***(Section 1: To be filled by requestor)***

## **Basic Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| i | Request Title \* | Please provide short and meaningful description of request, just one liner | | |
| ii | Request Initiator \* | Please provide full name of person initiating the request | Dept. \* | Department Name |
| Iii | Type of change \* | New Software  Modification  MIS/Report | | |
| iv | Category of change \* | Corporate Customer  Revenue (Internal)  Cost Savings  Service | | |
| v | Importance \* | High  Medium  Low | | |
| vi | Justification (if importance is High) | Please provide brief justification only if Importance is High | | |
| vii | Impact of change \* | Within one function  Cross functional  Whole network | | |
| viii | Potential impact to other functions (if any) | Operations  Finance  Audit/Legal  Innovation & CS  Consumer  Corporate  ECom  International | | |

## **Business Need \***

*Briefly describe only the current problem / issue for which this new request is being initiated*

|  |
| --- |
|  |

## **Solution Proposed \***

*Briefly describe your expected solution that will help support teams to do high level estimations. This is a critical piece, so please provide clear and final information*

|  |
| --- |
|  |

## **High level benefits \***

*List down anticipated benefits resulting directly from the initiative*

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |

## **Proposed Timeline**

*Mention the proposed time frame to implement the change. Please note final timelines will come from IT*

|  |
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|  |

## **Projected Financials \*** (savings, ROI, NPV etc.)

*Please provide revenue numbers if category of change is “Revenue (internal) or cost savings*

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Success Criteria** | | | **Revenue:** | | | Sales Estimation? |  | | Profit Margin? |  | | Market Share? |  | | Brief Explanation ; how revenue will be generated? |  | | **Cost Saving**: | | | % number cost to be saved ? |  | | impact of these changes to the current Business? |  | | Brief Explanation ; how cost will be saved? |  | | **Customer Experience:** | | | How to gauge that CX will be enhanced? |  | | how automation will make their lives easier? |  | | Customer Volume |  | |

***(Section 2: To be filled by EPMO)***

## **NIR Review Comments \***

|  |  |
| --- | --- |
|  | |
| **Decision \*** | Approved  Rejected  On Hold  Incomplete NIR  Require Senior Management Approval |
| **Date \*** |  |

***(Section 3: To be filled by IT)***

## **Technical Solution \***

*All changes shall be detailed out in this section supported with screenshots, report formats, fields layout etc.*

|  |  |  |  |
| --- | --- | --- | --- |
| Sr. | Impacted Application | Change  # | Description |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

## **Efforts Estimation \***

|  |  |  |
| --- | --- | --- |
| Sr. | Owners | Efforts (mandays) |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
|  | Total | 10 |

## **Infrastructure Comments \***

|  |
| --- |
|  |

## **DBA Comments \***

|  |
| --- |
|  |

**Sign Off**

|  |  |
| --- | --- |
|  |  |
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