

Client Change Request

This form is to capture requests for new functionality. This could be an activation, the development of a new process or rule or report, a change to something which exists or a Data Change that will take longer than 30 minutes.

Please complete as much information as possible to enable us to review the request.

Client Company Name		
Client Name		
Module/Sub Module/Process		
Type (tick correct one)		
Activation	<input type="checkbox"/>	
Development	<input type="checkbox"/>	
Significant Data Change	<input type="checkbox"/>	
License Extra Module	<input type="checkbox"/>	
Client Request for Guidance/PMS	<input type="checkbox"/>	
Internally led proposal	<input type="checkbox"/>	
Headline request (e.g. request to activate new Simple GP report)		
Date of Request		
Request Completed By (IndiCater)		
Request Updated by (Client)		
Date Updated by Client		

This form and the next page will first be completed by IndiCater and then shared with the client for them to review, edit, and add to and passed back to IndiCater. Please also refer below to Next Steps

Please share with us below a summary of what you want to achieve.

For example, you want to see an inventory of all items transferred from the Central Stores that week and so request a new report. In addition to your suggestion of a new report showing the items, we would want to know who would need this data, what would they want to do with it (eg forward it to colleagues, include it in other calculations), what would this enable you to do that cannot currently be done etc. This way we can determine if we already have this data in an existing report, whether a report is the best option or whether a view on the screen would be better, whether it should be a head office or outlet tool, etc.

Requirement:

Who will need to use this:

What will this enable you to be done that cannot be done currently:

Additional Comments



Next Steps

The IndiCater Change Request Approval Team review any new requests on a fortnightly basis. Decisions and subsequent quotes will then be communicated to the client by their IndiCater contact.

All agreed changes will be documented within an Agreement Amendment signed by both parties before any action is taken.