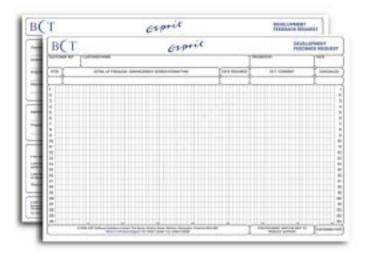_Esprit_

Delivering Competitive Edge

Customer Service Bulletin

Development Feedback Request (DFR)

Important Information

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BCT
software solutions

1st Edition, December 2000

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DEVELOPMENT FEEDBACK REQUEST (DFR)

Introduction

This Customer Service Bulletin introduces to ESPRIT Users the:-

> **DEVELOPMENT FEEDBACK REQUEST (DFR)**

and details the DFR documentation and procedure.

The DFR is designed to assist ESPRIT Users, Product Management, Product Qualification and our Product Support & Professional Services organisations in product enhancement and difficulty reporting.
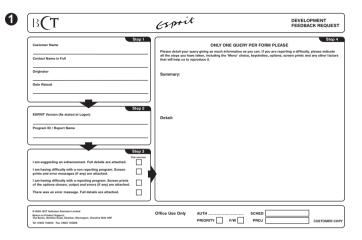
It is a ubiquitous procedure which enhances the detailed communications between these different groups of people, all of whom are dedicated to the delivery of excellence in Customer Service. Furthermore, by adopting the DFR Procedure, tracking and managing complex information is simplified in this 'Closed Loop' operation.

Above all, the DFR procedure, which precedes any development of a Product Option Specification (POS), is designed to constantly improve service to our customers, the most important people in our business lives.

The DFR in Operation

The DFR compliments the POS and is the starting point of the process leading to the production of the Product Option Specification, Product Development and Enhancement, or a Product Update Patch, to overcome a difficulty which would be incorporated into a point release of ESPRIT.

Used for both internal and external administration, the DFR is an 'easy-to-use' mechanism, through which BCT is able to more effectively manage, track and communicate any product issue raised. Product Management is responsible for 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 the time extension requirement and why? This may be the result of significant and time consuming technical research or certain market analysis.

❶
BCT *Esprit*	**DEVELOPMENT FEEDBACK REQUEST**

Step 1

Customer Name

Contact Name in Full

Originator

Date Raised

Step 2

ESPRIT Version (As stated at Logon)

Program ID / Report Name

Step 3

Tick one box

I am suggesting an enhancement. Full details are attached. ☐

I am having difficulty with a non reporting program. Screen prints and error messages (if any) are attached. ☐

I am having difficulty with a reporting program. Screen prints of the options chosen, output and errors (if any) are attached. ☐

There was an error message. Full details are attached. ☐

Step 4

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 the 'Menu' choice, keystrokes, options, screen prints and any other factors that will help us to reproduce it.

Summary:

Detail:

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Return to Product Support:
The Barns, Stretton Road, Stretton, Warrington, Cheshire WA4 4NP
Tel: 01925 732000   Fax: 01925 730029

Office Use Only   AUTH ....   SCHED _____

PRIORITY ☐   F/W ☐   PROJ _____   **CUSTOMER COPY**

Raising the DFR

The DFR two-document set has been designed to provide sufficient information for Product Management to evaluate the topic being raised. Each document is a two part NCR set providing the originator with a copy which may be filed awaiting a response. The two documents in the set are:
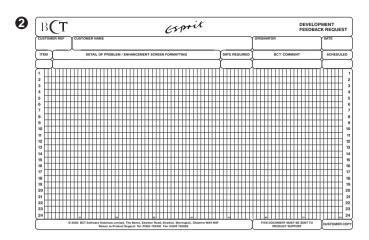
❶   A form designed to allow the originator to express in some detail the issue raised. If the originator is reporting a difficulty then the program ID must be inserted with item by item detailed information of how such a difficulty might be replicated by the Product Management Group.

Where a new feature request is being made, then again item by item detail should be provided with further information attached, for example, the format of an output report.

This may eventually lead to the POS being developed after Product Management has made a comprehensive assessment of the requirement.

❷   A form to allow the originator to clearly express what is to be seen on screen and how that information is to be laid out, showing for example, messages or input prompt messages.

It may be that the originator details on this screen format form, how an existing screen layout might be enhanced to improve its ease-of-use or how additional information might be displayed to further assist the user.

❷ B**C**T   *Esprit*   **DEVELOPMENT FEEDBACK REQUEST**

| CUSTOMER REF | CUSTOMER NAME | | ORIGINATOR | DATE |

| ITEM | DETAIL OF PROBLEM / ENHANCEMENT SCREEN FORMATTING | DATE REQUIRED | BCT COMMENT | SCHEDULED |

© 2000. BCT Software Solutions Limited, The Barns, Stretton Road, Stretton, Warrington, Cheshire WA4 4NP
Return to Product Support: Tel: 01925 732300 Fax: 01925 730828

THIS DOCUMENT MUST BE SENT TO PRODUCT SUPPORT

CUSTOMER COPY

The DFR Action Path

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

This may lead to a request of 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, Product Management will conduct 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 proper 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 Product capability in a future major Product release, after careful examination of the commercial impact of incorporation.

DFR Priority Rating

The DFR priority rating will fall 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 aesthetic importance, but would be dealt with in a point release of the Product.

Product Support play a major role in difficulty reporting circumstances ensuring the issue is capable of replication. The appropriate documentation is raised providing details of the precise circumstances of replication, such that Software Engineering is able to efficiently and effectively resolve the matter.

Prior to General Customer Availability (GCA) of a point release or major Product Release, the Product Release Transmittal Document is produced by Product Management which accompanies the issued Product. The Transmittal Document will contain detailed information on Product changes, fixes and enhancements, with detailed information for 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 ESPRIT development. It details the feature/functionality requirement and the commercial reasoning for inclusion in ESPRIT, together with the costs of the Research and Development.

It also establishes the time frame for Software Engineering, Qualification and Certification to be completed prior 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 ESPRIT user to 'sign off'. This establishes a known point of agreement where any ambiguities have been eliminated and the costs, if any, 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 the ESPRIT Product Support Group on 01925 732333.

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