



Understanding the KB Feature Request Process

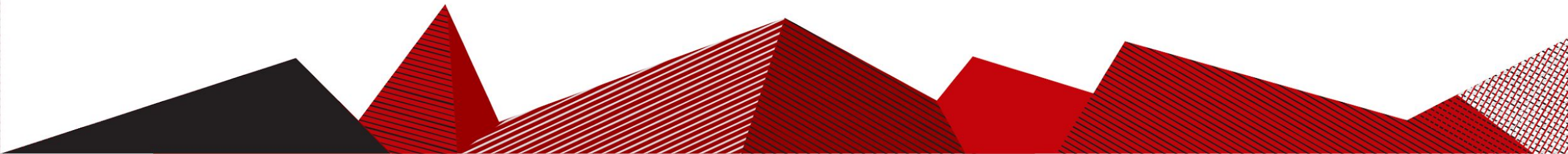
Monday, July 26

10 – 11:00a

What kinds of features can I request?

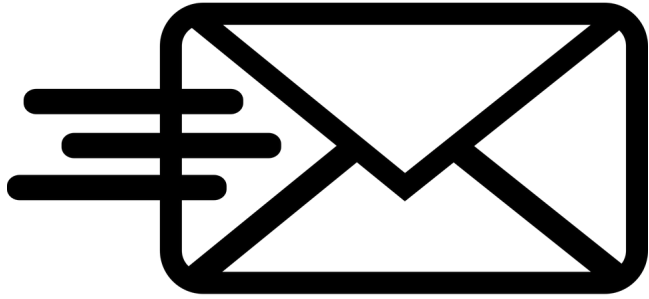
- Submit any ideas for consideration
- What will make things easier?
- What will make a process go faster?
- What is missing from the KnowledgeBase?

“The KnowledgeBase team cares and wants to hear from our users. We prefer a user centered approach and seek opportunities to include the user communities perspective.”



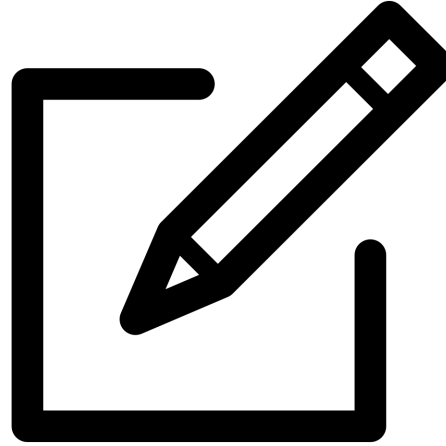
What's the process for submitting a feature request?

1



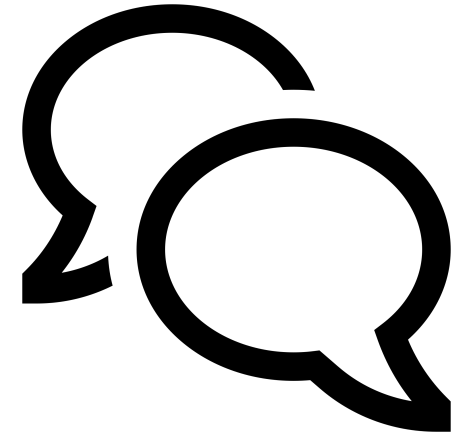
Email the KnowledgeBase Team
kb-team@doit.wisc.edu

2



Review the automated reply, and use the ticket to communicate about the request with the KB team

