

# Enhancement Request Process and Form

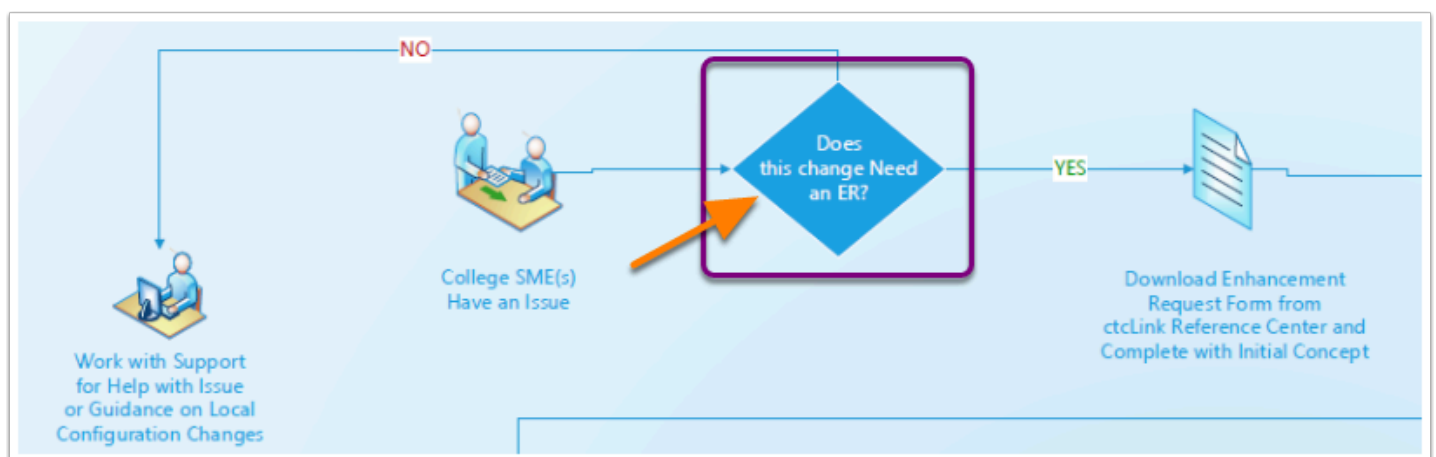
**Purpose:** This guide is intended to provide an overview of the Enhancement Request Process, including:

- [How to determine whether the change you want made should be submitted as an Enhancement Request.](#)
- [The steps in the process to get an enhancement sponsored and submitted.](#)
- [The Enhancement Request form.](#)
- [Instructions for filing out the form.](#)

**Audience:** All ctcLink system users

💡 **Looking for the status of a submitted Enhancement Request?** Refer to the [Enhancement Request Status](#) guide to see all Enhancement Requests (ER) ever submitted. Don't see your submission? Reach out to [ctcLink Customer Services Team](#) to ensure it has been properly tracked and made visible on our guide.

## Determine If Change SHOULD Be Submitted as an Enhancement Request



When determining whether or not an issue solution requires going through the Enhancement Request process there are a few key considerations. Global configuration changes require an Enhancement Request, but Local Configuration changes do not, unless those locally controlled configuration pages contain system defined 'Global' values. Bug fixes do not require an Enhancement Request, but programmatic solutions that are not fixes to system bugs will

require the ER form. Look through the quick assessment details below to determine whether or not to file an ER form.

## Quick Assessment to Determine If It Is a Local Configuration?

### ***Is the change requested achievable by adjusting your Local Configuration?***


When considering the issue that is driving the request for change it is important to determine if that change is "global" or "local." Some pages or processes can work different by making an adjustment to your local configuration. If you're not sure whether the page or process in question can work the way you desire based on a change in local configuration you can either submit a Service Desk Ticket to ask what your configuration change options are or research for yourself what is controlled by local configuration.

- Refer to the Local Configuration Guide below

If the answer to the questions above is **YES**, you don't need to request an enhancement, you can make the change yourself.

