

ภาคผนวกที่ 2

Customer Service Project Request

**Analysts in Action**

Figure 1

Customer services project request.

REQUEST FOR SYSTEM SERVICES FORM 100

SUBMITTED BY Debbie Lopez DATE July 25, 1986

DEPARTMENT Customer Services Division (Mgr: Joey Hensley)

TYPE OF REQUEST  New System  
 System Redesign  
 System Modification

PROBLEM STATEMENT (attach additional documents if necessary)

Order transactions are expected to increase 25% over the next  
three years. Current order-processing and follow-up procedures  
cannot support this demand. The problem is inefficient  
transaction data capture, inadequate decision support, and lack  
of management information to support operations.

REQUEST FOR SERVICE TO Implement an improved customer services  
system with immediate emphasis on order entry and order follow-  
up and with growth potential in the areas of special orders and  
reclass returns.  
\*\*\*\*\*

ACTION (to be completed by Steering Committee)

Request Approved Assigned to \_\_\_\_\_  
Start Date \_\_\_\_\_

Request Delayed (backlogged) Until \_\_\_\_\_

Request Rejected for Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_