

A Bug's Life: *Customer Role in Software Development via Incidents*

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Friday, October 11, 2013



Getting the Help You Need

Customer IDs Problem/Need

Incident

Email

Verbal

Forum

Bug

Feature Request

Professional Services

Support

Support Helpline

Community



Implementing New Features

New Features

Level of Urgency

Now

Future

DIY

Professional Services

Partner

Sponsor

Feature
Mob

Core

Tailoring

Core

- Spec/Quote
- Develop
- Target for upcoming release

- Spec/Quote
- Scripting
- Queries/Reports
- Database Optimization

- Specification
- Develop
- Target for upcoming release



Why Create an Incident?

- ▶ Visibility and information sharing
- ▶ Ticket numbers and accountability
- ▶ Traceability from initiation through resolution
- ▶ Portability in classification and assignment
- ▶ Feedback mechanism

Contacts

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