If the answer to the questions above is **I don't know**, then perhaps a support request or working with the College Collaboration Group is a better path to solving the issue for your college

If the answer is **NO**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in

 Check out the [Local Configuration Guide](#) materials to better understand whether the page you want to make a change on is already under your control. Local Configuration Guides pertain to "Local" configuration values that are not related to a 'system defined' value sets. "System Defined" means there is a protected range of values that have been defined as 'Global' rather than local and do require an Enhancement Request to change.

## Quick Assessment to Determine If It Is a global configuration?

### ***Is the solution one that requires a global configuration change?***

- Refer to the Local Configuration Guide(s) linked in the green box above.
- Global Configuration is a configuration setting that everyone shares and making a change to this configuration does not just impact your college, but impacts ALL colleges using that functionality. In a few cases, this could be a portion of local configuration reserved for strict system use, meaning those values are tied to a process and cannot be changed without impacting the process for everyone using the system

If the answer to the question above is **NO**, then perhaps a support request or working with the College Collaboration Group is a better path to solving the issue for your college

If the answer is **YES**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in.

## Quick Assessment of a Bug Fix

***Is this an issue of the system not working as it always had, but now something is suddenly different?*** Are you getting an error message suddenly that you have never encountered before? Start by submitting a Service Desk Ticket or reaching out to colleagues in your communication network.

- It could be that a PeopleSoft Update Management (PUM) release has occurred, or a change was recently deployed and you are encountering an issue in an area that wasn't discovered in testing. By reaching out to your ctcLink Customer Support team you can confirm whether the issue is a bug introduced to ctcLink from a recent change.
- You can also check with your colleague group or application area listserv to ensure you did not miss reading a notification of a recent business process or system change that is the reason the system does not appear to be working as you believed it should.

If the answer to the question above is **YES**, then pursuing a support request or working with the College Collaboration Group is a better path to begin solving the issue for your college.

If the answer is **NO**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in.

## Quick Assessment of a Technical Change

***Does this change relate to any of the bulleted items below?***

- Is the solution one that requires a modification to any existing pages or components, in other words, something that must be done by a technical developer?
- Is the solution one that requires the development of a report that requires technical assistance or Data Services assistance to deliver to all colleges in our system?
- Is the solution something brand new that the system cannot currently do and would need to be designed and coded?

If the answer to all the questions above is **NO**, then perhaps a support request or working with the College Collaboration Group is a better path to solving the issue for your college.

If the answer to any of questions above is **YES**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in.

## Quick Assessment of a Security Change

***Does this change relate to any of the bulleted items below?***

- Requests to change page/component access in a security role or permission list.
- Requests to change what fields are able to be seen or updated on a specific page.
- Request to automate role assignment or removal.

If the answer to the questions above is **NO**, then perhaps a support request or working with the College Collaboration Group is a better path to solving the issue for your college

If the answer is **YES**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in.

## Quick Assessment of a Third Party Software Integration Change

- ***Is the solution one that requires integration to an external, third party software and many or all colleges are using it, therefore worthy of the financial investment that will be incurred as a result of building and testing an integration to ctcLink?***

If the answer to the questions above is **NO**, then perhaps a support request or working with the College Collaboration Group is a better path to solving the issue for your college.

If the answer is **YES**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in.

## Quick Assessment of a Business Process Change

- Does the change being requested impact state or federal reporting or pose a significant change to standard best practices for a business process that all colleges must follow?

If the answer to the questions above is **NO**, then perhaps a support request or working with the College Collaboration Group is a better path to solving the issue for your college.

If the answer is **YES**, then it's time to download the Enhancement Request form and get your ideas down on paper to begin to share with your colleagues and get input and buy-in.

