**System Request Form**

**Personal Information: Date: 02/10/2018**

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| **First Name**: Nicholas | **Last Name**: Wilson |
| **Department**: Marketing | **Employee ID**: 2390-1 |
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**Business Problem Statement:**

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| Federated Insurance, an insurance company which focus towards providing insurance to businesses and life insurance, currently do not have advance information management system. We are having problems to manage and keep track to our clients’ record resulting in extra time and labor to find required information. |

**High Level System Requirements:**

* Replace the old cumbersome technology
* Build a foundation for the master customer record, Customer Relation Management system(CRM).
* Support any future administrative changes.
* Minimize the risk Federated’s Customer Information Distribution System.
* Daily updates and changes in records to the CRM should be easy– CRM should be the primary system they will be in contact with every day at work.
* Abstracting any list, if within the authority, we need should be no time and labor consuming.
* Introduce Dashboard Capabilities.
* Encrypt the customer data – only the MRs could access the data only if those data are from their assigned territory.

**Priority Level:**

🞏 **Low** 🞏 **Medium** ⌧ **High**

**Time for Approval**

* 7 days

**Due On:** May 05, 2018



**For Department Use**

**Status:**

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| ⌧ **Approved** | 🞏 **Declined** |



**Date: 02/25/18**