SPR

SOFTWARE PERFORMANCE REQUESTS

POLICIES AND PROCEDURES

OCTOBER 2020

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1 Introduction

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 is to create a mechanism for clients to identify non-critical concerns and enhancements to specific systems to the ComVida Development Team.

Every month, the ComVida development and client services teams meet to review newly submitted Software Performance Requests (SPR). The merits of each SPR are discussed and the SPR may then be placed on a list for inclusion in an up-coming release. At the start of each development project, all SPR 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 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.

Not all requests are accepted.

2 How to Complete an SPR

The Software Performance Request (see attachment) is intentionally designed to be simple to complete.

The first section deals with some demographic information on:

- who is submitting the SPR;
- the Application effected by the report; and
- the specific application screen effected (if appropriate).

The balance of the report is for the client to in as much detail as possible describe the enhancement requested or the concern being reported. Please attach screen printouts, reports or other material that you consider appropriate that may assist ComVida staff in understanding the issue.

Completed SPR can be:

Mailed:	ComVida Corporation
	#327 – 555 Sixth Street
	New Westminster, BC V3L 5H1
Faxed:	Attn: HELPDESK
	604 540 4020
Emailed:	helpdesk@comvida.com

3 How does ComVida deal with SPR

On receipt of a Software Performance Requests (SPR) by ComVida Corporation, HELPDESK will issue a confirmation of receipt notice.

HELPDESK will review the SPR and may contact the "Originator" to better understand the request or request additional information.

Once satisfied that the SPR is fully understood and documented HELPDESK staff shall arrange for the SPR to be presented at the next available meeting of Development and Client Service Teams.

If the SPR is rejected, HELPDESK shall inform the originator of the decision.

If the SPR is accepted for possible inclusion in a future release of the "Application" HELPDESK shall provide the SPR with a tracking number and enter the SPR into the database. HELPDESK shall notify the "Originator" of the status of the submitted request and the SPR tracking number for future reference.

Should the status of an accepted SPR change or should it be included into a product development plan, HELPDESK shall notify the "Originator" of the event.