

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.

Moore, Lesli M. and Kristin, Sherrie (2012) [Enhance Your Request](#) – Tips for better enhancement requests. In: ELUNA 2012, May 9-11, 2012, Salt Lake City, Utah.