

PH-Doc Enhancement Request Instructions/Process

1. PH-Doc System Enhancement/Change Request Form must be completed and approved before any Enhancement/Change can be made the current PH-Doc system. The form can be found at www.MnCCC.org Please discuss your request at your agency and with PH-Doc Support before submitting a request.
2. Requests may be submitted by any User (county/organization) in good standing, by a committee/work group, or by Avenu. It is highly recommended that someone from the submitting agency participate in the Enhancement meeting when the request will be presented.
3. E-mail completed forms to emily@mnccc.org
4. The date received will be recorded on each form by MnCCC and then each form will be forwarded to Avenu.
5. Avenu will assign an enhancement number to each request and add the enhancement to the *Wish List* and return to Darci at MnCCC and the Chair(s) of the Enhancement Committee.
6. Requests need to be received by Avenu 10 business days prior to each Enhancement Committee meeting in order to be reviewed at the current monthly meeting. If requests are not received by that time, they will be reviewed at the following regularly scheduled Enhancement Committee Meeting. Requests will be posted on MnCCC RSVP calendar prior to the Enhancement Committee meetings.
7. The committee will mutually agree upon a Priority Ranking for each submitted Enhancement Request of: Low or High.
8. Avenu will also review each request at the Enhancement Committee meetings and offer a Hours Estimate, using the pre-set programming hour parameters of:
 - TINY:** 1 – 20 hours
 - SMALL:** 20 – 80 hours
 - MEDIUM:** 80 - 150 hours
 - HIGH:** > 150 hours
9. If any request is given a HIGH priority, the Enhancement Committee will typically request a formal hour estimate from Avenu for programming of the requested enhancement. Estimates will be reviewed at the following monthly Enhancement Committee meeting.
10. All enhancement requests that have not been approved for programming will remain on the *Wish List*. The *Wish List* will typically be surveyed by all user agencies annually for group priority rankings. See Wish List Process.
11. Enhancement request results will be listed in meeting minutes. If follow up is required, the submitting agency will be contacted by either Avenu or the Enhancement Committee chair.

MnCCC PH-Doc Participatory Enhancement Request Instructions/Process

Participatory enhancements must follow **steps # 1 through # 3 of the Enhancement Request.**

1. Timing of estimates may be determined by the submitter, Avenu and Co-Chairs.
2. The Enhancement Committee will determine an Impact ranking for the enhancement.
Considerations for overall program impact will be:
 - a. alignment with the vision and mission, as defined in the By-laws
 - b. alignment with software programming direction
 - c. impact on PH-Doc performance and functionality
 - d. impact on schedule for other enhancements to be completed
3. The Enhancement Committee will mutually agree upon an Impact Ranking for the enhancement request: Minimal, Moderate, and Substantial.
 - a. Minimal: in-line with current programming, programmers available, able to be done in next release.
 - b. Moderate: would tax the current programmers, future release within 12 months or within the contract year.
 - c. Substantial: greatly deviates from current programming/direction of software product, need to add programmers, Future release > one yr.
 - i. Minimal Impact: Formal Statement Of Work will be requested. SOW will be presented to the participatory requestors. SOW will then be presented back to the Enhancement Committee for final approval.
 - ii. Moderate Impact: Formal SOW will be requested. SOW will be presented to the participatory requestors. SOW will then be presented back to the Enhancement Committee for final approval, mindful that the time frame aligns with current approved programming.
 - iii. Substantial Impact: Enhancement Committee will determine the status of the request.
4. In the rare instance that there is a Participatory Enhancement that cannot wait for the regular Enhancement Committee meeting, it may be presented to the Enhancement Committee Co-Chairs.
5. All Participatory Enhancements that are not approved will be added to the Wish List for future consideration.

MnCCC PH-Doc Mandate Enhancement Request Instructions/Process

Mandate enhancements must follow **steps # 1 through # 3 of the Enhancement Request.**

1. The committee will mutually agree when the Mandate will be put into programming.
2. A motion is needed to move the Mandate to programming.

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