

## From Lightspeed Feature Tracker to Software Release

You can best influence what we develop by creating an issue on [Lightspeed Feature Tracker](#). In addition to the description of what you would like done, include why it is important to you and how this will impact your organization. Bottom line, build your case by making it clear *why* a feature is important.

Before creating an issue, please see if one already exists. If you find one, please *vote* for it—and add any pertinent comments on why it is important to you and how it impacts your organization.

Please note that Feature Tracker is not intended to be a repository for bugs. Bugs should be addressed through Lightspeed Support. *If a suspected **bug** is submitted to Feature Tracker*, a support case will be opened to work with the customer. If verified as a bug, Quality Assurance will be notified, the submission will be removed from Feature Tracker, and QA will review it for prioritization.

### How We Choose What to Implement

While Feature Tracker is monitored continuously, all submissions are reviewed on a quarterly basis for the roadmap and upcoming release—and their Tracker status updated where appropriate.

Lightspeed Systems schedules features for every major release of our products at the beginning of each release cycle. Therefore, new features and improvements are scheduled one version at a time.

For more distant releases, we maintain roadmaps. Of course, these roadmaps may be pre-empted by changing customer demands. By only making a definitive schedule for the next version we can stay agile and responsive to the dynamic needs of our customers and ensure that for each release we deliver those features that will benefit customers the most.

While popularity in Feature Tracker is a significant measure of how important any one idea is to our customers, many other factors help determine what will be scheduled. Other factors include:

- **Direct feedback** from face-to-face meetings with customers, and through our support and sales channels
- **Availability of staff** to implement features
- **Impact** of the proposed changes on the application and its underlying architecture
- How **well defined** the requested feature is (some issues gain in popularity rapidly, allowing little time to plan their implementation)
- Our long-term **strategic vision** for the product

This potentially means that the most popular feature on Tracker may not be released first—or at all—if, for example, it requires considerable code changes or changes in the underlying architecture. As we perform architectural changes we may implement other features, which may not be the most popular, but that can be developed concurrently with the refactoring process.

Alternatively, there may be some highly popular feature that could be implemented relatively simply, but because of a future development plan it would need to be re-implemented at a later date. In this instance we would also put off development so as not to waste development time.

Once a feature is developed and released, it will move from the popularity list to the release Change Log. So at the end of a release cycle, there may not appear to be many popular features scheduled.

If you have any further questions related to Lightspeed Feature Tracker, email [tracker@lightspeedsystems.com](mailto:tracker@lightspeedsystems.com).