

To: Enhancement Idea Contributors for CA Vtape™ Virtual Tape System
From: The CA Vtape™ Virtual Tape System Product Management Team
Date: September 18, 2015
Subject: How the CA Vtape Enhancement Requests Are Managed

Greetings, Vtape User Community

Thank you for taking interest in the Vtape product and sharing with us your enhancement ideas for it. These ideas help us in determining what is most valuable to the Vtape user community, and consideration for incorporating some of them in the product.

We periodically review newly submitted ideas (typically once a month). At that time, we change them to the “UNDER REVIEW” stage, and let the idea stay in that stage so that the community members could vote and comment on the idea. Later, before we plan our next release or while we are in a maintenance period, we inspect the user vote counts and comments on the ideas, or the ranking input obtained on them through surveys. Based on that information, we could then decide what stage to change the ideas to. If some of the ideas greatly enhance the functionality of our product, or make it more useful to the customers, we could accept them into the work backlog for our team and mark them as WISH-LISTED. And if a near-term opportunity exists, we could schedule work on them in balance with our other deliverables.

Please know that providing customer value through enhancement of our products is highly important to us and we intend to stay engaged with you in this process.