# Process Steps to Get an Enhancement Sponsored and Submitted

💡 Enhancement Requests can follow many different channels to be sponsored for submission:

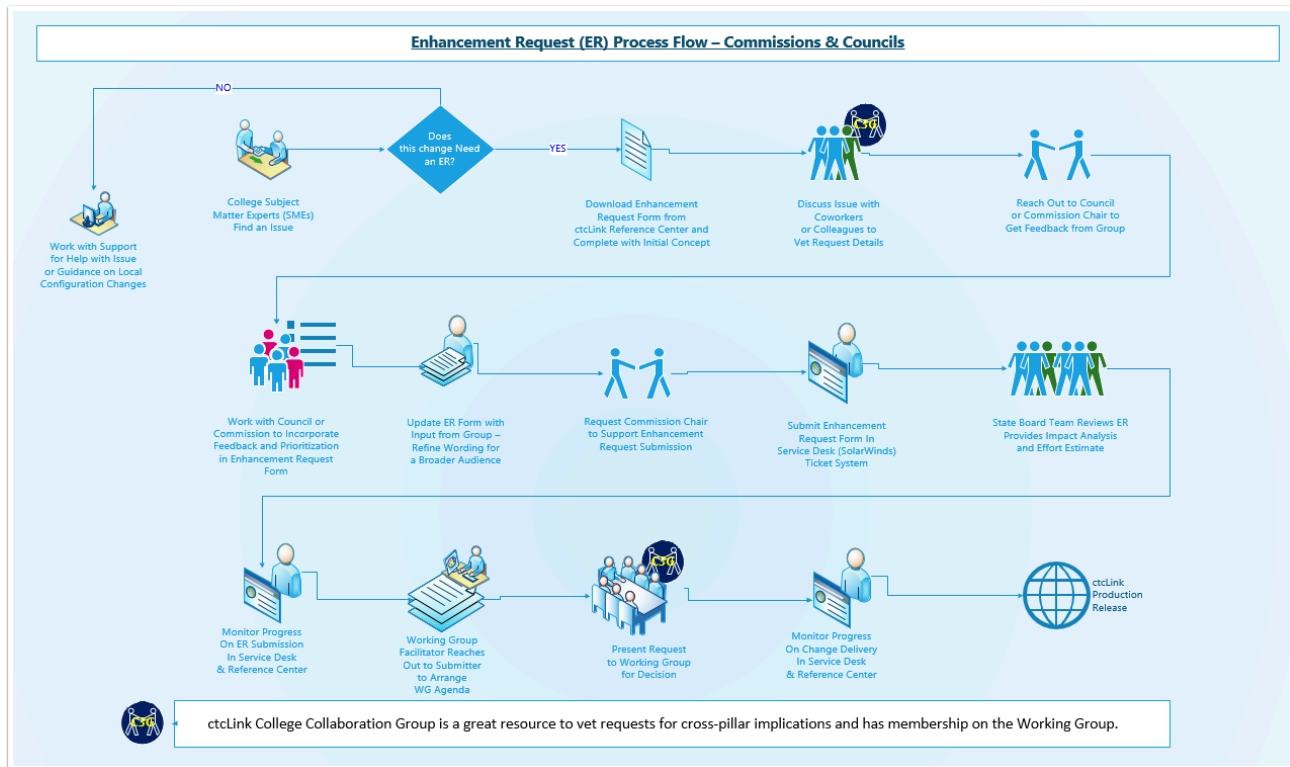
***College President ~ Commission Chair ~ College Collaboration Group Co-Chair***

***Data Governance Committee Co-Chair ~ SBCTC ctcLink Lead***

Enhancement Requests may also be submitted to the Working Group members due to an External Mandate (global configurations or required customization in response to a federal or state regulation/legislation) as a 'For Your Information' notice of the mandated change.

The Working Group membership has been updating the process flows for submission to create more user friendly guides for submitting an Enhancement Request. The Commission & Councils flow is the first completed/approved flow and is displayed below, but is not the ONLY channel for submission. Other flows will be published once approved by Working Group.

# Enhancement Request Process Flow - Commission & Councils



## Steps in the Enhancement Request Process Flow

**💡 Not sure if this change needs an Enhancement Request form?** Review the guidance in the [Does this change needs an Enhancement Request](#) section to determine whether your change should take this path.

Step-by-step instructions are provided below to help folks complete the Enhancement Request form itself. Please download the form below, making sure to keep the form name and 'adding your title' at the end of the form name. The form itself has instructions embedded in each box to help the submitter complete the form.

