

### Planning

Create a planning document in word

Identify objective

Choose outputs

Compile a list of tasks

### Building a system improvement

1. Figure out who cares about this new thing or improvement

2. Find out what they want and write it down

3. Make a diagram / workflow / low res prototype of what they want

4. Walk through it with the people who care

5. Build a design brief

6. Open an issue and attach the design brief

7. Assign issue to tech team member

8. Communicate to the team if appropriate

### Testing a system improvement

Test logged in as user

Test logged in as admin

### Record problems

1. What were you doing? Exactly, step by step

2. What happened?

3. What did you expect to happen?

Record any changes to request to the system

### Closing a system improvement

Ensure testing complete

Communicate to team / stakeholders

Complete task on any task lists

Close issue



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Published 19th March, 2017.

Last updated 19th March, 2017.

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