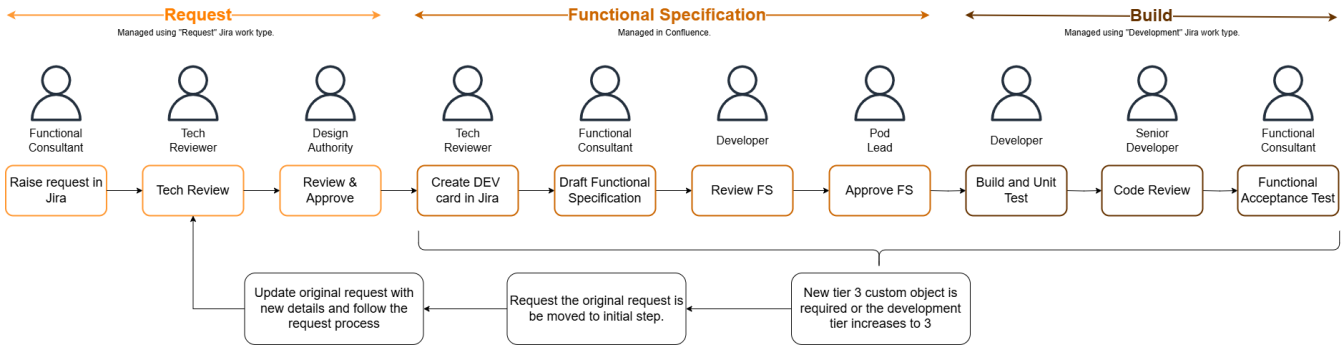
# Custom Development Request

The custom development process will be categorized into 3 phases: Request, Functional Specification and Development.

The purpose of this guide is to outline the Request process: how to raise and endorse custom development requests. The process for Functional Specification and Development will be updated later.




Jira will be used to manage the request and build process. See Introduction to Jira for a quick overview on how we will use Jira.

- Release 1 Request Board
- Release 2 Request Board
- Release 3 Request Board
- Release 4 Request Board
- How to get access to Jira

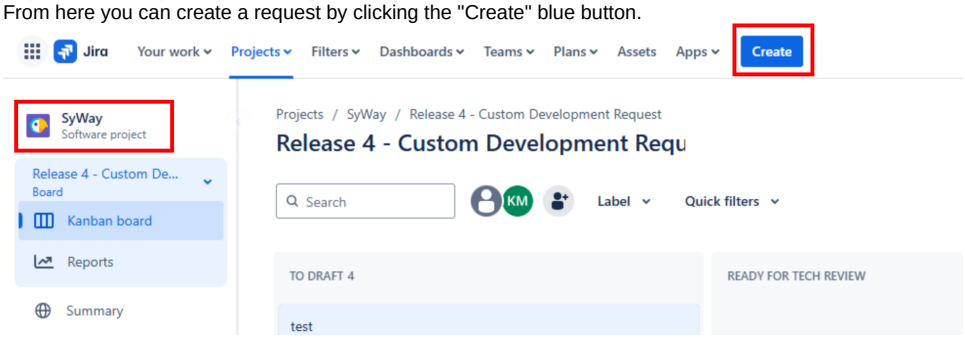
# Custom Development Request Process

1. Raise request using Jira and move request to "Ready for Tech Review".
    a. See Creating Request for details on how to use Jira.
    b. Fill up all the details under "Overview" and "Supporting Information" tabs. See Request Instructions on how to complete the form.
2. Technology team will monitor the request under "Ready for Tech Review" and update "Tech Review" tab. As part of the review, the reviewer will perform the following
    a. Review the request and ensure clean core principles are adhered.
    b. Assess the Tier, Count and build effort. For more details on the Tier and Count, please refer to Development Id Definition and Counting Rules.
    c. Identify Functional Specs to be created and the corresponding build object.
3. Once Tech review is completed, the tech review will move the card to "Ready for DA Review"
4. On a weekly basis PMO will consolidate the requests and add them to the Design Authority (DA) agenda.
5. The Design Authority will review and endorse requests.