Please submit completed forms to [ctcLink Customer Services Team](mailto:ctclinkcustomersupport@sbctc.edu) (ctclinkcustomersupport@sbctc.edu)

1. College Subject Matter Experts (SMEs) Find an Issue (in the system)
2. QUESTION: Does this change Need an ER?
  - a. YES - Download Enhancement Request Form from ctcLink Reference Center and Complete with Initial Concept
  - b. NO - Work with Support for Help with Issue or Guidance on Local Configuration Changes
3. Discuss Issue with Coworkers or Colleagues to Vet Request Details\*

- a. A great resource to getting quick colleague feedback is to get on the ctcLink College Collaboration Group agenda. Reach out to one of the two co-chairs of that group, [Pat Daniels \(pdaniels@highline.edu\)](mailto:pdaniels@highline.edu) or [Beth Farely \(beth.farley@edmonds.edu\)](mailto:beth.farley@edmonds.edu). Agenda materials are distributed by [Missy Yates \(myates@spscc.edu\)](mailto:myates@spscc.edu).
4. Reach Out to Council or Commission Chair to Get Feedback from Group(s)
  - a. If you're not sure which councils might be involved and what commission that council's request would need to be sponsored by, check out the information on the State Board website for information about all commissions and councils in our CTC system: <https://www.sbctc.edu/colleges-staff/commissions-councils/>
5. Work with Council or Commission to Incorporate Feedback and Prioritization in Enhancement Request Form
  - a. The council or commission may solicit member feedback at an upcoming meet or through that group's listserv. It is up to the discretion of the commission chair to determine the feedback mechanism needed for their sponsorship.
6. Update ER Form with Input from Group – Refine Wording for a Broader Audience
  - a. It is important to keep in mind that members of the Working Group, Strategic Technology Advisory Committee and WACTC-Tech come from many different backgrounds and areas of expertise from within our system. Ensuring that your request contains plain, clear language that anyone in our system can understand (avoid jargon and acronyms) and visual images to support the request will ensure all members in governance understand what is being asked. Be detailed, but ensure that detail is something that can be understood by others who might not share your vast experience in this area.
7. Request Commission Chair to Support Enhancement Request Submission
  - a. While they don't necessarily have to be the one submitting the ER form itself, they must have their contact information on the ER form, and can be asked to be present during the Working Group presentation in support of the request.
8. Submit Enhancement Request Form In Service Desk (SolarWinds) Ticket System under the request type of ctcLink Support > Enhancement Request
9. State Board Team Reviews ER [Provides Impact Analysis and Effort Estimate](#)
10. Monitor Progress On ER Submission In Service Desk & Reference Center
  - a. Enhancement Request monitoring through the Service Desk (Solar Winds) is possible now
  - b. Refer to the [Enhancement Request Status](#) guide in the ctcLink Reference Center to see all Enhancement Requests (ER) submitted, and their current progress. This guide is updated after every Working Group submission, meeting and production deployment.
11. Working Group Facilitator Reaches Out to Submitter to Arrange WG Agenda
12. Present Request to Working Group for Decision
13. Monitor Progress On Change Delivery In Service Desk & Reference Center
  - a. Refer to the [Enhancement Request Status](#) guide in the ctcLink Reference Center to see all Enhancement Requests (ER) submitted, and their current progress. This guide is updated after every Working Group submission, meeting and production deployment.
14. ctcLink Production Release

\* ctcLink College Collaboration Group is a great resource to vet requests for cross-pillar implications and has membership on the Working Group.

## Additional Enhancement Request Submission Processes Under WG Review

*The flow diagrams and explanations for how to submit enhancements through other sponsors is currently under review and revision by Working Group. These sections will be updated as each process is approved by Governance. This does not limit any submissions through these sponsors, as all ER submissions will be addressed in their current process flow until updated by governance. All use the same form.*

## Enhancement Requests from System User Concern or Good Ideas

The Working Group determined that system users at an individual campus needed a method for elevating a concern or good idea for a system improvement. A method was needed for those college users who were using the ctcLink system to pursue requesting enhancements through the avenue of their local college President. The process flow diagram below was intended to provide a path to secure individual college buy-in and support for a system enhancement and to get this request before a governing body.



