

# **Crafting a Successful Enhancement Request**

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# Truisms

- “No system is perfect to begin with”
- “No system will ever be perfect no matter how much you tweak it”
- “If you’ve lived without it this long, you may not need it after all”
- “Most users try to automate their manual processes – step for step, function for function”

# Definitions

- **Enhancement**
  - An added function or feature
  - An added data field
  - A better way to do something
- **Bug**
  - System generates erroneous information
  - System does not function according to documentation
  - System is inconsistent in the way it handles a common function (borderline!)
- **Know the Difference!**

# Definition of Success

- Gets ranked (NAAUG EGs)
- Gets pointed (Ex Libris)
- Gets voted (NAAUG Membership)
- Gets developed **correctly** (Ex Libris)
- Gets used (Everybody)
  - Makes life easier for users
  - Helps Ex Libris sell new systems

# How to get it Ranked

- Communicate with peers
- Convince EG members of its relative importance
- See if your idea can be generalized
- Make sure it solves a universal problem

# How to Get it Pointed

- Make sure it is understandable to EL staff
- Make sure it is specific enough for them to estimate the work required
- Make sure it is general enough to be worth doing

# How to Get it Voted

- Lobby your colleagues?



# How to Get it Actually Developed

- Be willing to wait three years
- Ask to see progress reports on the development
- Get EGs to test new feature and “accept” it



# Make Sure it Makes a Difference

- “Enhancements” that aren’t really used by anyone
- To “Make a Difference” an enhancement should
  - Improve productivity
  - Improve accuracy
  - Improve system salability

# The Process

- Enhancement Groups appointed (May-June)
- EGs come up with top five requests (June-Nov)
- EG Chairs meet with EL staff (Dec)
- EL assigns points to each request (Jan-Feb)
- EGs check for clarifications (March)
- Membership votes (April)
- Final submission of requests getting top votes to EL (May)
- Delivery of enhancements (two-three years later!)