*After DA endorsement, if a new Tier 3 custom object is required or the development tier increases to 3, DA endorsement is required again. Please contact MUTHUSAMY-ext, Kunalan or any DA members to move the original Jira Request to the initial stage and update the the request with the new details before following the request process.

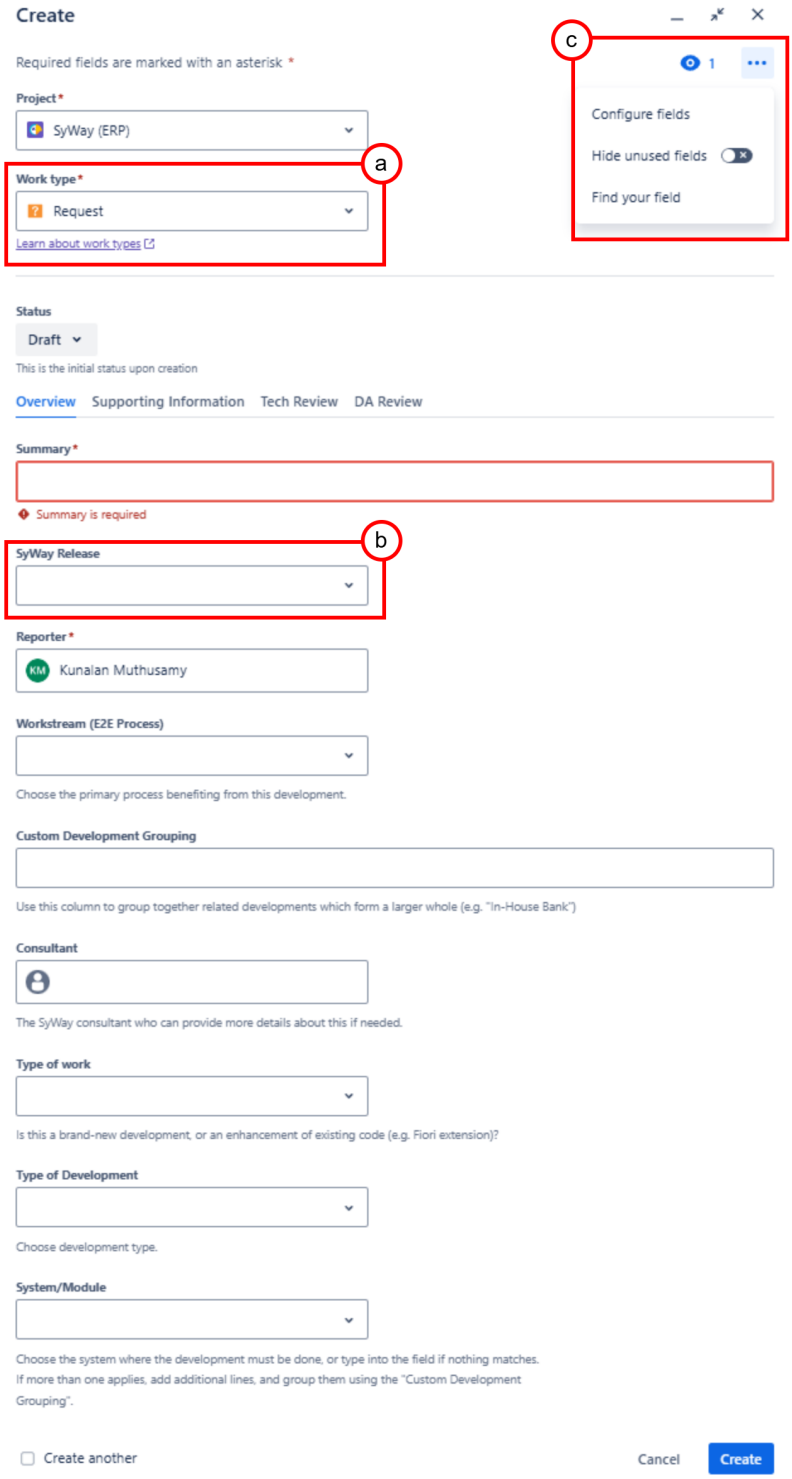
## Creating Request

1. Login to Jira and go to the SyWay project.
2. From here you can create a request by clicking the "Create" blue button.