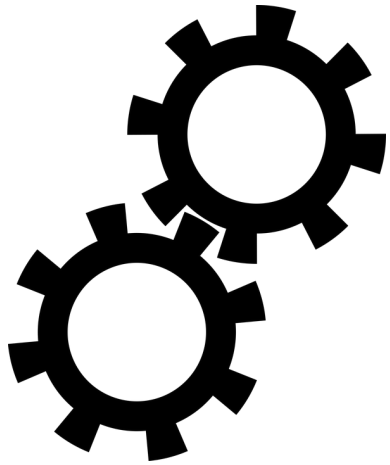
3



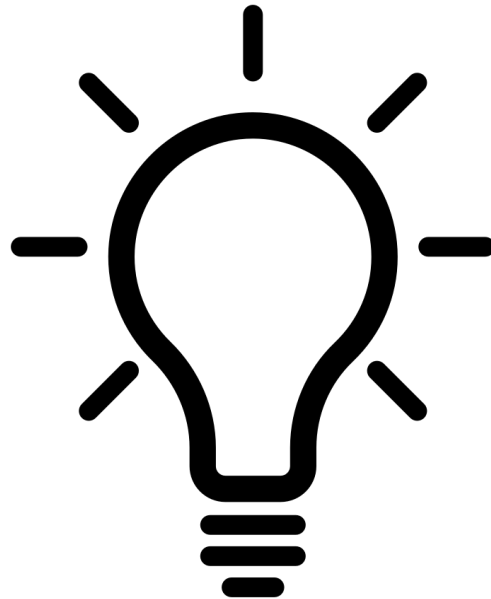
The service coordinator and the technologists review and discuss the new request

When prioritizing what does the KB team consider?

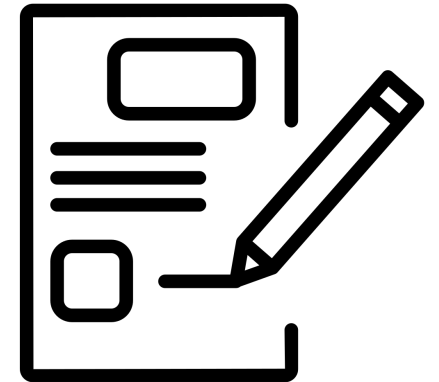
What else do we need to know? What functions do we have in place that are similar?



What options would support the request?

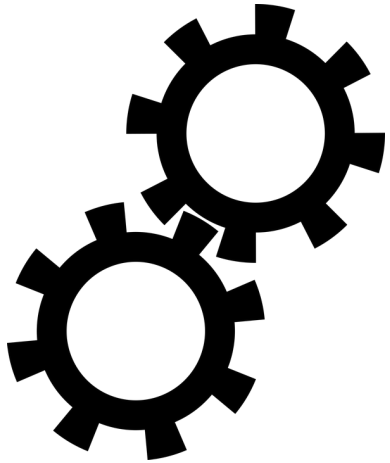


How much effort will it take to complete the request?

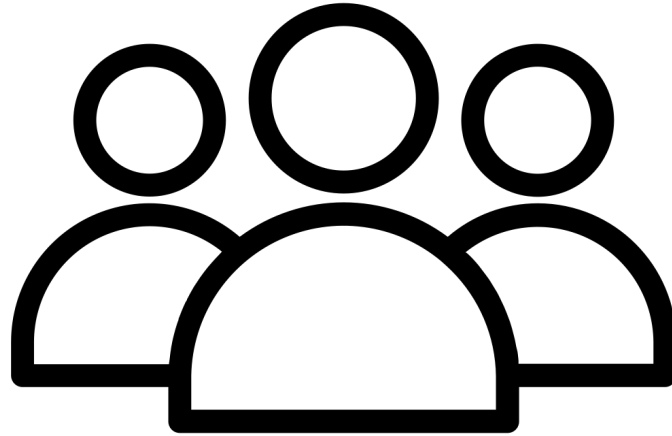


When prioritizing what does the KB team consider?

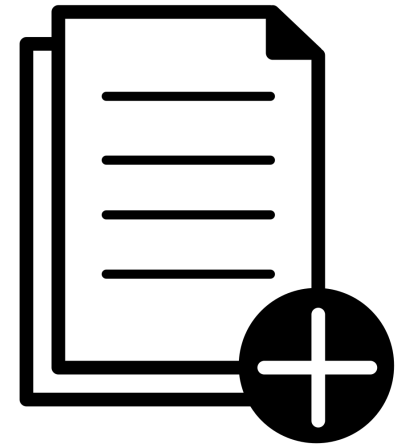
Are there any alternatives that accomplish the same goal?



