

**Online Movie Ticketing System  
Change Request Report**

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NOTE: All Reviewers in the list are considered Required unless explicitly listed as Optional.

**Summary of Changes:**

The Document Author is authorized to make the following types of changes to the document without requiring that the document be re-approved:

- Editorial, formatting, and spelling
- Clarification
- Document structure

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| Revision | Date       | Created by | Short Description of Changes      |
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| 0.2      | 11/02/2008 | Selamat    | Revised Draft (awaiting approval) |

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## Change Request Report

### 1 Introduction

#### 1.1 Purpose

This specific change request is used to track enhancement request for a change to the product. It provides a record of decisions taken and, due to its assessment process, ensures that change impacts are understood across the project.

#### 1.2 Scope

This change request is related to the Ticket Booking Module and was issued after a review by the customers and the ticketing officers.

#### 1.3 References

The following reports identified below are references for this Change Request Report:

- Software Project Plan
- Software Requirement Specifications

#### 1.4 Overview

The following report shows 2 templates that are being used for Change Request Report:

- for modifications request
- for defects reporting

### 2 Change Request Templates

#### 2.1 Request for enhancement / modifications

The template report is used for enhancement, new requirements or other requests, excluding defects.

*Refer to Appendix A*

## **2.2 Defects Reporting**

The template report shown below is used for defects reporting.

*Refer to Appendix B*

**Appendix A**

**Request for enhancement / modifications**

**Request for enhancement / modifications**

|                                                         |                                    |                                  |
|---------------------------------------------------------|------------------------------------|----------------------------------|
| <b>Change Request for Online Movie Ticketing System</b> |                                    | <b>Created on:</b><br><dd/mm/yy> |
| <b>Identification</b>                                   |                                    |                                  |
| <b>Title:</b>                                           | <b>Priority:</b>                   | <b>Status:</b>                   |
|                                                         | <b>Submitted on:</b>               |                                  |
|                                                         | <b>Change Request ID: &lt;&gt;</b> |                                  |
| <b>Submitter:</b>                                       | <b>Type: &lt;&gt;</b>              |                                  |
| <b>Current Problem</b>                                  |                                    |                                  |
| <b>Description:</b>                                     | <b>Critical Failure:</b>           |                                  |
|                                                         | <b>Nuisance:</b>                   |                                  |
|                                                         | <b>Source of the Problem:</b>      |                                  |
| <b>Enhancement/New Requirement/Other:</b>               |                                    |                                  |
| <b>Observation conditions:</b>                          |                                    |                                  |
| <b>Proposed Change (Submitter)</b>                      |                                    |                                  |
| <b>Description:</b>                                     |                                    |                                  |
| <b>Proposed Change (Review Team)</b>                    |                                    |                                  |
| <b>Approval:</b>                                        | <b>Reviewed Description:</b>       |                                  |

<Online Movie Ticketing System> : Change Request Report

| Affected Configuration Items             | Category   | Enhancement/New Requirements/Other |
|------------------------------------------|------------|------------------------------------|
|                                          |            |                                    |
|                                          |            |                                    |
|                                          |            |                                    |
| <b>Resolution</b>                        |            |                                    |
|                                          |            |                                    |
| <b>Estimated effort (staff hours):</b>   |            |                                    |
|                                          |            |                                    |
| <b>Change Review Team Disposition</b>    |            |                                    |
| <b>Changes approved and accepted on:</b> | <b>By:</b> |                                    |
| <b>Changes implemented on:</b>           | <b>By:</b> |                                    |



**Appendix B**  
**Defects Reporting**

**Defects Reporting**

|                                                         |                                    |                                  |
|---------------------------------------------------------|------------------------------------|----------------------------------|
| <b>Change Request for Online Movie Ticketing System</b> |                                    | <b>Created on:</b><br><dd/mm/yy> |
| <b>Identification</b>                                   |                                    |                                  |
| <b>Title:</b>                                           | <b>Priority:</b>                   | <b>Status:</b>                   |
|                                                         | <b>Submitted on:</b>               |                                  |
|                                                         | <b>Change Request ID: &lt;&gt;</b> |                                  |
|                                                         | <b>Related Defect ID: &lt;&gt;</b> |                                  |
| <b>Submitter:</b>                                       | <b>Type: Defect</b>                |                                  |
| <b>Defect Information</b>                               |                                    |                                  |
| Refer to the following Defect report: []                |                                    |                                  |
| <b>Defect Review Team Disposition</b>                   |                                    |                                  |
| <b>Defect approved and accepted on:</b>                 | <b>By:</b>                         |                                  |
| <b>Defect corrected on:</b>                             | <b>By:</b>                         |                                  |