



**Service Request Form**

**For**

**Software Development and System Changes**

**STEP 1 – REQUEST INFORMATION**

Date: \_\_\_\_\_

**REQUESTOR**

Department/Location: \_\_\_\_\_

UGC Funded?  Y  N

Empl. Name: \_\_\_\_\_

Empl. Id: \_\_\_\_\_

Phone: \_\_\_\_\_

Extn: \_\_\_\_\_

Email: \_\_\_\_\_

Other Contact: \_\_\_\_\_

Id: \_\_\_\_\_

Phone: \_\_\_\_\_

Extn: \_\_\_\_\_

Email: \_\_\_\_\_

**REQUEST DETAILS**

Main Enterprise System (if applicable e.g. PeopleSoft /Banner): \_\_\_\_\_

Title: \_\_\_\_\_

Type:

New  Change  Remove  Fix Bug  Other \_\_\_\_\_

Priority

Low  Medium  High

Description/Details of the Requirement:

Evidence of the Problem:



Troubleshooting Steps Already Taken:



Desired Completion Date: \_\_\_\_\_

**CONTROL INFORMATION**

Authorized by: \_\_\_\_\_

Signature: \_\_\_\_\_

*(Please Note: Change request must be authorized by Department/ Section Head)*

STEP 2 – MITS INFORMATION

Reference Number: \_\_\_\_\_

**Authorization**

Received by:.....	Date:.....
Reviewed by:.....	Date:.....
Approved by:.....	Date:.....
Assigned to:.....	Date:.....
Assigned to:.....	Date:.....
Estimated Completion Date:.....	

**Assumptions and Conditionalities:**

**Comments:**

**STEP 3 – USER ACCEPTANCE**

**Tested by:**..... **Date:**.....

**Comment:**.....

.....

**Tested by:**..... **Date:**.....

**Comment:**.....

.....

**Tested by:**..... **Date:**.....

**Comment:**.....

.....

**Signed off as accepted by:**.....

**Date:**.....

**Authorization to move to Production:**.....

**Date:**.....

**STEP 4 – SYSTEM DEPLOYMENT**

**Project moved by:**.....

**Date:**.....

**Project moved in the presence of:**.....

**Date:**.....

**STEP 5 – AUDIT INFORMATION (if applicable)**

**Signed off by:**.....

**Comment:**.....

.....

**Date:**.....