



# **ComVida Corporation**

## **Software Performance Request (“SPR”) Policies and Procedures**

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## 1 Introduction

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ComVida's primary goal is to be responsive to our users, providing integrated, reliable, easy-to-use applications that meet the needs of all sites.

The objective of the Software Performance Request ("SPR") process is to create a mechanism for clients to identify non-critical concerns and enhancements to specific products to the ComVida Development Team.

Every month, the ComVida Development and Client Support teams meet to review newly submitted SPR's. The merits of each SPR are discussed and the SPR may then be placed on a list for inclusion in an up-coming release. Not all requests are accepted.

At the start of each development project, all SPR's for the application are again reviewed and a final list is presented in the Development Plan for that release. Client concerns and requested enhancements are considered each time a product upgrade plan is developed.

SPR's are the sole property of ComVida Corporation. They are requests from a Client and are considered for inclusion in future releases of a product at the sole discretion of ComVida Corporation. The submission of an SPR is not and should not be construed as a commitment by ComVida to include the request in the next or any release of an application or product.

## **2 How does ComVida deal with Software Performance Requests?**

On receipt of a Software Performance Requests (“SPR”) by ComVida Corporation, HELPDESK issues a confirmation of receipt to the Client.

HELPDESK reviews the SPR and may contact the Client to better understand the concern or enhancement, or to request additional information.

Once HELPDESK staff is satisfied that the SPR is fully understood and documented the SPR is then slated for review at the next ComVida Development and Client Support teams meeting. If the SPR is rejected, HELPDESK will inform the Client of the decision.

When a SPR is accepted for consideration in a future release of the specific product HELPDESK assigns a tracking number to the SPR and logs it into the SPR database. The Client is informed of the tracking number for reference purposes.

Any changes to the status of an accepted SPR are communicated to the Client.

### **3 How to Complete a Software Performance Request (“SPR”)**

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The first section deals with basic information on:

- Who is submitting the SPR,
- The product, and
- The specific product screen (if appropriate).

The balance of the request form is to gather as much detail as possible about the enhancement requested or the concern being reported. Wherever possible please include all supporting documentation such as screen printouts, sample reports or any other material that would assist ComVida staff in understanding the issue.

You can send the completed SPR to us in three ways:

1. Email: [helpdesk@comvida.com](mailto:helpdesk@comvida.com)
2. Fax: Attention: HELPDESK  
Fax#: 604 540 4020
3. Mail: Attention: HELPDESK  
ComVida Corporation  
Suite 201 - 319 Governors Court  
New Westminster, B.C. V3L 5S5