Enhancement

- An improvement to an existing IT asset, which often results in a new version of the asset

- A product change or upgrade that increases software or hardware capabilities beyond customer original specifications/requirements

- Adding new functionality to an existing product/platform/service

- Adding error handling or performance capability to an existing product/platform/services

- 1 to 30 hours

IT asset modifications and enhancements should not be confused with ongoing maintenance and support. Ongoing maintenance and support involve resolving day-to-day issues.