

ABC Clinic
System Service Request

Date: November 26, 2024

Requested By: John Doe
Department: Clinic Management
Location: Main Branch, Suite 101
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Type of Request:

- ☒ New System
- ☐ System Enhancement
- ☐ System Error Correction

Urgency:

- ☒ Immediate – Operations are impaired
- ☐ Problem exists but can be worked around
- ☐ Business loss can be tolerated

Problem Statement:

ABC Clinic currently relies on manual processes for scheduling, patient records, and billing, causing delays, errors, and reduced staff efficiency. These inefficiencies have led to lower patient satisfaction and operational bottlenecks.

Service Request:

Implement a Clinical Management System to automate appointment scheduling, manage patient records efficiently, and streamline billing processes. The system should enhance operational workflows, reduce errors, and improve overall patient and staff satisfaction.

IT Liaison: Jane Smith | jane.smith@abcclinic.com | (555) 987-6543

Sponsor: Sarah Brown, Director of Operations