

**Work request form** as part of NCC and Capita .ict contract.

**Request number:**

The work requested is part of the core services and this form is to be used to assist in the planning of requests under the contract.

<b>Part A</b>	<b>Request title</b>	KS4 and KS5 Results Day Templates
	<b>Originator (main contact in NCC)</b>	Bob Payne
	<b>Schedule 11 activity number</b>	C 5.9
	<b>Date of request</b>	June 27 <sup>th</sup> – initial notification 4 <sup>th</sup> May 2011
	<b>Work requested including specification and documentation required. Refer to contract specification – schedule 11</b>	To (1) ensure KS5 2010 template can be transferred over to 2011 (2) as (1) for KS4 and to add in 6 extra fields if possible.  Updated documentation for 2011 testing software also included reference to the English Bacculaureate.

<b>Part B Draft copy</b>	<b>Contact within Capita .ict</b>	June Buckley
	<b>Date for draft copy</b>	
	<b>Date for final delivery to originator</b>	July 13th
	<b>Sign off by originator for draft copy</b>	Bob Payne
	<b>Date of sign off</b>	July 18th

<b>Part C Final work</b>	<b>Sign off by originator for final work</b>	July 19th
	<b>Date of sign off</b>	July 19th
	<b>Final completion date (entered in monthly report by Capita .ict)</b>	
	<b>Additional comments</b>	

**NCC and Capita .ict incident and service request process**

The flow chart should help you in working with Capita .ict to ensure that your requirements are met within the contract.

**Incident** – issue within the core services  
Examples: School has an issue in not making a successful School Census return, or there is an issue with the email service  
**Service request** – piece of work required within the core services  
Examples: Documentation required for School Census, or request for email address lists

**Workpackage** – specific piece of work outside of the core services. This is funded separately. Please contact Capita .ict to discuss your requirements.

