Proposer:.........................................................Department:...............................................

Telephone, fax:................................................Email:.....................................................

Request name: ................................................................................. ................................. Project: .............................................................Type of request: New Upgrade

Start Date: ...............................................……..End Date: ..............................................

Priority level: Very Urgent Urgent Normal

Evidence for Priority: (*Required for Urgent and very Urgent, for example According to Statement about …. by the General Director of Viettel Peru 01/12/2022*).

**In charge creat test cases for acceptance:**

Person: . ................................ Department: . ..............................

Telephone, fax: ................................................. Email: ....... ..............................

**In charge test for acceptance test:**

Person: . ................................ Department: . ..............................

Telephone, fax: ................................................. Email: ....... ..............................

Person: . ................................ Department: . ..............................

Telephone, fax: ................................................. Email: ....... ..............................

1. **Current status, purpose**
2. **Status**

*[Describe the current state/inadequacy of current software]*

1. **Purpose**

*[Describe the purpose of requires software upgrade/modification]*

1. **Scope, object**
2. **Scope**

*[Describe scope apply to what Department, user object is employee or leader].*

1. **User object**

*[Must specify how many concurrent users are required, and the expected number of users].*

* + User object: (for example for Technical staff of Branch)
  + Expected number of users: (for example 1000 people)
  + Number of concurrent users: (for example 50 people)

1. **Detailed describe**

*[Must describe in detail content of the request, with detailed solution*

*What function will change, information changes, process – attached regulations.*

*If there is interaction with other systems, how should the link be specified (provide model if available)?]*

1. **Reports tempalte**

*[Must describe in detail template of reports]*

1. **KPIs for quality evaluating software after deploying**

*[Must describe clearly each KPI for quality evaluating, software usage routine after deploying]*

* Frequency of use according to business;
* Percentage of users updating data on time (timeliness);
* Percentage of users updating correct data (accuracy).
* …

1. **Estimate/ Evaluate effectiveness**

Urgent requiremnet: If revenue > ….

Normal requiremnet: If revenue < ….

*[Must describe clearly information about value by money (how many revenue increas, how many cost decreas)*

|  |  |
| --- | --- |
| **HEAD OF REQUEST DEPARTMENT** | **HEAD OF PROCESS DEPARTMENT** |