

## OTCnet Enhancement Request Procedures

### Overview

The Over the Counter Division welcomes insight from customers to improve the OTCnet application. It is our priority to ensure that the OTCnet application performs at an optimum level and meet the Agency's over the counter business needs. We want to ensure that we are well informed of any new or upcoming business needs that the OTCnet applications can assist with in future enhancements.

### Process

Enhancement requests will be evaluated, and prioritized for implementation based on the enhancement's ability to increase efficiency, enhance the user's experience, and improve the quality of the application. After enhancement requests are approved for implementation they will be assigned a level of priority which is determined based on the impact the enhancement will have on the over-all customer base; and potential adverse effects on system usability and performance. An announcement will be posted of all approved enhancement requests on the OTCnet Website for reference purposes.

The table below outlines the Enhancement Request Process:

OTCnet Enhancement Request Process	
Step	
1	Agency completes and submits the Enhancement Request Form to <a href="mailto:FiscalService.OTCChannel@citi.com">FiscalService.OTCChannel@citi.com</a> <ul style="list-style-type: none"> <li>Attach screenshots or reference documents to the email (if applicable)</li> </ul>
2	All enhancement requests are logged and forwarded to the Fiscal Service
3	Fiscal Service will evaluate the enhancement request (approve or disapprove)
4	Fiscal Service submits approved enhancement request to the requirements team for review and consideration for implementation based on level of effort needed to implement
5	The requirements team will provide recommendation to Fiscal Service noting which future release the enhancement can be slated within (if possible)
6	Fiscal Service provides a mass communication to agencies listing what enhancement requests were approved and the assigned priority status
7	Fiscal Service will post the approved enhancement request list on the OTCnet website

### More Information

The Enhancement Request Form can be located on the OTCnet Related Resources Webpage: <https://www.fiscal.treasury.gov/files/otcnet/OTCnet-System-Enhancement-Request-Form-12.15.2021.docx>. If you have additional questions, please contact the OTCnet Customer Support Team at (866) 945-7920 or by email at [FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com).