

## **CiviCDR 2.0 roadmap**

March - December 2018

- **CiviCDR platform**

- Secure, automated syncing of data transmitted from public intake forms to the backend ticketing system
- More flexible permissions, allowing for more account roles in addition to admin/user
- Organizational accounts, allowing multiple users from a single organization to be grouped together
- Fully-automated deployment system to simplify deployment by potential partners
- Expanded taxonomy, including:
  - Addition of requests for pre-emptive assistance, in addition to list of incidents
  - Sync with taxonomy on frontend intake forms
  - Ability to customize categories based on specific use cases
- Flexible account creation and management (without requiring an email address)
- Robust community features, allowing for greater collaboration among participating organizations
- .onion addresses for all CiviCDR sites
- Customizable theme
- Upload attachments to tickets
- User preferences
  - Specify whether to join mailing lists
  - Want notifications?
  - How busy are you? What kind of notifications do you want? Any exceptions?
  - Regional restrictions?

- **Improved security features**

- Encrypting data in transit and at rest
- Encrypting transmission of data between public intake forms and backend ticketing system
- New hosting infrastructure
- Public documentation of the CiviCDR data retention and security model, including compartmentalization and minimization practices

- **Unified CDR technical infrastructure**

- Public repo of up-to-date CDR code, including public website and CiviCDR backend
- Architecture diagram of staging and production systems
- Expanded and clarified documentation for all CDR code
- Consistent software licensing and openness of the codebase

- Improved public API to assist with frontend integration
- **Template website**
  - Public-facing intake forms
  - Standard, customizable design template
  - Packaging for easy deployment