Please email the completed form to PPLEnquiries@placingplatformlimited.com.

Change Requests go through the process described at the end of this form

|  |
| --- |
| Your Details |
| Your name / company |  |
| Contact email  |  |
| Contact telephone number |  |
| Your role (e.g. broker/ underwriter/operations etc.) |  |
| Date |  |

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| --- |
| Request / feedback details  |
| Summary: |
| Detailed description: *(please attach screenshots if applicable)* |
| Business benefit: *(e.g. usability, cost, time saving, process enhancement)* |
| Functional area of platform: *(e.g quotes/firm orders/alerts etc.)* |

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| **Usability ratings and definitions:** |
| **Please highlight/circle a score below to indicate current usability:** |
| 1 | Usability is unacceptable |
| 2 | Usability is acceptable, but requires workaround |
| 3 | Usability is acceptable, but requires future system enhancement |
| 4 | Usability meets business requirements |

**Change Request Process**

1. Requestor sends the form to PPL;
2. PPL add the Change Request (“CR”) to the log. Occasionally, we may call you to get more detail, or to let you know a similar CR already exists;
3. The log is reviewed by the PPL Design and Change group and the CR is ranked against other functional changes. The CR could be ranked high and earmarked for development at the earliest opportunity or put behind other higher priorities;
4. Once the CR is marked for development, the software development life cycle commences and we may call you again for more detail, to help us write the business requirements document;
5. PPL puts this forward to *User & Ops Committee* where changes are again ranked alongside other changes. This is where functional priorities are ranked against the wider PPL priority list, such as integration and management information priorities (the Design and Change group does not deal with these). *User & Ops Committee* also weighs up the request in context of other change requests, roadmap, capacity at Ebix, etc;
6. Once developed and in production the requester is informed their CR made it into production.

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| For PPL Team Use Only: |
| Change Request ID or Duplicate of ID |  |
| Date added to CR Log / By Whom |  |
| New or Duplicate? |  |
| D&C Group Approved or Declined |  |

|  |
| --- |
| Design and Change Group Comment  |
|  |

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| --- |
| Change Request Roadmap Allocation / Closure Status |
| D&C Priority |  |
| D&C Roadmap Slot |  |
| User and Ops Sub-Committee Approval Date |  |
| System Release Version / Release Date |  |
| Requestor Advised Date |  |
| Closure Date |  |