UniSIM (CITS)
Blackboard Service/Change Request Form

SIM UNIVERSITY

Requestor Information

Name		Designation	
Department/School		Contact number	
Email address		Date of Request	

Type of Request

☐ Blackboard Account Creation

☐ How many?

☐ Software Enhancement

☐ Course Enrollment

☐ Course Creation/Copy

☐ Modification of Scores

☐ Investigation

☐ How many?

☐ Technical Issues

☐ Training Request

☐ Password Reset

☐ Others

Criticality

☐ Critical — Serious impact on business operation; users are unable to perform their business function

☐ Medium — Medium impact on business operation; users are still able to perform their business function using alternative solutions

☐ Minor — Cosmetics, look and feel, or trivial changes

Detail(s)/Reason(s) of Request

Provide signatures:

When emailing form, signatures are not required; However, copying your Department HOP/Dean/Manager (if applicable) are required and deemed approved.

Approval by Dept Director/Dean/HOP/Manager

Name/Signature	Date

Acknowledged By

Name/Signature	Date

Approval by Campus IT Services

Name/Signature	Date

Implemented By

Name/Signature	Date