Guidelines for Creating an Actionable Enhancement Request

1.) Create a short and descriptive title
   a.) Check NERS to see if it has already been submitted

2.) Describe the functionality being requested in detail including
   a.) Description
   b.) Business reason that reflects the larger community or how all customers would
      benefit
   c.) Clear, concise user story - As a <<patron, system, administrator>>, I would like to
      xxx so that I can xxx
   d.) Technical requirements (as needed)
   e.) Replication steps with screenshots and attachments if available/appropriate

3.) Once you’re ready, follow the instructions for how to submit your enhancement idea.

Tips
- Once you’ve created a draft, have someone who is not familiar with the workflow read
  the document. Incorporate their feedback to make the document clearer.
- Bugs or functions that don’t work should be submitted as a Salesforce ticket.
- Write the problem in a positive statement
  - NOT - ‘There is no...’ or ‘We can’t...’
  - RATHER - ‘We would like the ability to..’ or ‘Allow option for...’
- Example of a great enhancement request

References

Collins, Kevin J. and Friesen, Betsy and Greenspun, Cindy and Moore, Lesli (2018) Enhancing
Your Enhancement Request. In: ELUNA 2018 Annual Meeting, May 1-4, 2018, Spokane,
Washington.