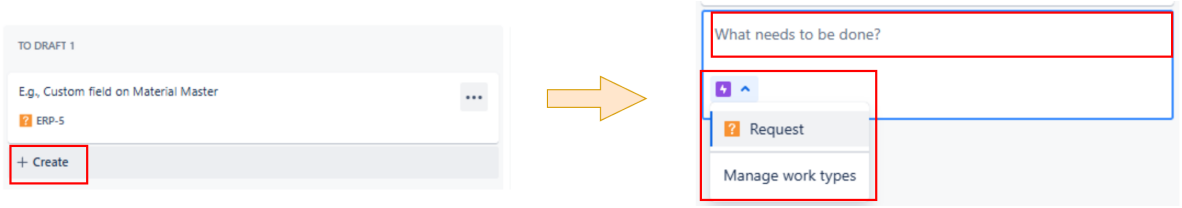

3. This will launch the following form. Please take note of the following:

a. Under work type select "Request" to raise a request (do not use Epic).
b. Please remember to **choose the release** or you will not be able to see your request on the board.
c. If you do not see the correct fields as shown below. Click on the 3 dots "Configure fields" Choose all fields.
d. Fill up all the fields under "Overview" and "Supporting Information" tab.
e. If you do not have all the information, you can still click create. The request will be added to the draft column and you can update it later.




4. After drafting the request, click create and the request will be under "Draft" column. Once all the details are provided, move the request to "Ready for Tech Review" column. Please note, as a requestor you only have permission to move the request to "Ready for Tech Review" and "Draft". subsequent status update will be managed by technology team and DA.

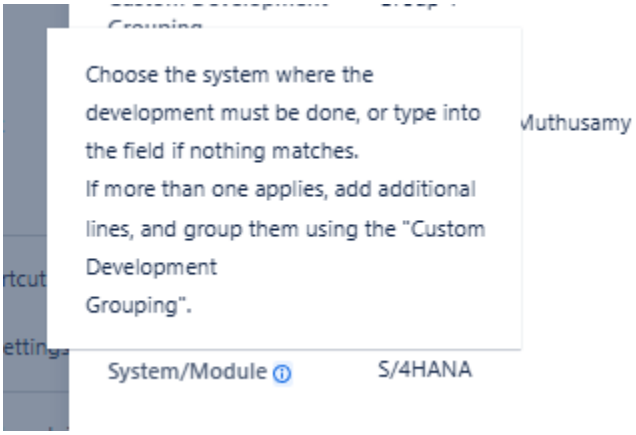
Alternatively, you can also click on the "+ create" under the draft column. This will create a card, choose "Request" work type, enter the title and hit enter. This will launch the request. As mentioned above, fill up all the fields under "Overview", "Supporting Information" tab and "SyWay Release" on the right side.




## Request Instructions

Fill up all the details under "Overview" and "Supporting Information" tabs

For instructions on how to populate each field, place your cursor over the tooltip.




**Important notes:**

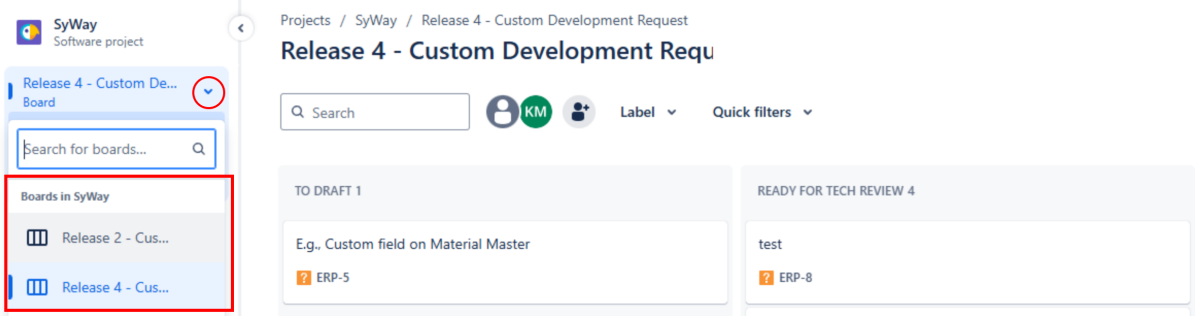
- Custom Development Grouping - To group related custom object requests. Please ensure the exact same text (including case and spaces) are entered into the different request, else Jira will not be able to group them.
- Type of development - Refer to Development Id Definition and Counting Rules.
- Justification - Explain why standard SAP does not meet requirements and custom development is required. This field will be reviewed by DA before endorsing.
- Project Plan Details - State the project plan tasks name that corresponds to the request. If there is no task, please state as N/A.
- Tech Review Comments - Tech reviewer to list down Functional Specs to be drafted.

