

REQUEST FULFILMENT



PURPOSE

Responsible for managing the lifecycle of all service requests from the users. Maintain user and customer satisfaction through efficient and professional handling of all service requests

Request fulfilment should enable users to request and receive standard services, to source and deliver these services, to provide information to users and customers about services, and to assist with general information, complaints and comments..



INPUTS

- Work requests
- Authorization forms
- Service requests
- RFCs
- Requests from various sources such as phone calls, web interfaces or email
- Request for information



TRIGGERS

- user contacting service desk
- user completing some form of self-help web-based input screen

Request Fulfilment

- Receive request
- Request logging and validation
- Request categorization
- Request prioritization
- Request authorization
- Request review
- Request model execution
- Request closure
- (Reopening requests)



Service request records



KEY TERMS

Service Request - generic description for many different types of demands that are placed upon the IT organization by the users.



OUTPUTS

- Authorized/rejected service requests
- Request fulfilment status reports
- Fulfilled service requests
- Incidents (rerouted)
- RFCs/standard changes
- Asset/CI updates
- Updated request records
- Closed service requests
- Cancelled service requests