

CRM System for First Choice Travel Hub

Change Request No. 5

SECTION A: CHANGE REQUEST DESCRIPTION

Request Date: 06/07/2018

Term and SY: 3rd Term SY 2017-2018

Type of Change:

- ☐ Proposed technology is not available
- ☒ Functional/Design Change
- ☒ Implementation Change
- ☐ Need for additional technology

FAP Group Members: __Santos, Sy, Opao, Beltran____

Description of the Requested Change:

Remove help desk from features and function.

Remove chat tool from goals and objective.

Reason for Change:

Not necessary because communication of customers is made through e-mail when booking for a reservation. Employees will be the one to answer only for working hours any time after that no one could no longer answer the chat tool.

IMPROJ2 Change Request

SECTION B: IMPACT ASSESSMENT

Change Request (Short Description):

List of Chapters/Sections Impacted by the Change: *(attach the revised ISPROJ1 sections which were affected by the changes)*

	Section/Chapter	Description of Change/Modification
1	Section 2	Goals and Objective
2	Section 3	Features and Functions
3		
...		

Beltran, Renzo E.

06/07/2018

Opao, Joshua

06/07/2018

Sy, Robert John

06/07/2018

Santos, Ron Jeric

06/07/2018

Endorsed by:

Date

IMPROJ2 Change Request

SECTION C: APPROVAL

Name of Reviewer:

******The succeeding to be accomplished by the ISPROJ1 Panel Chair:**

Status: ☐ **Approved** ☐ **Disapproved**

Date of Approval: _____

Comments:

[ISPROJ1 Panel Chair]

Date