

I teamed with the programmers to define the purpose, features, and usage of the Service Request document. I then documented this information. These pages are from the Programming Standards manual from Pacific Heritage Assurance, a health care insurance provider.

Service Request Document Standards

This section explains the use of a Service Request document, who creates it and why, how it's created, who receives it, and where it's filed. A sample is also provided.

Purpose

This document captures information about a specific system enhancement or a bug fix. It is used to track changes made to an existing system.

When all the Service Request documents for a system are used with that system's Design/System document, the programmer sees the full history about that system. The Design/System document records the system's initial installation and current form. Each Service Request document records each change made since installation. The set of documents show how the system evolved to its current form.

Who

Assigned programmer creates the document.

When

When the service request is assigned, the programmer creates this document. The programmer updates the document as the project proceeds.

How

WordPerfect macro ISDOC provides a template and stores the document in /u7/is/srvreq. For more information, see Part II "WordPerfect Reference Materials."

Naming conventions are shown below. For more information, see Programming Standards, "Naming Conventions."

Convention	Example	Use This When
<i>Srv-req-#. [Suffix]</i>	5615.PD	Enhancing a system
<i>Pgmr-initials-Sequential-#. [Suffix]</i>	KLK0001	Fixing a bug or have no number
<i>Srv-req-#-Sequential-#. [Suffix]</i>	5615-1.PD	Working on a closely related service request

Format

Italicized statements in the template explain the format and content. Fill out all sections. If a section does not apply, enter "NA." Add any additional sections, if needed.

Flow

This document is used during the Requirements and Initial Design walk-throughs. After completing the project:

- File the original into the appropriate System Book in the Service Request section. Be sure to add the Actual End Date into the table on page 1.
- Send a voice mail to Brian indicating the service request number. Do not send a completed copy to Brian Newell.

Service Request Document

System:	Srv. Req. No.:
Assigned to:	Start Date:
Requestor:	Est. End Date: Act. End Date:
Task:	

Purpose

Explain the business reason for implementing the service request.

Detailed Description

Describe what you will do and how you will do it. Include the names of programs, files, tables, and JCL that you affect.

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Assumptions

Explain the assumptions you are making that affect the service request.

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Impacts

Describe which systems, departments, documentation, and reports are affected by the service request.

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Prerequisites

List the tasks that must be completed before or completed concurrently with this service request.

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Walkthroughs

List the walkthroughs that will be used in completing this service request. Note the participants and completion dates for each walkthrough. For a description of walkthroughs, refer to the Information Services Standards Book.

Walkthrough

Date

Requirements

Participants:

Initial Design with IS

IS Participants:

Initial Design with Users

User Participants:

Detail Design with IS

IS Participants:

Detail Design with Users

User Participants:

Pre-Implementation

Participants:

Test Plans

Present how the service request will be tested and who is involved in the testing.

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Documentation

List the areas in the system documentation that are affected by the service request. Specify the chapter and section that you have updated with the new information; do not specify a page number.

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Implementation

Describe how the service request will be turned over to production. Implementation can include user notification.

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