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| **Sponsor Name** | Institute of Service Excellence at SMU (ISES) | **Change #** | CR001 |
| **Project Name** | Driving Singapore Service Excellence | **Date Submitted** | 19 August 2011 |
| **Requested By** | ISES Team | **Date Reply Due** |  |
| **Prepared By** | Kopa Wheel - Wee Yuting | **Vetted By** | James Koh |

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| **1) GENERAL INFORMATION** | | | | | |
| **CR#** | CR001 | | | | |
| **Type of CR** | Enhancement | Defect | New Requirement | | |
| **Submitter Name** | ISES Team | | | | |
| **Brief Description of Request #1** | Dashboard: to include performance VS impact chart  -requires more details on what are the companies/values to be  displayed in this chart | | | | |
| **Brief Description of Request #2** | Explorer Tool: to do away with demographics drill down  to add new function – Benchmarking across different companies  of the same industry + 3 selected  companies using confidence interval chart | | | | |
| **Brief Description of Request #3** | Equation Builder: name will be changed to Model Builder  to change from creating each company’s model to creating  6 different models such as reg, exp, gov, servqual\_gov,  servqual\_reg | | | | |
| **Brief Description of Request #4** | Others: to add in new criteria for subscription. | | | | |
| **Date Submitted** | 19 August 2011 | | | | |
| **Date Required** | --- | | | | |
| **Priority** | Low | Medium | High | | Mandatory |
| **Reason for Change** | Business Requirement Change | | | | |
| **Other Artifacts Impacted** | Schedule v1.6 & Scope v3.1 Document | | | | |
| **Assumptions and Notes** | --- | | | | |
| **Comments** | To confirm on the data set (which industry) to be used  To clarify specific details for the new requirements | | | | |
| **Attachments or References** | Yes | No |  | | |
|  | **Link: Please refer to UIMockup\_Combined\_v13.pdf** | | | | |
| **Approval Signature (ISES)** | [please indicate if you agree on the above change] | | **Date Signed** | [mm/dd/yyyy] | |

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| **2) PROJECT MANAGER - IMPACT ANALYSIS** | | | | |
| **Hour Impact** | 31 hours | Estimated 31 hours more to fulfill the change request. | | |
| **Duration Impact** | 31 hours | Estimated 31 hours more to fulfill the change request. | | |
| **Schedule Impact** | [WBS] | The functionalities in iteration 2 will have to be moved to iteration 3. The development will start when the requirements have been confirmed. | | |
| **Comments** | [Enter additional comments] | | | |
| **Recommendations** | [Enter recommendations regarding the requested change] | | | |
| **Approval Signature** | Yuting | | **Date Signed** | 21 August 2011 |

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| **3) CHANGE CONTROL BOARD – DECISION** | | | | | | |
| **Decision** | Approved | Approved with Conditions | | Rejected | | More Info required |
| **Decision Date** | *[mm/dd/yyyy]* | | | | | |
| **Decision Explanation** | *[Document the CCB’s decision]* | | | | | |
| **Conditions** | *[Document and conditions imposed by the CCB]* | | | | | |
| **Approval Signature** | *[Approval Signature]* | | **Date Signed** | | *[mm/dd/yyyy]* | |