

## Introduction

The Feature Request Process Document is developed for internal use in NETMONASTERY to establish and implement a standardized approach for submitting, reviewing, and managing feature requests within the organization. This document serves as a guide to ensure efficient and effective practices for evaluating and prioritizing new features. By following this process, teams can ensure that customer needs are met, align feature development with business goals, and maintain the quality of services delivered to customers

## Feature Request Process

The Feature Request Process is an official document that outlines the formal procedure established by NETMONASTERY for submitting, reviewing, and managing feature requests. The Feature Request Process provides a comprehensive, step-by-step guide to systematically capture and address new feature requirements in the software. This document includes the scope, input process, process flow, and expected output.

Coding and Implementation

| Name of Process | Feature Request | | |
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| Process Owner | Product Manager | | |
| Created By | Christy Peedikaparambil | Date | 27/11/2024 |
| Last Updated By |  | Date |  |

| Process Purpose | This document outlines the steps for adding a feature request to the GitHub crossroads repository, ensuring that each feature request includes all necessary details for implementation and review. | | | |
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| Process Scope | Members from the following teams can raise feature requests to the engineering team:   * Support Team * DARC Team * Sales Team * Engineering Team | | |
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| Process Input | The process begins when a customer requests a new engineering feature, and the request is submitted to the GitHub crossroads repository by the team. | | |
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| Process Flow | 1. Login into GitHub:    1. To raise a feature request open GitHub and navigate to the **crossroads** repository. 2. Create a New Issue:    1. Click **New Issue** in the repository. 3. Select Issue Type:    1. A list of options will appear. Navigate to the **Engineering Features** and click **Get Started**. 4. Complete the Required Fields:    1. Feature Title: Enter a title describing the feature.    2. Customer Name: Enter the name of the customer who requested the feature.    3. Environment Type: Specify whether this feature is for SaaS, On-prem, or Both.    4. Priority: Select the appropriate priority level for the feature request(P1, P2, P3, or P4).    5. Description: Provide additional details about the feature, including its purpose and intended impact. 5. Attach Supporting Files:    1. Attach any relevant screenshots or files that would assist in understanding the feature requirements. 6. Submit the Issue:    1. Click **Submit New Issue** to save the feature in the crossroads repository. 7. Validation and Quality checks:    1. Ensure all the mandatory fields are filled and the attached files are relevant to the bug.    2. Confirm the priority level accurately that reflects the impact of the bug. | | |
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| Process Output | 1. This process ensures that feature requests are accurately logged and assigned to the default assignee on the **Github crossroads** repository. 2. It guarantees clear communication between both the reporter and the reviewer, providing transparency on the feature request and expected resolution. | | |
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| Exceptions to Normal Process Flow | NA | | |
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| Control Points and Measurements | 1. Must have access to the GitHub crossroads repository and details about the feature request including the title, customer name, environment type, and priority level 2. The Product Manager ensures that all the mandatory fields are filled out when raising a Feature Request. 3. Requests should be properly categorized and include the necessary information to support the request. | | |
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Version History

| Version | Date | Author | Approved By | Status |
| --- | --- | --- | --- | --- |
| v1.0 | 27/11/2024 | Christy Peedikaparambil | Swati Das Gupta | Draft |