

To: Enhancement Idea Contributors for CA Enterprise Content Management (previously CA Output Management)
From: The CA Enterprise Content Management Product Management Team
Subject: How we will manage the enhancement ideas

Thank you for taking the time to contribute your requests to the CA Output Management Ideation Site. The suggestions currently in that system are a great source of ideas for the product and reflect the wide patterns of usage the product supports for your business. To provide improved clarity around how we will manage the ideas you have contributed to date and will contribute in the future we wanted to outline the approach we are taking to review them.

We have established a cadence of reviewing your submitted ideas on a regular basis. Our intent is to do this every four weeks.

For enhancement requests, as soon as we review the idea, we will change their status to “Under Review” and then execute a decision process in a monthly review meeting. After the monthly idea review, if we can provide an immediate decision on your idea we will. However, for most ideas we will want to let them remain in the ideation site with a “Wish listed” status for all visitors to see, comment on, and vote on until we are in the planning stages of a new development program

During the planning stages of a new development project we will make an announcement that we plan to take a snapshot, in roughly 30 days, of the vote totals of the functional enhancement ideas in the ideation site. This will make it easier for you to know when to review ideas in the site and it will also give us a chance to gather information at an appointed time that we hope reflects the maximum input from the community and is consistent with our release planning activities. We will then determine what status the idea should be transitioned to and will make modifications to the idea record to reflect the new status. The product team will continually monitor newly submitted ideas and vote totals even after the taking of the snapshot and can choose to accept and act on any idea that will greatly enhance the product and/or improve the experience for most of its customers.

Summary:

In summary, our intent is to review ideas on a monthly basis. For functional enhancements we will orchestrate voting activity to a point in time, giving the community advance notice on when that will occur, when the snapshot will be most useful in our planning schedule, but will continue to monitor idea voting even after the snapshot to make the best decisions possible with the input from the community.

Your success is very important to us, and we look forward to continuing our successful partnership with you.