Change request management process

When we receive a requested change request (aka an amend) we go through this process to decide how to handle it. This full process applies after the graphic design and technical specification/proposal have been agreed. During design a similar process is run, but there's no need for an issue tracker.

Background/explanation

Bug fixes are not charged for. Our definition of a bug is something that causes the website to not meet the pre-agreed requirements. If the written requirements were missed or inaccurate, or unclear (from a layman, outsiders perspective) then any related deviancy from client expectations would not be considered a bug. If requirements were re-stated later on and we acted on those, these re-stated requirements would be used as the 'yardstick' instead.

For this reason it is very important to make sure *all* feature requirements, necessary nuances and required standards compliance/quality measures are explained before a proposal/quote is agreed.

Non-bug changes will usually result in an additional fee being levied and are treated as a separate commitment from the main development (i.e. unless agreed, payment of the main development can't be delayed due to a change request – even if it results in a site launch being delayed). For these reasons we strongly recommend that clients put contingency into their budget and schedule. Almost all projects have some change requests as it is an easy mistake for a client to forget to mention some requirements. As a business we need to protect ourselves from such uncertainty. This process is consistent with, and clarifies, our conditions of business.

Flowchart:
- Raised by client →
- Is it feasible? — Issues → Discussion raised
- Is it feasible? — Yes ↓
- Requires discussion? — Yes → Discussion raised
- Requires discussion? — No ↓
- Is it a bug? — No – original spec was insufficient/unclear. → Decide on cost → Decide on scheduling →
- Is it a bug? — Yes ↓
- Placed in issue tracker

Once in the issue tracker it is assigned to a developer.