Product Request Development Lifecycle

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Bold Group's development team reviews all incoming product requests, whether they are reported software bugs or product enhancement suggestions. Each request is evaluated to determine its validity and feasibility within our development framework. Our team considers the impact and urgency of each request, weighing it against existing priorities and resources.

This comprehensive review process ensures that every request receives the attention it deserves and is aligned with our overarching goals and objectives. By maintaining a systematic approach to request evaluation, we can effectively prioritize and address issues while also fostering innovation and improvement in our product offerings.

Our development process comprises eight stages, through which every reported software bug and enhancement request progresses until resolution.

1. Product Backlog

The first stage is the backlog, where items await assignment to a sprint, which is a time-boxed period during which a development team works to complete a set of planned work items. The items are evaluated by managers and senior developers, with prioritizing based on support-assigned priority and issue severity.

2. Development Begins

In the second stage, development begins, indicating active work by a developer on the item. Upon completion, developers can select another item from items to do in the current sprint.

3. Code Review

Moving to the third stage, code review, a senior developer examines the programming changes for accuracy and adherence to our code standards.

4. Quality Assurance

The fourth stage, quality assurance, involves our QA team crafting test cases to thoroughly assess the change and conducting various tests to ensure its proper functioning within our software. If the QA team determines the change has a defect, they report the defect and return the item to development.

5. Product Management Review

In the fifth stage, the product manager reviews enhancements against the product requirements to verify the changes will meet the customers' expectations.

6. Documentation

In the sixth stage, documentation, the item is incorporated into the product release notes, and if necessary, adjustments are made to the product documentation.

7. Pending Release

Finally, in the seventh stage, the item undergoes closure, awaiting inclusion in an upcoming product release.

Due to the unique nature of each request, the timeline for progression through each stage may vary. Our team is dedicated to striking a balance between addressing customer needs and aligning with business priorities.