

Contributing Ideas for Scientia Software Development

Method	When and how?	What happens next?	With what result?
Self-service Portal	<p>This is the first port of call for suggested enhancements to any of our current solutions or ideas you think we should be considering for Syllabus+ Anywhere.</p> <p>Raise a case through the Portal and describe your idea for improvement or additional functionality. It will be helpful if you can describe what you are trying to achieve and why that is currently difficult rather than just describing what you think would help.</p> <p>Describing the symptoms of the problem instead of what you consider to be the cure enables us to take a more holistic approach.</p>	<p>The support team will triage your case and, if it's an enhancement suggestion, it will be raised as a PRB and drawn to the attention of a Product Manager.</p> <p>The Product Manager will:</p> <ul style="list-style-type: none"> • Relate your idea to an existing idea in Idea Manager; • Create a new idea in Idea Manager and relate your idea; or • Explain why your idea is not likely to be implemented. 	<p>In the first two cases, you will now have a reference to an idea in Idea Manager in the Third party reference field in the portal. See Idea Manager (below) for what happens now.</p> <p>In the third case, you and / or other users are free to make your case with the Product Manager if you disagree with the reasons provided.</p>
	<p>Many of you have already responded to a questionnaire that asked about your current use of Scientia products.</p> <p>We may use additional questionnaires in future.</p>	<p>We use the responses to determine what features are most used by our customers.</p>	<p>We know that you want a solution that is a complete replacement for existing products but this sort of information guides what we build first.</p> <p>For example, the survey results suggest that a solution does not have to support allocation of staff using a wildcard approach guided by suitabilities in order to be a useful tool for many customers.</p>

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<p>Idea Manager</p>	<p>Ideas find their way into Idea Manager via the Product Manager.</p> <p>The Product Manager gathers the ideas from suggestions made through the self-service portal (see above) as well as other interactions with customers, potential customers and colleagues such as Account Managers, who may present ideas on behalf of a customer.</p> <p>The Product Manager serves as a filter to prevent the duplication of ideas that could easily happen if all these sources were able to enter ideas directly.</p>	<p>At points in the development process the Product Manager will need to prioritise some ideas for enhancement over others.</p> <p>You can think of this as a poll or election. The Product Manager will organise a webinar to outline the candidates being considered and set a deadline for you to consider those ideas and cast votes to indicate what you think should take priority. At the published deadline the Product Manager will take a snapshot of the votes.</p>	<p>The voting will be used by the Product Manager, alongside other influencing factors to help determine what features should be added next to the solution. It gives a transparent view of what current users think are the most important features to implement first.</p>
<p>User Journey Mapping</p>	<p>A Product Manager and / or your Account Manager will spend between half a day and two days, usually on site, helping you to describe the tasks that are carried out at your institution relating to planning and scheduling.</p> <p>This will include, but is not limited to, tasks that are currently supported by our software. Ideally, we would have the person who carries out the task describe the steps involved and record those using an electronic board.</p>	<p>This exercise helps us to identify:</p> <ul style="list-style-type: none"> • Parts of the task that are already well supported by our software • Parts of the task that are supported by our software that are currently difficult • Parts of the task that are not currently supported by our software 	<p>This helps us to identify:</p> <ul style="list-style-type: none"> • Ways of working that we should definitely carry forward into Syllabus+ Anywhere because they already work well for you • Ideas for improving the way the software works so that it gives better support for the tasks you undertake • Ideas for new functionality that supports parts of the task that currently require manual effort

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User Forum	<p>We plan to publish the results of the journey mapping exercise on the user forum so that you can see the journeys that other institutions have already mapped and comment against them.</p>	<p>As more journeys are mapped we will be able to build a picture of what tasks and processes are common. Even if you cannot host a journey mapping session you can indicate on the forum that your journey is identical or similar to one that's already mapped.</p>	<p>This helps us to determine whether the pain points experienced by a user who does the mapping exercise are peculiar to that institution's way of working or whether they are widespread. Again, this will help us to determine priorities for development.</p>
Sprint reviews	<p>In product development, a sprint is a set period of time during which specific work has to be completed and made ready for review.</p> <p>We will soon be in a position where at the end of each development sprint (usually a 2–3 week period) we will invite you to attend a webinar where we will show you what progress has been made.</p>	<p>This is another opportunity for you to give feedback on wireframe mockups or working software, depending on where we are in the process.</p>	<p>In response to your feedback we can make adjustments to the software so that what we end up with is a good fit for your needs.</p>