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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 | [x]  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 usedTo clarify specific details for the new requirements  |
| **Attachments or References** | [x]  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 | [x]  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]* |