[ctcLink\\_Enhancement\\_Requests\\_to\\_Governance\\_Pro.pdf](#)

## Enhancement Requests from System User - Known Enhancement

The Working Group determined that system users already on ctcLink, who had been elevating concern from WSSSC/ARC s within the Service Desk or through other executive level channels needed to have those items addressed, even while other colleges remained on the legacy system. A method was needed for those college users who were using the ctcLink system to pursue requesting enhancements through the avenue of either their local college President or through a council/commission path. The process flow diagram below was intended to provide a path to secure buy-in and support for a system enhancement and to get this request before a governing body before the entire college community was on a single, shared system.



[ctcLink\\_Enhancement\\_Requests\\_to\\_Governance\\_P-1.pdf](#)



# Enhancement Requests from State Board Staff

The Working Group determined that State Board staff on the Customer Support, Data Services or Application Support, Business Operations or Education Services teams needed an avenue to ensure that any enhancement request or mandated system change be brought to governance for either approval or feedback.



[ctcLink\\_Enhancement\\_Requests\\_to\\_Governance\\_P-3.pdf](#)

All Enhancement Request forms are to be submitted through the Service Desk (Solar Winds) ticketing system and once verified, will be sent to the Working Group facilitator.

All Enhancement Requests will be stored in the Service Desk (Solar Winds) ticketing system under a Request Type of Enhancement Request. In order to provide transparency, the addition of a publicly accessible [Enhancement Request Status](#) has been made available on the ctcLink Reference Center.

As the Working Group transitions to the new Operational Governance model, the original flow diagrams and process for Enhancement Request submission will be revised to reflect the new submission process and additional training materials will be made available to guide colleges through the ER submission process.

## Enhancement Request Form

[ctcLink Enhancement Request Form](#)

## Instructions on How to Complete the Enhancement Request Form

### Enhancement Request Form Completion - [Completed by Request Submitter]

The recently updated Working Group Enhancement Request form (for Operational Governance changes) should be completed as outlined in the section descriptions below.

### Form Submission Date

Enter the date the submitter intends to submit the completed Enhancement Request form in the Service Desk (SolarWinds) Ticket System. Click the field to enter a date. This date may be

adjusted by the facilitator if it doesn't align to the actual submission date. When drafting an enhancement request, this date can help others being asked for feedback to understand the date the request will be submitted.

## Primary Service Desk Ticket Reference

This field is intended to record the primary Service Desk Ticket (SDT) that all activity for the submitted Enhancement Request (ER) would be tracked under. This will become the field where the official Enhancement Request (Request Type) SDT will be listed. The person submitting the ER can enter the primary ticket they use as a reference for any issue reported and the WG facilitator will update it to the official SDT number for tracking. All tickets related to a submitted Enhancement Request can be linked to that request within the Service Desk (SolarWinds).

## Enhancement Request Title

Descriptive title to differentiate this from other similar requests.

## Pillar-Module

Pillar and Module associated with this requested enhancement? Separate Pillar name and Module with a hyphen: Pillar-Module. Once the SBCTC Staff have had an opportunity to assess the enhancement(s) being requested, this may be updated if the request results in an impact across multiple pillars and or modules. The person submitting the ER form need only provide their best understanding of the request upon submission.

## Enhancement Request Sponsor

To ensure any system request has the proper support to be considered by Governance for action and expending of shared system resources there are specific channels that an Enhancement Request (ER) must go through to be considered for Governance approval. These organizations or individuals are referred to as 'Sponsoring' the request and may initiate change requests, though they might not be the actual individual submitting the ER form. On the ER form though, it is required that the submitter specify which group/individual is sponsoring the request. The sponsor's contact information, as well as the contact information of the person who is completing the form (if different) is required in the next section.

