USOE *REPORT* REQUEST FORM FOR COMPUTER SERVICES (CR-1 Nov 2006)

Section 1: Report Request Information
To be completed by Requester except shaded areas, see DETAILED INSTRUCTIONS BELOW

Originator (Title)		**RR Type:**	☐ **Detail Information**
Director/Coordinator			☐ **Count with no detail**
System Name			☐ **Other**
Or… Project Name		**RR No:**	
Original Requester or Agency		**RR Log Date:**	
		RR Resolved Date:	
Desired Date			

1A – Question to be answered: (for example, how many 4th grade teachers are highly qualified? Who are special ed teachers at the elementary schools?)

1B – Selection Criteria: (for example: all 4th grade teachers in some school, or all Hispanics teaching science. . .)

1C – Data to be displayed: (for example, name, school address, science assignments, FTE)

1D – Sort Order (Indicate the order in which the data should be displayed.)

1E - Totals (Indicate totals and subtotals to be accumulated)

1F- Delivery Format:

Completed by: Wendy Carver   *Date: Sept 6, 2007*

Technical Assessment:	(Briefly describe how existing services or deliverables will be affected as a result of the requested change. Describe acceptance criteria for changed deliverables. Attach documentation such as the functional specification to illustrate, as needed.)

Completed by: *Date:*

Cost Assessment:	(Briefly describe changes to the Resource Plan that would result from this change.

Time Assessment:	(Briefly describe changes to the Project Schedule that would result from this change. Attach copies of existing and new schedules showing new tasks, subtasks, and milestones.)

Completed by: *Date:*

3C- Potential Risks:

3D – Management Approval:	**Phone:**	**Date:**

Section 4: Disposition of CCB (To be completed by Computer Services or Project Management)

Disposition Assigned:	☐ Pre-Approved	☐ Approve	☐ Deny	☐ Defer	☐ More Info

Assigned Service Level:	☐ 1 (Pre-Approved)	☐ 2	☐ 3	☐ 4	☐ 5	☐ New Project Required

Changes which are not approved within ten (10) work days will be considered to be rejected.

4A – Recommendations and Communication Plan/:

4B – Action Items

Action Item	Due Date	Responsible	Status

4C - CCB Approval: (Project Management Office)	CCB Date:

Section 5 - Closure	Completed	Date Completed
• Communication to impacted parties	☐	
• Artifacts updated	☐	
• Project Plan updated	☐	

Instructions

- Originator fills in Section 1 *(excluding the CR number assignment, Logged Date and Resolved Date)*
    - *Specify if CR is for an existing system (including IT infrastructure) OR existing project OR other*
    - *If CR is for an existing system or project, specify the parts of the system/application needing change. Provide details in section 1. See examples below.*
    - *If CR is for a project, specify the deliverable where the change would occur.*
- PMO assigns the next available Change Request Number
- Project Management completes Section 2
- CCB completes Section 3
- Project Management completes Section 4

Section 1 (General information)	
• Provide unique description • Enter Priority Rating • Enter date needed by	***Examples: Forms, Reports, Data Field, Labels, Color, Business Rules, Error messages, Desired services, Desktop environment, etc.***
Section 1A (Requester's Description of Change)	
• Explain why the change is required • Provide a narrative of any problem	***Provide business or technical justification. Provide a step by step description of any problem so that it can be reproduced by the computer services staff.***
Section 1B (Proposed Solution)	
• Provide a brief description of proposed solution	
Section 1C (Risk Impact)	
• Provide a brief description of risk if change is not made	**Describe the consequence of not implementing the CR. Describe consequences of implementing the CR**
Section 2A (Impact Analysis)	**Identify who performed the assessment in each sub-section.**
• List Artifacts affected and their owners	**List all artifacts requiring work if the change is implemented. Use *Impact Analysis For.* Place summary of impact in this section. List all new, modified or deleted artifacts**
Section 2B (Overall Impact)	
• Explain how each artifact or function is affected • List all processes and functions affected	**Describe the following criteria:** • **Work: Expected number of hours to complete the change** • **Resources: The types of resources needed and their availability. Describe conflicts with other work assignments** • **Schedule: Estimate the amount of time in calendar weeks to implement the change. For projects, calendar days should be used.** •
Section 2C (Potential Risk)	
• Identify potential risk(s) • Obtain Project Manager's approval	
Section 2D (Track Lead Approval)	
• Director of Computer Services must approve all CR's in order to be submitted to CCB for disposition	
Section 3 (Priority Assessment)	

- Service Level Agreement Used
- Priority Assigned
- Justification for Priority

Section 3 (Disposition of CCB)

- Status
- Recommendation
- Action Items
- CCB Approval

Section 4 (Closure)

- Notify affected entities
- Artifacts updated
- Project Plan updated