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**Tyler User Group**

**Issues and Change Request Form**

*Adopted by the MnCCC Tyler User Group – August 23, 2023*

The purpose of this document is to record and track proposed changes to and/or issues with the Tyler software. Please include a detailed summary of your request or report, along with screenshots, examples, or other pertinent information. Forms received ***by the first Wednesday of the month*** will be reviewed at the next Enhancement Committee meeting. Send the completed form to emily@mnccc.gov and lisa@mnccc.gov to begin processing.

* All issues/change requests are to be sent to MnCCC for documentation
* The Tyler Enhancement Committee will review proposed changes and issues, which will be brought to the appropriate committee for further processing
* The Tyler User Group will review the forms and forward the issues/changes to Tyler for final processing

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| Individual/Committee Submitting Request:Kayla Pierce | County:Fillmore | Date of Request:11/3/23 |
| Email Address:Kpierce@co.fillmore.mn.us | Phone:5077652670 | Required Date:N/A |
| Priority (Please reference definitions on back of form) | Critical | High | Medium | Low |

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| Describe the issue(s), change(s), or mandate(s) in as much detail as possible |
| Add a note box on the Dwelling screen. Link the note boxes to the CAMA notes tab.   |
| What new functionality, or change to existing functionality is being requested? If not a change, which functionality are you having issues with? |
| The dwelling, additions, OBY, and land screen notes should be linked up to correspond on the CAMA notes tab.  |
| What is the desired result of the change or issue report? |
| To be able to add a note when on a specific tab but be able to view all notes on CAMA notes tab when looking for information.  |
| Additional information you feel is relevant during the committee’s review of the proposal (Please include screenshots, examples, or other pertinent information detailing desired change and/or issue). |
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| Tyler User Group Chair | Date |
| **This Request has been Approved for Design and Estimate** | **Yes** | **No** |

**Report Classification Key**

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| **Priority** | **Description** | **Example** |
| **Critical** | Enterprise Assessment & Tax software is inoperable for all users in jurisdiction, warranting most timely response. | The Enterprise Assessment & Tax system is down. No users can pull up or log into the iasWorld system. *Classified as* ***CRITICAL*** *priority since the entire system is not usable and impacts all users and all daily functions.* |
| **High** | Impacts daily processing or day-to-day functions. | Client in the middle of their year-end processes. I began CA400 yesterday afternoon and it is still running as of this morning. Last year, the report only took ~20 minutes to complete.*Classified as* ***HIGH*** *priority because the client is in the middle of a process that impacts some users’ use of the system.* |
| **Medium** | Impacts small group of users without impacting daily processing. | We have an issue with the sketching program duplicating entries on additions. Screenshot #4 has 3 FOPs showing as triplicated and we only entered it once. The history shows the same time for all 3. Issue is happening intermittently.*Classified as* ***MEDIUM*** *priority because this can impact daily function for a larger set of users, but has been described as intermittent.* |
| **Low** | Affects one user without impacting daily functioning. | I was creating a new parcel for a Manufactured Home in Assess Admin and put the wrong tax district in the legal tab.*Classified as* ***LOW*** *priority because this is only impacting one parcel and doesn’t interfere with daily processing.* |