of comments (many that may not be visible to you) and the end result of that process may result in a request different than the original issue reported.

✓ Provide a use case

Describe the problem you are trying to solve.

Describe how the system currently behaves and/or the current user experience and what the expected / desired outcome / experience should be.

Include why the enhancement is significant to your business and/or any other information to provide context to the request.

What should I expect after submitting an Enhancement Request?

01 Ticket Validation / Analysis

Every request is evaluated and investigated. This includes ensuring we understand the problem and the impacts of it, looking for existing solutions, validating whether other customers have submitted a similar request, and validating the issue against our current roadmap, strategy, and existing prioritizations. This work takes time, but the information gathered is an important part of how requests are evaluated (and potentially later prioritized) and will result in either acceptance of the issue into the backlog, or a message stating that the issue has been declined and the reasoning why.

02 Declined

We prioritize enhancement requests on a number of criteria, but one of the main ones is number of requests so that we can focus our efforts on development that will solve problems for the largest number of customers.

If there are no other customers requesting a similar enhancement and/or raising a similar problem, or if there are no plans to implement the functionality in a future release, then the ER is declined. However, we do log the issue and should additional requests surface that change the decision, we will inform you via the ticket.

03 Product Backlog

If an issue is accepted into the backlog, there is no guarantee that it will be implemented and as a result, no timeline can be provided.

It simply means that it will be considered for inclusion in a future release and if selected, you will be informed via the ticket.

Issues can also be declined from the backlog or returned to you with a request for additional information.

04 Resolved

Stibo Systems receives ~850+ ERs per year. Usually, 10% of ERs will be implemented.

Requests are implemented in a **future release only**, so you will need to update to the latest release to access the functionality if your issue is selected for implementation.

A person with a backpack is sitting on the edge of a cliff, looking out over a vast, hazy landscape of rolling hills and valleys. The scene is overlaid with a dark teal color filter.

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