# Introduction to Jira

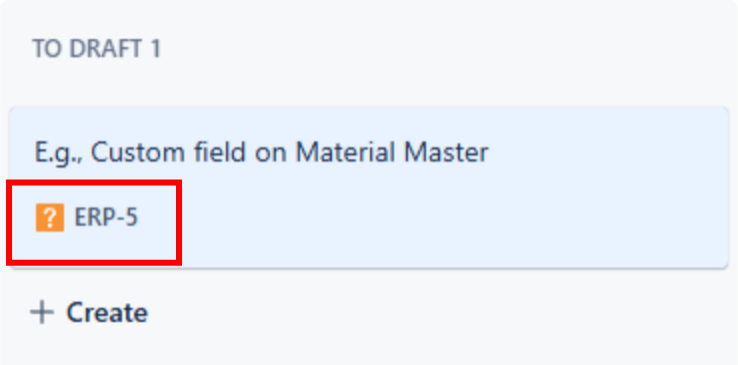
Jira Kanban boards will be used to manage development.

The Jira work type "Request" has been customized for SyWay. **Please do not create any other types of work type**.

Separate boards are created for Releases 1, 2 & 4. Click on the dropdown to access the respective boards.

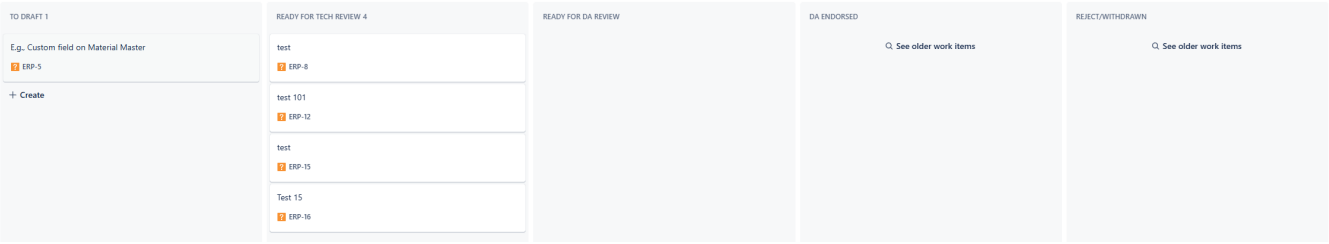


After a request has been created, Jira will assign a key labeled "ERP-##" and we will use this key to reference requests.