- College President (or designee)
- Commission Chair (Indicate which commission)
- Data Governance Committee Co-Chair
- SBCTC ctcLink Lead
- College Collaboration Group Co-Chair
- External Mandate (e.g. regulation, legislation)

## Enhancement Sponsor/Submitter Contact Information

The sponsor's contact information, as well as the contact information of the person who is completing the form (if different) is required in this section. Please include:

- Name
- Title
- College
- Phone number(s)
- Email address

## Stakeholder Group Impact

Choose as many stakeholder groups as apply to the description of the request, if known. While this information may be highlighted in the request description this section helps to elevate the stakeholder group impact visibility. This information will help the Working Group better understand who is impacted by the change being requested. The information also helps the SBCTC teams in their communication approach during the solution design and implementation phases of a change. Check any box that applies and provide any necessary explanation in the request description:

- ☐ Student Self-Service in ctcLink ☐ Student Experience in HCX
- ☐ Student Experience in OAAP ☐ Faculty/Advisors Experience
- ☐ Employee Self-Service ☐ Manager Self-Service
- ☐ General Employee ☐ Administrative Staff (users)
- ☐ Other: (please detail)

## System Impact

Colleges are STRONGLY encouraged to discuss with other colleges to determine breadth of system impact before submission. Check the box that applies.

- ☐ All Colleges ☐ Multiple Colleges: How many? \_\_\_ ☐ Just MY College

## Prioritization Level

Please check ONE box, and complete justification and reasoning behind the declared prioritization level.

- ☐ Critical – Critical system impact, severely degraded critical business processes, no workaround available.

- ☐ Urgent – Federal/state-mandated enhancement, degraded business process; workaround exists, but is unsustainable.
- ☐ High – Strongly desired enhancement. Impacts business process; workaround available, high college resource impact.
- ☐ Medium – Strongly desired enhancement. Impacted business process; viable workaround available, but not desired.
- ☐ Low– Desired enhancement, productivity improvement.

## Description of Enhancement Requested

Provide a description of change being requested. Provide sufficient detail, including problem statement and whether the change impacts global or local configuration.

## Justification for the Declared Prioritization Level

Describe the justification for selected prioritization level. Please ensure Enhancement Request Sponsor (i.e. commission, college President) supports the prioritization and justification.

## Background Information Driving Enhancement Request

Please provide background on why this enhancement request is being put forward. If the request started from an initial support request ticket, please provide details of the original issue reported that led to the eventual request for an enhancement to the system.

## Impact Assessment If No Action Taken

Please describe the impact if the enhancement request is not approved. This will help the governance group understand what will or will not happen if it declines to proceed with the enhancement request or delays addressing the request.

## Details of Vetting Process

Please provide details about how the enhancement request was socialized and vetted. For example, the request went through college leadership channels to the College President, through the College Collaboration Group and/or council and commission approvals or through federal/state mandate reviews and SBCTC ctLink leadership.

## Additional Service Desk Ticket References

If applicable, provide any additional Service Desk Ticket (SDT) reference numbers that will help others understand the complexity of the issues that are the business drivers for this request for a system enhancement.

## Enhancement Request Form Updates - [Completed by SBCTC Staff]

In addition to the minor adjustments of Submission Date and Primary Service Desk Ticket Number that might need to be made by the ctcLink Customer Services Team, the staff at SBCTC responsibility for impact assessment and effort estimation will update the ctcLink State Board Staff Use Only section of the form with their assessment findings. This helps Governance to understand the implications on other areas of the system, shared system resources and long term resource implications that will ensure they are making the best informed decisions for the system.

## Impact Analysis and Considerations

Assessment of the impacts that proceeding with this request will have on ctcLink (cross-module, cross-pillar) and any change implications with associated business processes based on analysis and discussion of SBCTC Customer Support, Application Services, Data Service and PMO Teams.

## Effort Estimation

Enter the estimation of effort for design, development, testing, training and overtime time frame for delivery into Production.

## Total Cost of Ownership

Detail the effort estimation to complete this enhancement, include each area of the work, (solution design, development, configuration, testing, training for example).

## Background Info for Newly Adopted Process for Enhancement Requests from Commission/Councils

At the October 19, 2022 Working Group meeting, members approved this revised, simplified process flow for Enhancement Requests that are sponsored by a Commission Chair for submission. This visual flow below walks a college Subject Matter Expert through the process

for considering, vetting, submitting and monitoring an Enhancement Request through to production release. Below the visual, a description of each step in the process will be added shortly.