



CHARISMA

Delivering Competitive Edge

Customer Service Bulletin Development Feedback Requests

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Customer Name Contact Name to Full Originator Date Recd		ONLY ONE QUERY PER FORM PLEASE Please detail your query giving as much information as you can. If you are reporting a difficulty, please indicate all the steps you have taken, including programs that you have run, hardware options, screen prints and any other factors that will help us to reproduce it.																																																																																																																																
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Machine Type (see Sales Agreement) CHARISMA Version (from any CHARISMA program) Color Version (type column at this prompt) Program / Report Name		CUSTOMER KEY CUSTOMER NAME		ORIGINATOR DATE																																																																																																																														
I am suggesting an enhancement. Full details are attached. I am having difficulty with a reporting program. Screen print of the screen shown, report and error (if any) are attached. I am having difficulty with a non-reporting program. Screen print and error message (if any) are attached. There was an error message. Full details are attached.		<table border="1"> <thead> <tr> <th>ITEM</th> <th>DETAIL OF PROBLEM / ENHANCEMENT SCREEN FORMATTING</th> <th>DATE REQUIRED</th> <th>BML COMMENT</th> <th>SCHEDULED</th> </tr> </thead> <tbody> <tr><td>1</td><td></td><td></td><td></td><td></td></tr> <tr><td>2</td><td></td><td></td><td></td><td></td></tr> <tr><td>3</td><td></td><td></td><td></td><td></td></tr> <tr><td>4</td><td></td><td></td><td></td><td></td></tr> <tr><td>5</td><td></td><td></td><td></td><td></td></tr> <tr><td>6</td><td></td><td></td><td></td><td></td></tr> <tr><td>7</td><td></td><td></td><td></td><td></td></tr> <tr><td>8</td><td></td><td></td><td></td><td></td></tr> <tr><td>9</td><td></td><td></td><td></td><td></td></tr> <tr><td>10</td><td></td><td></td><td></td><td></td></tr> <tr><td>11</td><td></td><td></td><td></td><td></td></tr> <tr><td>12</td><td></td><td></td><td></td><td></td></tr> <tr><td>13</td><td></td><td></td><td></td><td></td></tr> <tr><td>14</td><td></td><td></td><td></td><td></td></tr> <tr><td>15</td><td></td><td></td><td></td><td></td></tr> <tr><td>16</td><td></td><td></td><td></td><td></td></tr> <tr><td>17</td><td></td><td></td><td></td><td></td></tr> <tr><td>18</td><td></td><td></td><td></td><td></td></tr> <tr><td>19</td><td></td><td></td><td></td><td></td></tr> <tr><td>20</td><td></td><td></td><td></td><td></td></tr> <tr><td>21</td><td></td><td></td><td></td><td></td></tr> <tr><td>22</td><td></td><td></td><td></td><td></td></tr> <tr><td>23</td><td></td><td></td><td></td><td></td></tr> <tr><td>24</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>				ITEM	DETAIL OF PROBLEM / ENHANCEMENT SCREEN FORMATTING	DATE REQUIRED	BML COMMENT	SCHEDULED	1					2					3					4					5					6					7					8					9					10					11					12					13					14					15					16					17					18					19					20					21					22					23					24				
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Important Information

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DEVELOPMENT FEEDBACK REQUEST

Introduction

This Customer Service Bulletin introduces CHARISMA Users to the:-

DEVELOPMENT FEEDBACK REQUEST (DFR)

This bulletin details the procedure involved and how the DFR precedes the Product Option Specification (POS) procedure.

The DFR is developed to assist CHARISMA Users, Product Qualification and our Professional Services and Support Organisations, in product enhancement and difficulty reporting. It is a ubiquitous procedure which improves detailed communication between different groups of people, all dedicated to achieving or delivering competitive advantage where expressing, tracking and managing complex information is simplified. Above all it is designed to constantly improve our service to customers, the most important people in our business lives.

The DFR in Operation

The DFR compliments the POS procedure and is the start of the process which may lead to Product Development or the creation of a Product Enhancement or Product Patch, to overcome a difficulty, which would be incorporated in a point release of the CHARISMA product.

Designed for both internal and external use the DFR procedure is an 'easy to use' mechanism through which we are able more effectively communicate, manage and track any product issue raised. Product Management is responsible for the production of a timely response to a DFR. The review of the DFR may involve extensive and detailed evaluation which may lead to a request for more information. In any event a comprehensive response should be available within ten business days from receipt by Product Management of the DFR. Should a response extend beyond this time frame, Product Management is charged with the responsibility of notifying the originator and indicating any time extension requirement and why. This may be the result of significant and time consuming market analysis or certain technical research.

2 **BIMIL** >>>> CHARISMA <<<<< **DEVELOPMENT FEEDBACK REQUEST**

CUSTOMER REF	CUSTOMER NAME	ORIGINATOR	DATE
ITEM	DETAIL OF PROBLEM / ENHANCEMENT SCREEN FORMATTING	DATE REQUIRED	BML COMMENT
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THIS DOCUMENT MUST BE TYPED & DELIVERED TO CHARISMA PRODUCT MANAGER CUSTOMER COPY

The DFR Action Path

When completed, the DFR should be sent to the CHARISMA PRODUCT MANAGER. Each DFR will be carefully reviewed and if, for example, a difficulty is being reported then CHARISMA Product Qualification will seek to replicate the problem in order that a solution or work around may be produced.

This may lead to a request from the originator for further information or may lead to information being passed to the originator stating the issue has been dealt with in a later release of the product.

Where an enhancement request is being made then, after Product Management has conducted its review, notification will be made to the originator expressing the level of development effort and estimated cost involved, together with an estimated delivery time frame for such an enhancement.

Product Management may also respond by referring to a similar Product feature that may already exist but where the originator may require additional Product Training to bring the feature into operation.

It may be that the originator has identified the 'tip of the iceberg' of a feature/function set which requires extensive Research and Development. A decision may be taken to include such capability in a future major product release after careful examination of the commercial impact of incorporation.

DFR Priority Rating

The DFR priority rating falls into the categories 1 - 5 where 5 is classified as 'deadly' and all R & D resources would be allocated to produce an immediate fix or 1 where a screen formatting issue has been notified and is of minor importance but that would be dealt with in a point release of the product.

Product Qualification plays a major role in such circumstances ensuring the issue is capable of replication. The appropriate documentation is raised providing details of the precise circumstances such that Software Engineering is able to efficiently and effectively resolve the issue.

Prior to the General Customer Availability (GCA) of a point release or major product release the Product Release Transmittal Document is produced by the Product Management and will accompany issued product. The Transmittal Document will contain detailed information on product changes/fixes/enhancements with the detailed information of their operation. It will further direct interested parties to other Product/User documentation which may have been produced.

Product Option Specification (POS)

The POS procedure is a pre-requisite to any CHARISMA Product Development. It details the feature/functionality requirement and the commercial reasoning for inclusion in CHARISMA together with the costs of the Research and Development.

It also establishes the time frame for this Software Engineering Development to be completed, Qualified and Certified to GCA.

The POS documentation set cascades through a series of internal review processes but in all cases, where a specific user development is requested, does require the CHARISMA user to 'sign off'. This establishes a known point of agreement where any ambiguities have been eliminated and the costs agreed.

Further Information

If you feel you need further information on the DFR Procedure then, in the first instance, please contact your Professional Services Consultant or call Product Management on 01908 249745.

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