



Enhancement Request Process – Using Quest’s Online Tool

Version 5.11.07

Quest’s Enhancement Request Process is much more than an online tool – but without the online toolset, we’d have a hard time providing mechanisms for our entire community to participate by submitting, tracking and commenting on enhancement requests.

When you first visit questdirect.org, there are several ways you can get to the online tool. The quickest is:

1. Make sure you’re logged in with your user ID (usually a four- or five-digit number) and your password.
2. Hit the “Enhancements” button underneath “Member and Subscriber Resources” on the right of the home page.

Remember:

- You must be a Quest International Users Group subscriber or member to submit, view and comment on Enhancements.
- You must be a customer and Quest International Users Group member to prioritize any enhancement.

THE ENHANCEMENT TRACKING INDEX

The main Enhancement Tracking page is where you will see all the various types of enhancements being tracked within the system.

- Under **Newest Enhancements**, the latest five issues added to the system are listed.
- Under **Enhancement Types**, the newest enhancement submitted to a SIG, IUG, PUG is listed.

The screenshot shows the Quest Enhancement Tracking page. It features a navigation menu at the top with options like Home, About Quest, Events, Applications, Resources, About User Groups, News & Media, and I in Location. Below the navigation, there are three main sections: 'Newest Enhancements', 'Enhancement Types', and 'Quick Links'. The 'Newest Enhancements' section contains a table with columns for 'Type', 'Name', and 'Date'. The 'Enhancement Types' section contains a table with columns for 'Type', 'Name', and 'Date'. The 'Quick Links' section contains buttons for 'View My Enhancements' and 'View My Enhancements'. Three callout boxes are present: 'Window Options' points to the 'Window Options' button in the left sidebar; 'Newest Enhancements' points to the 'Newest Enhancements' section header; 'Enhancement Types' points to the 'Enhancement Types' section header.

Type	Name	Date
Technology SIG	Update Data Browser	2007/04/26 - 09:18
Technology SIG	Test - Integration with access code control	2007/04/26 - 09:40
Technology SIG	Test - Minimize display to multiple screens	2007/04/26 - 09:57
Technology SIG	Test - Table conversion and migration	2007/04/26 - 09:58
Technology SIG	Reporting Research by Asset	2007/04/26 - 09:18

Type	Name	Date
Technology SIG	Update Data Browser	2007/04/26 - 09:18
Research SIG	Public Access User Group	2007/04/26 - 09:18

Note that some links are redundant in the *Quick Links* and the **Window Options** boxes. Some of the functionality is the same.

- To view all enhancements for a particular SIG, IUG, PUG, click the name of that group.
- To submit a new enhancement, click the **Submit New Enhancement** button. See the section on Submitting New Enhancements later in this document for more information on this process.
- To view issues you are currently subscribed to, click the **View My Enhancements** button. See the section on Viewing My Enhancements for more information about this feature.

CURRENT ENHANCEMENTS LIST

Enhancement	Type	Date
Update Data Browser	Technology SIG	2007-04-26 17:14
Test - Integration with remote code control	Technology SIG	2007-04-26 17:02
Test - Streamline deployment to multiple servers	Technology SIG	2007-04-26 15:57
Test - Table Conversion and Migration	Technology SIG	2007-04-26 15:55
Resolving Browser by Access	Technology SIG	2007-04-26 15:44

Click on the **SIG**, **IUG**, or **PUG** name to view all of the enhancements submitted to that group.

