

# Voyager Music Users Group

February 14, 2004

## ENHANCEMENT PROCESS – ENDEAVOR USER GROUP

Suggested  
enhancements  
(1000+ per year!)



Voyager  
Enhancement  
Subcommittees



Voyager  
Enhancement  
Committee

Suggested enhancements begin with:

- 1) feedback from Endeavor staff in the field;
- 2) Endeavor customer support may turn a problem call into an enhancement request;
- 3) customers (i.e. official liaisons from institutions) may originate requests via customer support or any other way of communicating with Endeavor.

Nine standing Voyager Enhancement Subcommittees based on function: Acquisitions, Cataloging/Authority Control, Circulation/Reserves, Image Server, Interlibrary Loan, WebVoyage OPAC, Serials, Technical, and Media Scheduling. (At present, digital products aren't included.) Each subcommittee is made up of 4 members appointed by the EndUser Executive Board.

The annual charge to each Subcommittee:

- to review all enhancement requests that are received by Endeavor from customer sites
- to make sure that no major area has been overlooked
- to formulate problem statements based on items identified as being of a like nature, prioritize these statements -- ranking the top 3 -- and forward recommendations to the Endeavor Enhancement Committee for negotiation of overall priorities across modules.

Voyager Enhancement Committee: Chairs of the Subcommittees, plus a chairperson appointed by the EndUser Executive Board, and, as an ex-officio member, the Voyager Product Manager.

The charge to this Committee:

- to provide oversight to the enhancement problem statements that come forward from the Subcommittees by looking at them from a broad perspective
- to determine priority recommendations that are then forwarded directly to the Voyager Product Manager.

- In determining priorities, there is no balloting of customer sites (as formerly done)
- User-accessible database of enhancement requests and information on their status (Knowledgebase)
- Subcommittee members chosen in February, their review of enhancement requests takes place via teleconference in late summer/early fall
- More information available on SupportWeb, including presentation at 2003 EndUser meeting (general track, presentation #34)