How many users would benefit from the new feature? Impact & Urgency

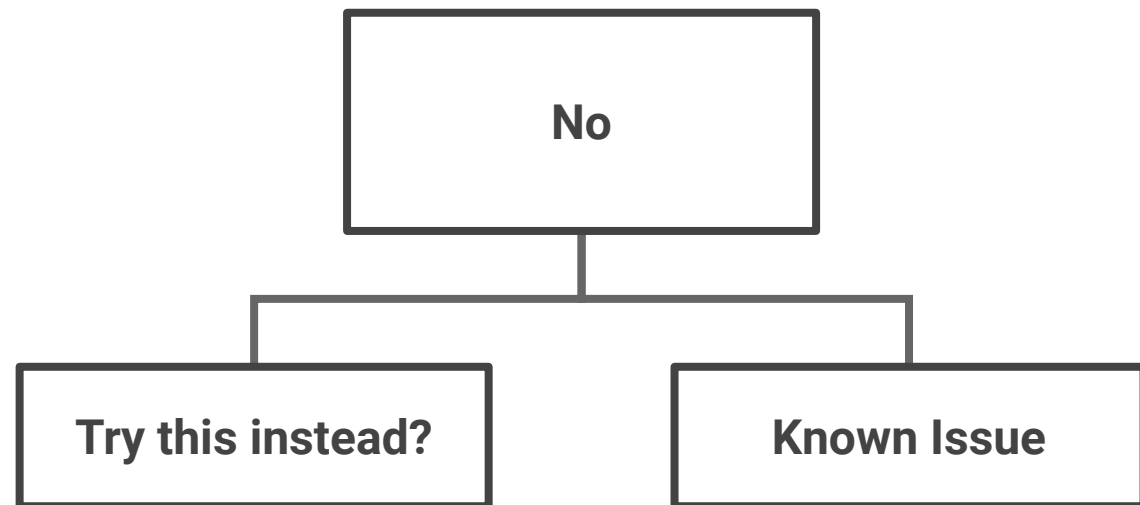
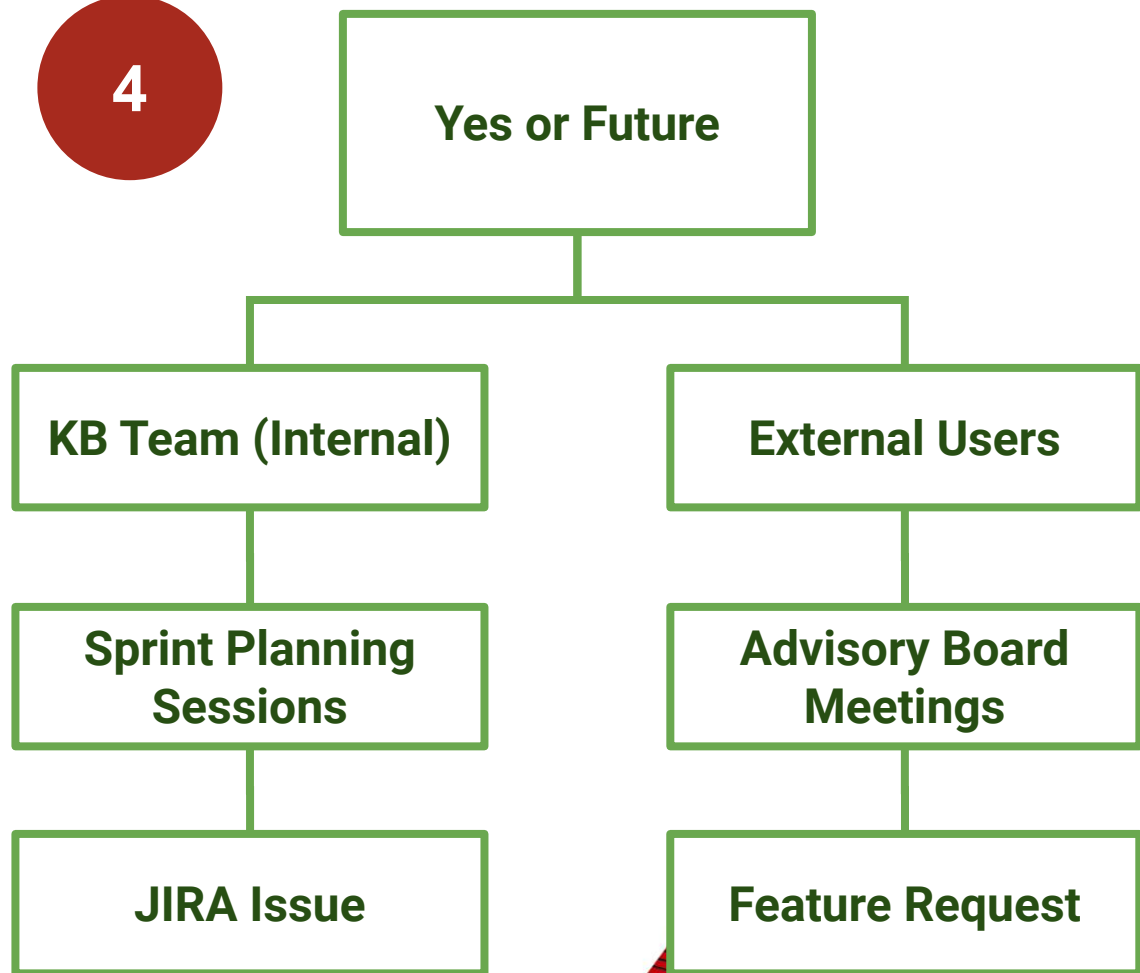