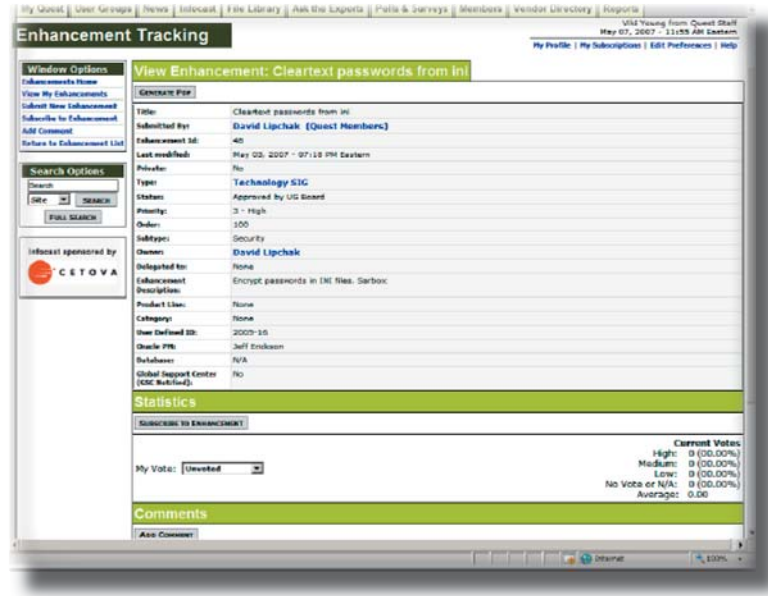
ID	IUG Key	Issue	Subtype	Status	Vote	Avg	Submitter
49	2005-16	Cleartext passwords from sql	Security	Approved by UG Board	None	0.00	Quest Members (David Lipchak)
41	2003-39	Record Selection on OPW	Tools	Approved by UG Board	None	0.00	Quest Members (David Lipchak)
42	2005-40	Turn off OPW relationships	Tools	Approved by UG Board	None	0.00	Quest Members (David Lipchak)
43	2005-41	Automated default project cleanup	Tools	Approved by UG Board	None	0.00	Quest Members (David Lipchak)
44	2005-42	Report on changed objects in Dev	Tools	Approved by UG Board	None	0.00	Quest Members (David Lipchak)
45	2005-44	Compare tables by Env	Tools	Approved by UG Board	None	0.00	Quest Members (David Lipchak)

On this window you will see:

- The owner group and primary contact for the enhancement
- A filter bar allowing you to filter the data being displayed based on the enhancement status
- Export to Excel or PDF. Clicking these buttons will produce a report of all of the issues currently being displayed in the selected format. In addition to the fields shown on the screen, these reports also include additional fields about every issue. *NOTE: The Excel export does not include any large text fields such as the "full" description.*
- The order assigned by this group to the enhancement, the system issue ID, Name, Type, Status, Prioritization (Vote) and Submitter Information.

To get more information about an enhancement, click the name of the enhancement to go to the **View Enhancement** window.

VIEWING AND PROVIDING FEEDBACK TO ENHANCEMENTS



After selecting an enhancement from the View Enhancement Type window, a new window will open (see above screen shot) allowing you to view the enhancement and perform actions on that particular enhancement.

- **View Enhancement Information.** All the fields of data collected about an enhancement will be displayed here. If a field has a blue 'i' next to it, you can move your mouse over that icon to get a description of what data that field is meant to contain. If an issue is cross-listed between multiple groups, you will see all the groups listed in the middle of the page, including the current status, priority and person assigned to the enhancement. One of the key advantages of the system is that enhancements may be assigned to multiple groups for work, with the issue possibly having different priorities for each group.
- **View/Add Comments.** You can add your input about an enhancement by submitting comments. These comments can be viewed by other looking at the enhancement and is a method for both Quest subscribers and members to provide feedback. If a comment is marked as Private, then only the Executive Committee of the SIG, IUG or PUG can see that comment. To add a comment, click the "Add Comment" button.
- **Add to your 'My Enhancements' list.** If you want to track an enhancement and get notifications when changes happen, click the 'Subscribe to Enhancement' button or the link in the Window Options.
- **Generate a .PDF report.** Click the 'Generate PDF' button to generate a PDF file for this enhancement. All information about the enhancement, including comments posted, will be added to the report.

SUBMITTING NEW ENHANCEMENTS

Enhancements may be submitted by any Quest subscriber. The process for submitting is three basic steps:

1. Submitter attaches the enhancement to a Quest affiliated SIG, IUG or PUG and completes the required fields of the online form.
2. The appropriate groups Executive Committee is notified and the enhancement is reviewed.
3. The enhancement is approved or declined by the Executive Committee. If an enhancement is declined, a notification is sent to the submitter with an explanation of why it was not accepted. If an enhancement is accepted, it is added to the enhancement list and can be viewed and commented on by Quest subscribers and members and prioritized by Quest membership.

