
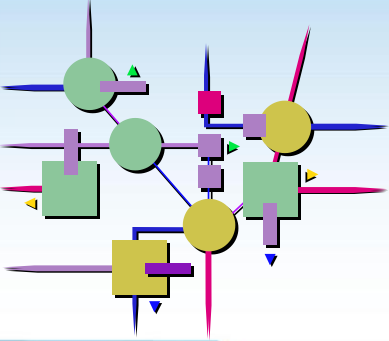


State Treasury Agency of the Ministry of Finance of the Republic of Azerbaijan




Management of new requests during operation of the system

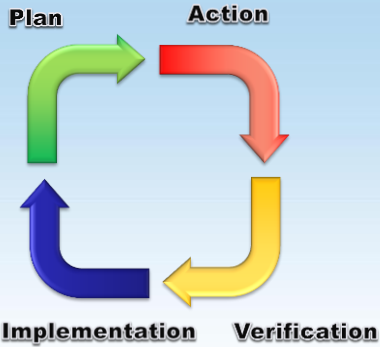


Change is the only constant
Heraclitus

State Treasury Agency of the Ministry of Finance of the Republic of Azerbaijan

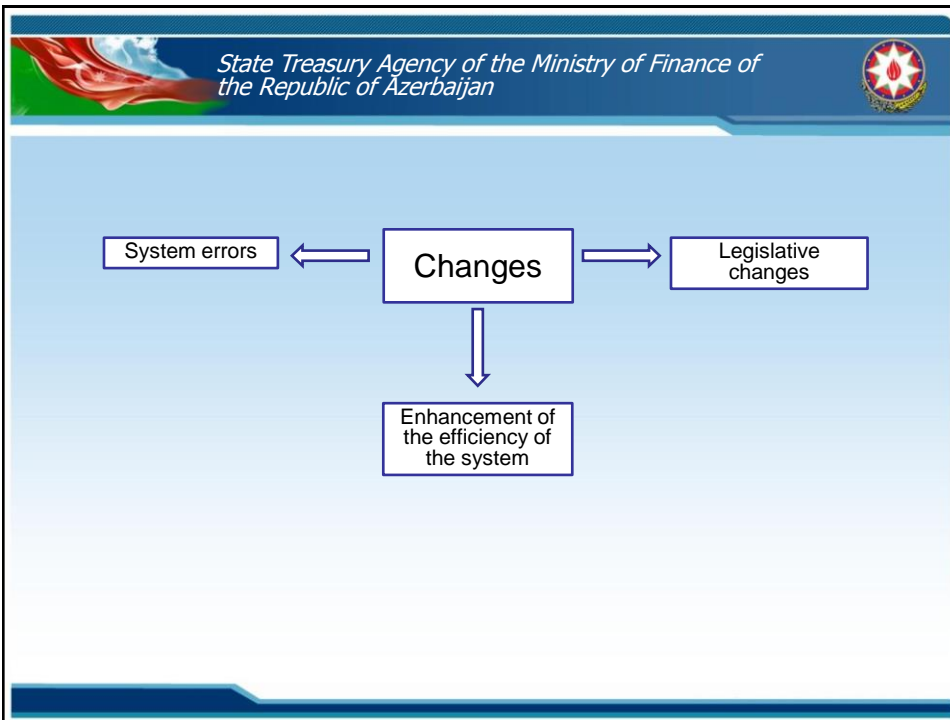


Fleming model



Plan **Action**

Implementation **Verification**



State Treasury Agency of the Ministry of Finance of the Republic of Azerbaijan

Requests for change are created on the basis of a Request For Change Forms, which may be submitted by any participant in the business process in any format

Request for Change Form:

- Initiator of a request for change
- Date of submission
- Description of the problem which will be resolved through requested changes
- Description of the requested change
- Justification of the need for change
- Deadline for the implementation of the requested change
- Budget to introduce the change
- How critical the change is*
- Level of change*



How critical the change is:

- Absolute – breakdown in the productive operation of the system
- High – productive operation of the system is under threat
- Medium – changes which do not require immediate implementation (for example, reports)
- Low – optional changes (when the mouse is pointed, the bottom line of the program shows the total of all lines)



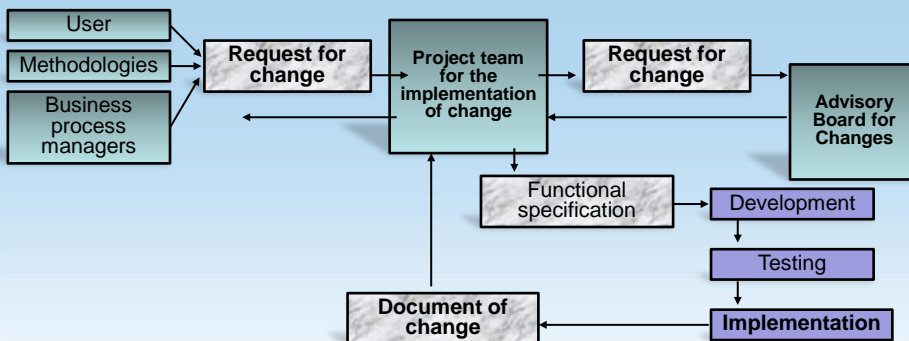
Levels of change:

- First-level change:
 - Budget below XXX
 - Man-hours below XXX
 - Implementation period below XXX
- Second-level change
 - Budget over XXX
 - Required man-hours over XXX
 - Implementation period over XXX



Functional specifications:

- General information about the request for change
- Descriptions of tasks
- Requirements for implementation
- Description of information messages
- Translation requirements (if applicable)





Thank you for your attention