What else is the KB team currently working on?

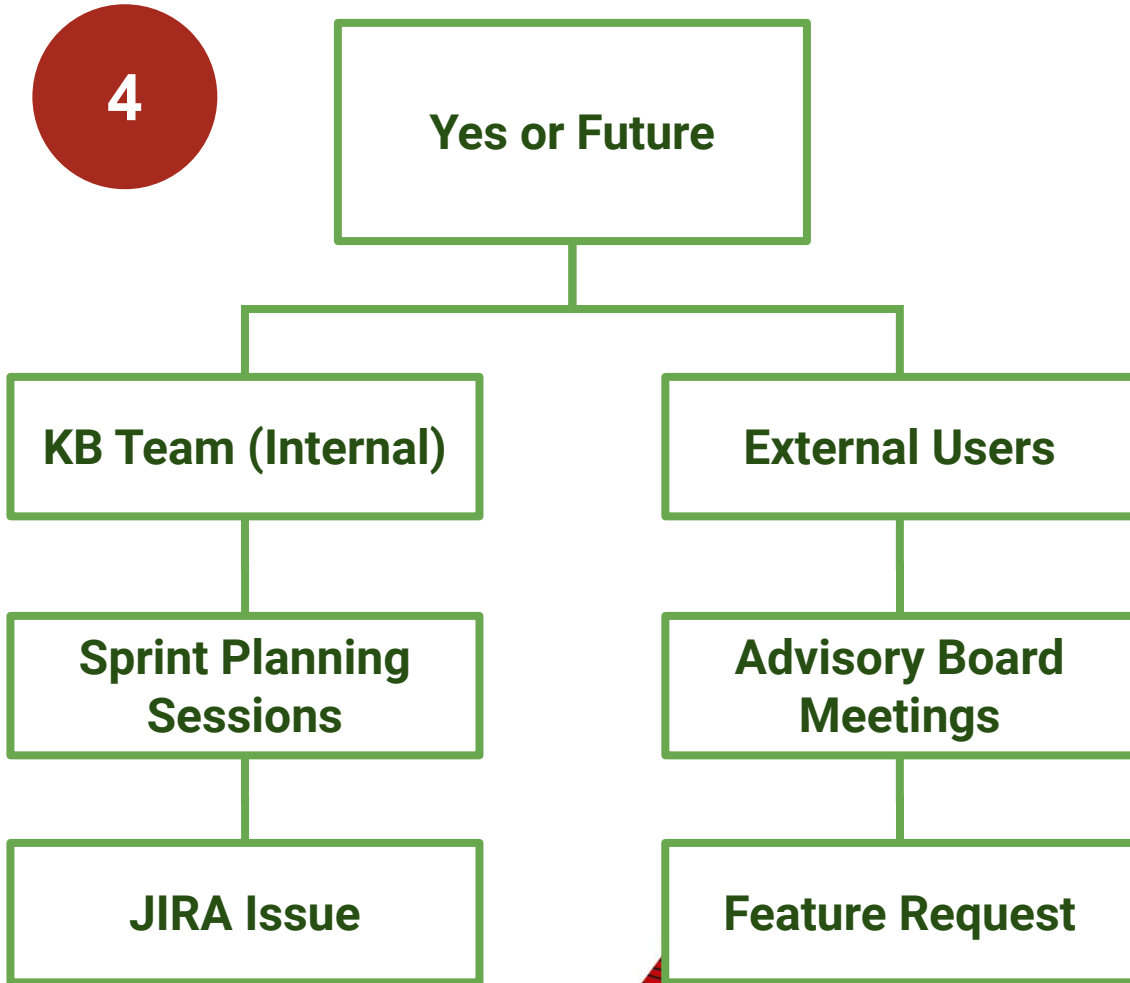


Approval Process

4



Approval Process



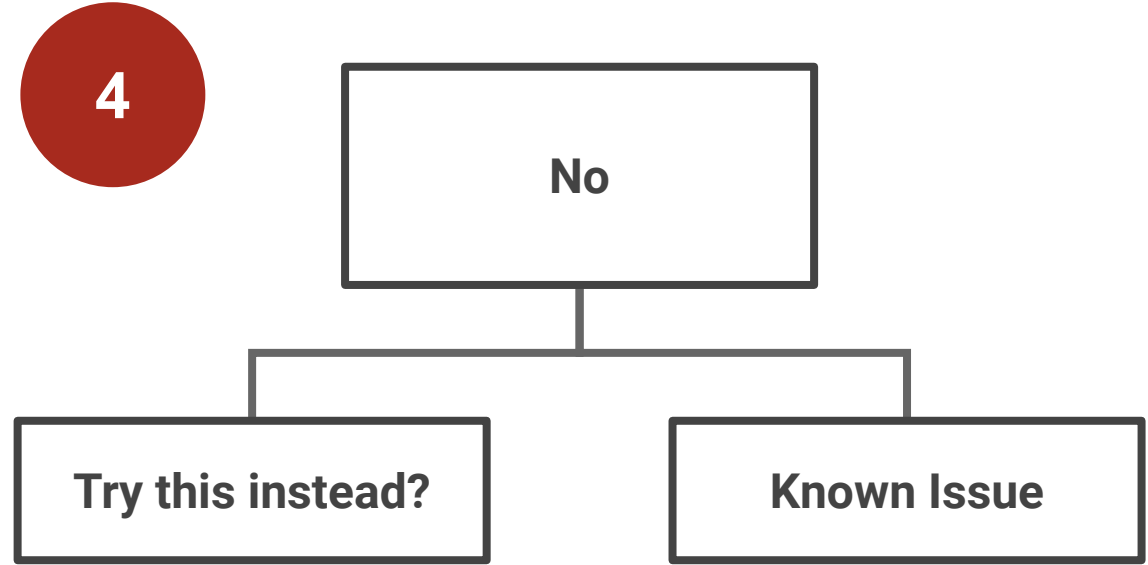
If approved:

- A JIRA issue is used to prioritize the feature request in future sprints
- A feature request is added to the [Feature Request Trello board](#)
- The Trello card and advisory board meetings are used to keep users informed.