To begin the process, from the Enhancement Tracking page, click the 'Submit New Enhancement' button within the Quick Links area or the Window Options.



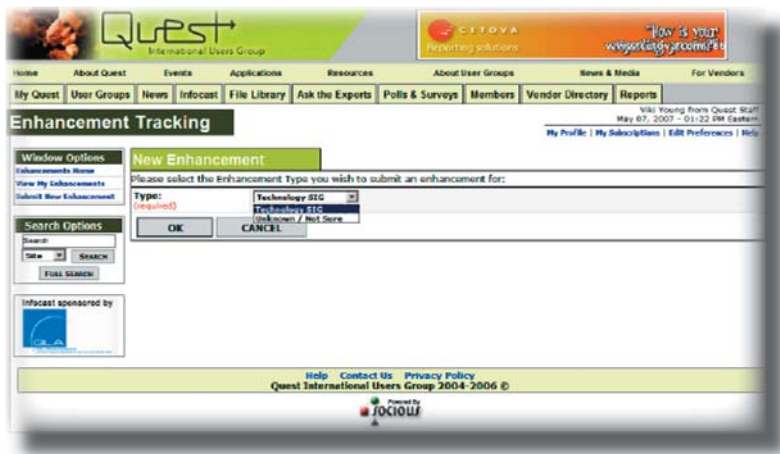
A new window will open allowing you to attach the enhancement to the appropriate SIG, IUG or PUG. If the submitter believes that the enhancement should be cross-listed between multiple users groups, one can select multiple user groups by holding down the 'CTRL' key while selecting the options. If a submitter is unsure which group to attach the enhancement, please select 'Unknown/Not Sure' and Quest's Product Advocacy Committee will review the enhancement for appropriate placement.



Click OK, and a new window will appear allowing you to enter detailed information about your enhancement.

Required Fields on the submission page are:

- *Title*. A short description of the issue. This should be concise yet give other users enough information to know what the enhancement is.
- *Description*. A complete text description of the enhancement.



The screenshot shows the 'New Enhancement' form on the Quest International Users Group website. The form is titled 'New Enhancement' and includes a dropdown menu for 'Type' with 'Technology SIG' selected. Below the dropdown are 'OK' and 'CANCEL' buttons. The page also features a search bar, navigation links, and a footer with the Quest International Users Group logo and copyright information.

Upon completion of the form, click OK. This adds the enhancement to the pending queue of the assigned SIG, IUG, PUG to be reviewed.

MY ENHANCEMENTS

Another powerful tool built into the Enhancement Tracking system is the ability for you to track issues that are important to you through the Enhancement Tracking process – and to be automatically notified as changes are made.

To add an enhancement to your list, first click on the specific Enhancement in which you are interested.

The screenshot shows the 'View Enhancement' page for 'Cleartext passwords from ini'. The page includes a sidebar with navigation options, a search box, and a 'Subscribe to Enhancement' button. A dashed arrow points from the button to a callout box on the right.

Statistics	
SUBSCRIBE TO ENHANCEMENT	
My Vote: <input type="button" value="Unvoted"/>	Current Vote:
	High: 0 (00.00%)
	Medium: 0 (00.00%)
	Low: 0 (00.00%)
	No Vote or N/A: 0 (00.00%)
	Average: 0.00

Subscribe to
Enhancement

Within this window, click on 'Subscribe to Enhancement'. The Enhancement is added to your Enhancement list and you are given several options:

- *Personal Priority*. This is how you rank this issue (*NOTE: Not to be confused with Prioritization within the Statistics area of the Enhancement, a Quest member benefit.*) While this is useful to help you organize your enhancements, it is equally important to the Executive Committees of the SIGs, IUGs, and PUGs. They will be able to produce reports that show how many end users have their priority set at each level, giving all a better indication of the importance of an enhancement.
- *Notify Weekly*. If you select this option, then the system will weekly send you an email indicating whether changes have been made to the enhancement so you can review the changes in a timely manner.
- *Notify on Closed*. If you select this option, when the enhancement has been completed, you will be sent an email so you can view the final resolution.

If you have multiple enhancements marked for 'Notify Weekly', the system will group them all into one email per week, with each enhancement that has been modified being listed.