

Title: **Service Request**

Date:

**Requestor Information:**

Name:

Title:

Organization:

Request Date:

Requested Completion Date:

**Description of Request:****Request Type:** (Check one)

- Enhancement: a change to an existing feature or process; a change in the way the system was originally defined in the original user requirements
- New Feature: a feature, service, or product to be incorporated in the system for the first time
- Bug/defect fix: A "bug" or "defect" occurs when the production system functionality is not performing in accordance with the Business/Users requirements.
- Other:

**Business Objectives Supported by this Request:** (Check which, if any, initiatives this request supports)

- Cycle Time Reduction
- Total Customer Satisfaction
- Improved Quality
- Other:

Description:

**Business Justification:**

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**Associated Benefits:** (Include a description of the metrics used to measure success)**Financial Impact and Potential Risks:****Future Opportunities:**

- Functionality is being introduced during the current release, with a view to implementing further functionality during subsequent releases.
- New data being captured for which future releases could benefit

**Dependencies:**

- Contracts
- Partners
- Etc.

**Interested Parties/Distribution list:**