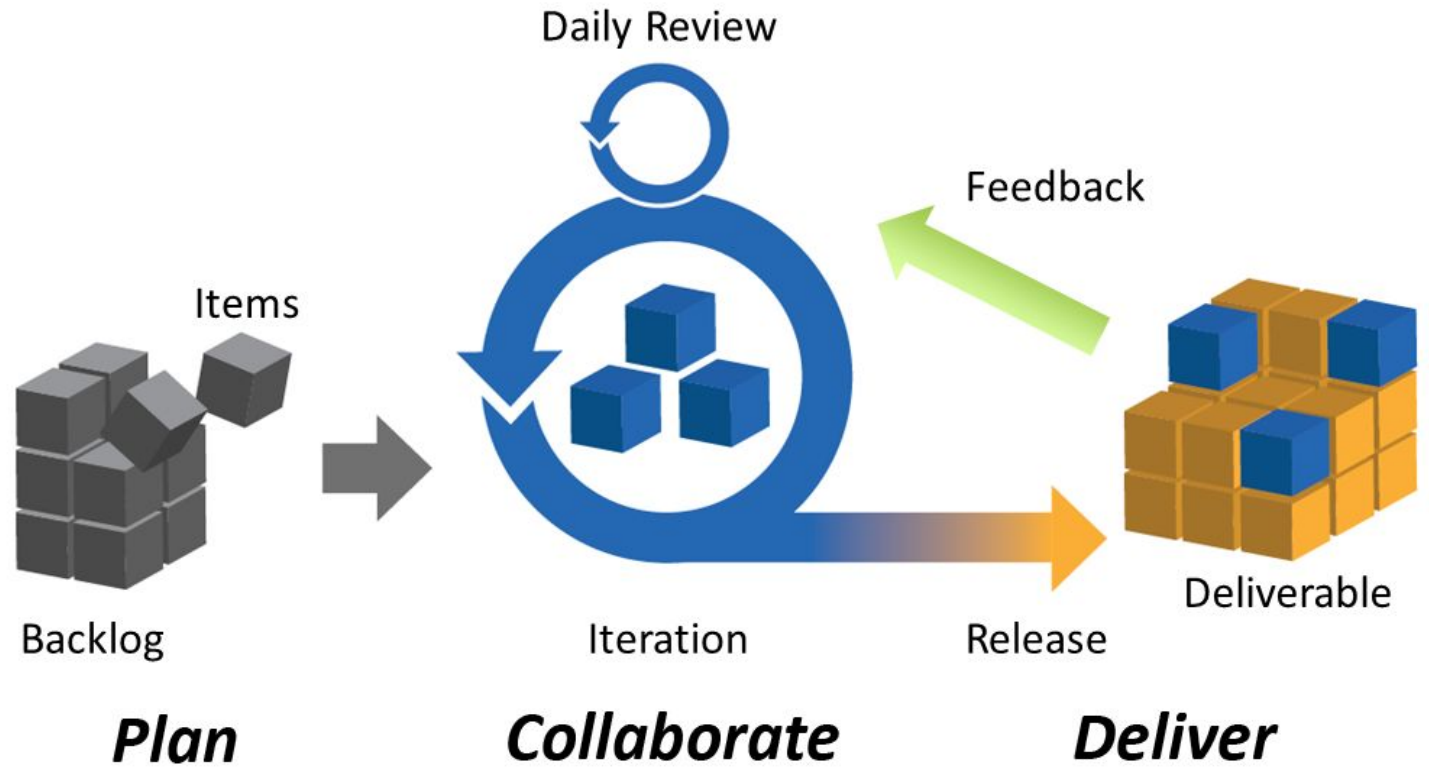
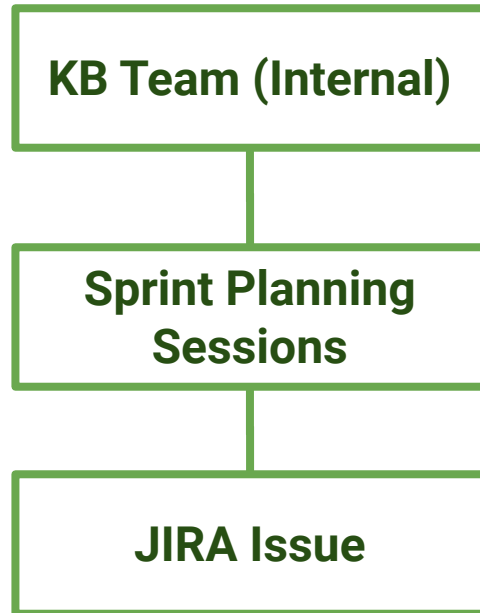
Approval Process

