

To: NFRC CPD Stakeholders
From: Scott R. Hanlon, NFRC Senior Programs Manager
Date: October 31, 2008
Re: CPD 2.0 Issue Form Procedure

Hi everyone:

As you are aware CPD 2.0 will be implemented on Monday, November 3rd. In order to meet the expectations of the NFRC's stakeholders', the NFRC has established a new protocol and form to assist our stakeholders with providing solutions when experiencing any difficulties within the Certified Products Directory (CPD) environment.

An important part of this process is dependent upon the requester following the established guidelines by using one of the accompanying forms and that all **initial correspondence** is sent to the following email address: cpd2issues@nfr.org. Using the form and the specific email are pertinent because this part of the process will allow the NFRC to handle the requests internally, as well as externally, in an expeditious manner.

Here is how the process will proceed. After the NFRC receives your request via email, staff will review the request, and if necessary contact you to fully understand the issue. Staff will then establish the request's level of priority (High, Medium, or Low). Staff will proceed to work with our DB vendor, who will then review the request, and at which time support staff to finalize a plan of action based on ALL of the requests still within the tracking system. The NFRC will then be sure to keep all stakeholders involved with the process, such as providing an expected timeframe to the solution, as well as reviewing the results with the requester.

The following is the criteria which will assist staff when establishing the request's priority level:

- **High** – the issue affects a user from performing their jobs, such as when the CPD application or website is inaccessible or in an error state.
- **Medium** – the issue affects a user and interferes with their job performance, but does not prevent him/her from doing it, such as when an error in a spreadsheet affects the workflow for that instance.
- **Low** – the issue does not affect a user doing their job and does not require immediate attention, such as a request for specific information from the database via query, or manual deletion of product lines, or a feature request for the application.

We believe this process will provide a solution to any difficulties with the CPD and if you have any questions, please feel free to contact me at your convenience.

Respectfully submitted,

Scott R. Hanlon