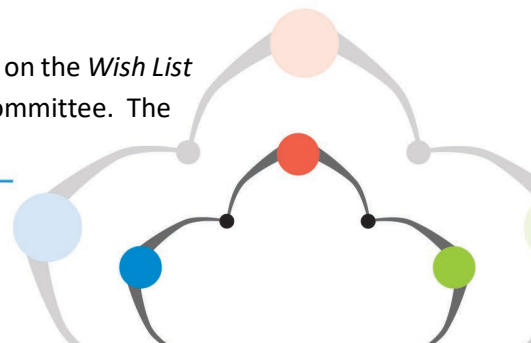


MnCCC PH-Doc Enhancement Request Process

- PH-Doc System Enhancement/Change Request Form *must* be completed for any change or enhancement request to the current PH-Doc system
- [RSVP Calendar Link](#)
- Requests may be submitted by any User (county/organization) in good standing, by the formal User Group, or by Avenu
- Completed forms must be emailed to MnCCC at emily@mnccc.gov
- The date received will be recorded on each form by MNCCC and then each form will be forwarded to Avenu
- Avenu will assign an Enhancement number to each request and add enhancement to the *Wish List* and return to Emily at MnCCC and the Chair(s) of the Enhancement Committee
- Requests need to be received by Avenu 10 business days prior to each Enhancement Committee meeting to be reviewed at that meeting. If requests are not received by that time, they will be reviewed at the next regularly scheduled Enhancement Committee Meeting. Requests will be posted on MnCCC RSVP calendar prior to committee meetings
- The Enhancement Committee will review requests during meetings and the committee will mutually agree upon a Priority Ranking for each submitted enhancement request. (Low, Medium, or High).
- Avenu will also review each request at the Enhancement Committee meetings and offer an 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
- **Depends:** this may be used if there is a potential low tech vs. high tech solution
- *The final decision related to the type of solution will be made by the Enhancement Committee*
- If any request is given a HIGH priority, the Enhancement Committee will typically request a formal hour request from Avenu for programming of the requested enhancement
- Enhancement requests are approved by the Enhancement committee for programming by Avenu
- All enhancement requests that have not been approved will remain on the *Wish List* for enhancement completion consideration by the enhancement committee. The

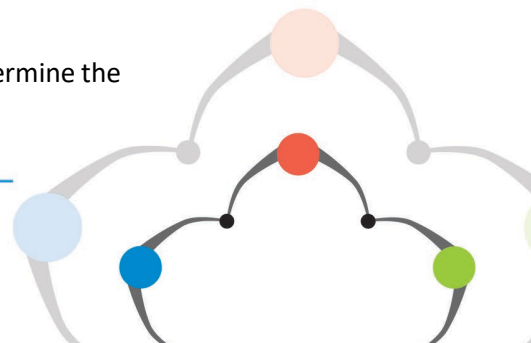


Wish List will typically be surveyed by all user agencies annually for group priority rankings to assist the Enhancement Committee with prioritization of requests

- After three years, at the discretion of the Enhancement Committee, enhancement requests without a high priority ranking will drop off the list if not approved for programming
- All enhancement requests ranked high will remain on the list until approved or the Enhancement Committee manually removes them
- Enhancement request results will be posted with each meeting minutes. If follow up is required, the submitting agency will be contacted by either Avenu or the Committee chair

MnCCC PH-Doc Participatory Enhancement Request Process

- Participatory enhancements must follow the **same steps above # 1 through # 6.**
- The Enhancement Committee will review participatory request(s) during meetings and determine an Impact ranking for the enhancement. Considerations for overall program impact will be:
 - alignment with the vision and mission, as defined in the By-laws
 - alignment with software programming direction
 - impact on PH-Doc performance and functionality
 - impact on schedule for other enhancements to be completed
- The Enhancement committee will mutually agree upon an Impact Ranking for the enhancement request. (Minimal, Moderate, Substantial)
 - Minimal: in-line with current programming, programmers available, able to be done in next release
 - Moderate: would tax the current programmers, future release within 12 months or within the contract year
 - Substantial: greatly deviates from current programming/direction of software product, need to add programmers, Future release > one year
 - Minimal 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
 - 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
 - Substantial Impact: Enhancement Committee will determine the status of the request



- Time sensitive Participatory enhancements that do not make the regular Enhancement committee meeting time frame will be reviewed during the intermittent webinar-only enhancement committee meetings
- In the rare instance that there is a participatory enhancement that cannot wait for either the regular enhancement committee meeting or the webinar-only meeting, it may be presented to enhancement committee members via an email ballot
- All Participatory Enhancements that are not approved will be added to the Wish List for future consideration

Updated January 30, 2023