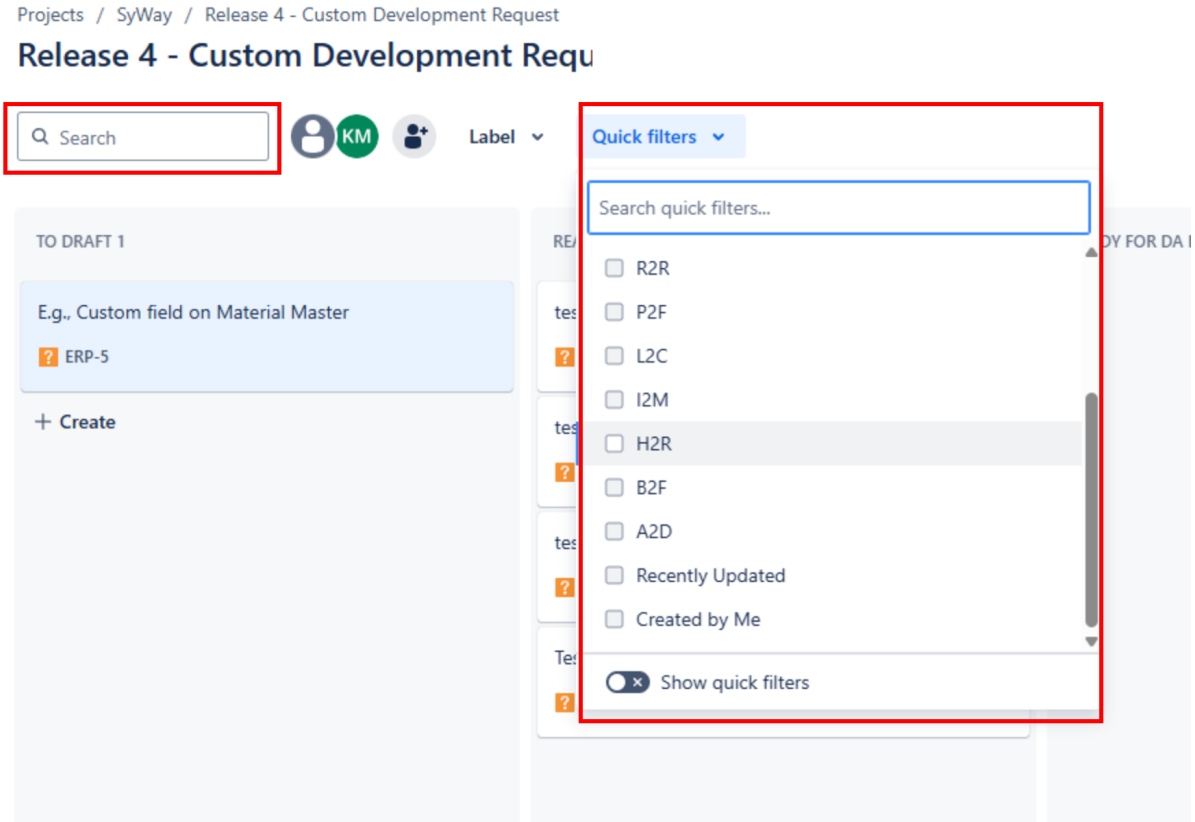



5 columns have been configured to manage the status of custom development requests. Cards are moved between statuses through a basic workflow:

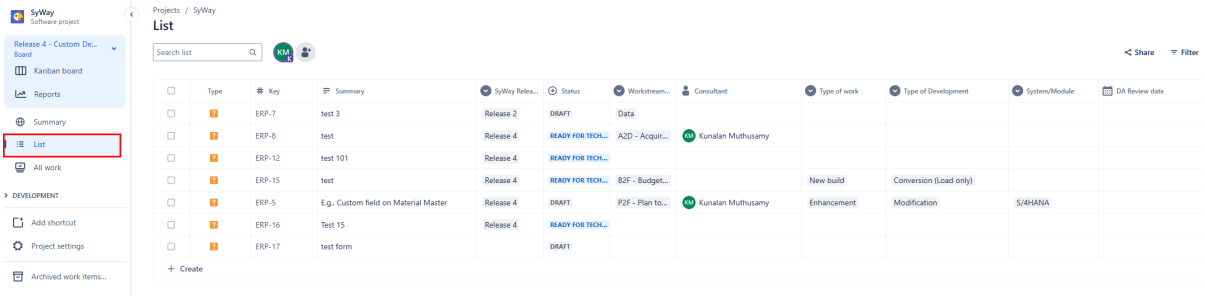
- Requestors have access to move a request between "Draft" and "Ready for Tech Review".
- Technology reviewer has access to move request to "Ready for DA review"
- The Design Authority has access to move requests to "DA endorsed", "Reject/Withdrawn" or back to "Draft




Use the search or quick filter to view requests created by you or in your work stream.



The boards filter request based on the "SyWay Release" field. If your request cannot be found on both board, most likely the release is not set. Go to "List" and search for your request.




# Contact

If further clarification or assistance is required, please contact the following members from technology team.

- WEINERT-ext, Patrick
- JOUHAUD-ext, Yoann
- MUTHUSAMY-ext, Kunalan