If the KB team is unable to move forward with a request:

- The team may propose alternatives
- Let the user know of any [known issues](#) that are blockers or related
- Confirm the scope of the KB service



A Focus on Continuous Improvement



Agile Project Management: Iteration

The KB Team's Roadmap

Now

Next

Later

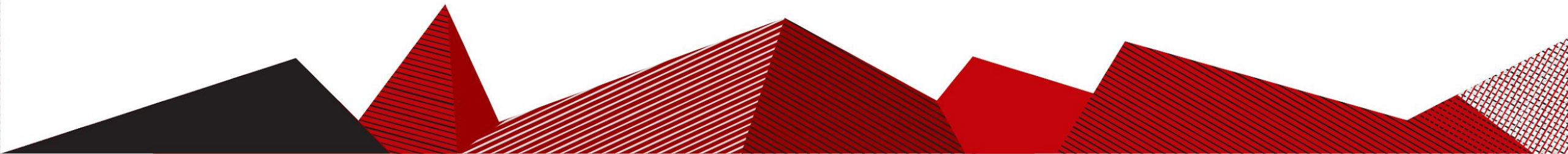
New WYSIWYG Editor Adoption

We are planning to license, customize, and integrate a commercial WYSIWYG editor to replace our current natively-built solution.

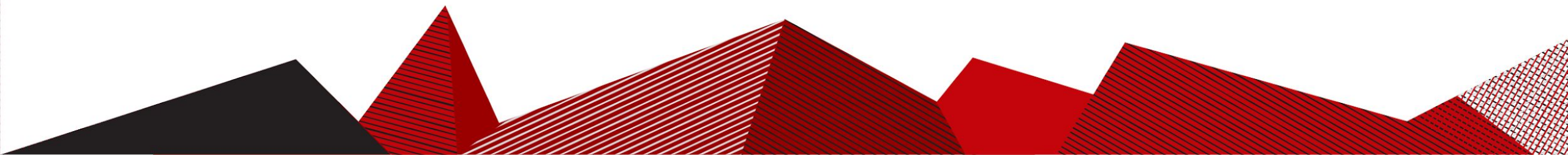
Product Roadmap: The [roadmap is available](#) all stakeholders as a reference point for the KB's overall direction and vision. *“What the KB Team is focusing on right now”*

How the team manages feature requests

- Q: How long does it take for my request to be addressed? *A: Depends on current priorities*
- Q: Does every request get addressed? *A: Depends on current tasks, time/effort, benefits to a majority of users*
- Q: How do you decide which requests get worked on now vs. later? *A: Top of list doesn't necessarily reflect urgency; See [project roadmap](#)*



Q&A Session



Thank you!

