**American Labs**

**System Service Request**

DATE: September 17, 2025

REQUESTED BY: Jim Larsen

DEPARTMENT: Testing

LOCATION: American Labs

CONTACT: 888-LABSNOW

TYPE OF REQUEST URGENCY

[X] New System [ ] Immediate – Operations are impaired or opportunities lost

[ ] System Enhancement [X] Problems exist, but can be worked around

[ ] System Error Correction [ ] Business losses can be tolerated until new system installed

PROBLEM STATEMENT

With the increase of customers, manually handwriting and delivering all business operations is causing slowdowns and uncertainty for customers awaiting lab results.

SERVICE REQUEST

Automate the process of accepting, tracking, and reporting on tests for doctors’ offices.

IS LIASON:

SPONSOR:

------------------------TO BE COMPLETED BY SYSTEMS PRIORITY BOARD----------------------

[ ] Request approved

Assigned to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Start date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Recommend revision

[ ] Suggest user development

[ ] Reject for reason: