

IT Service Request Automation and Lifecycle Management

Project Overview

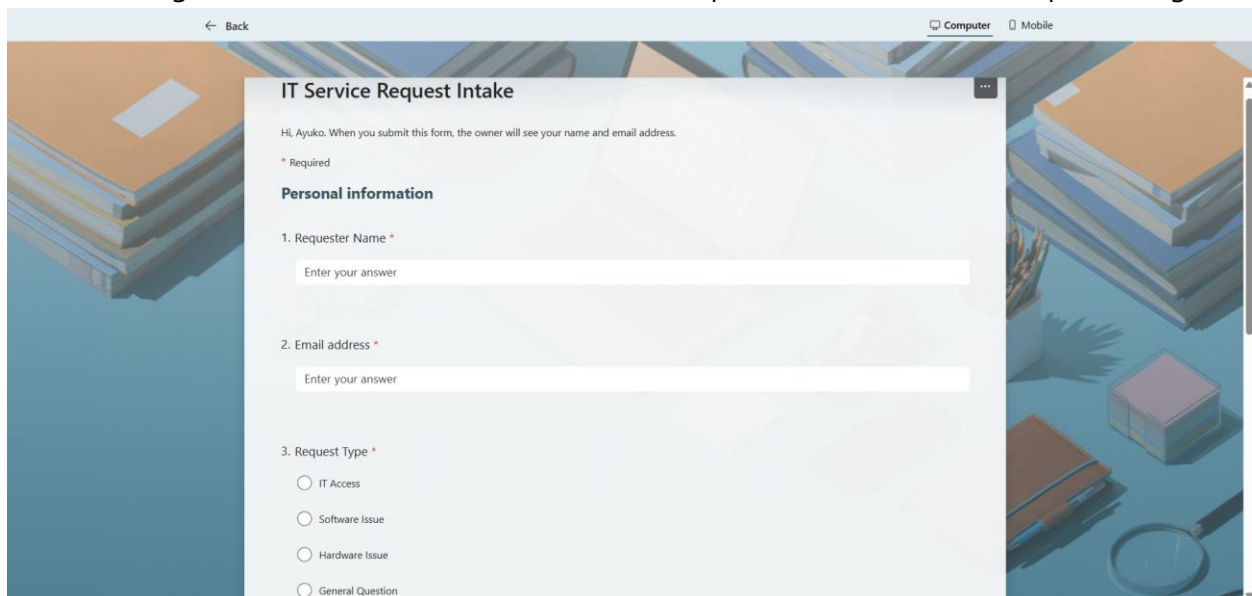
This document presents hands-on experience designing and implementing an automated IT service request workflow using Microsoft Power Platform. The focus is on streamlining service desk operations through structured intake, conditional routing, centralized tracking, and automated lifecycle notifications in a Microsoft 365 environment.

The implementation includes:

- Structured request intake using Microsoft Forms
- Centralized ticket tracking with SharePoint
- Dynamic routing using conditional logic
- Automated email notifications and lifecycle updates
- Event-driven status monitoring

Service Request Intake Configuration

This section documents the creation and configuration of a structured Microsoft Forms intake solution designed to collect standardized IT service request data for automation processing.



The screenshot displays a Microsoft Form titled "IT Service Request Intake". At the top, there is a "Back" button and a toggle for "Computer" and "Mobile" views. The form content includes a greeting: "Hi, Ayuko. When you submit this form, the owner will see your name and email address." Below this is a note: "* Required". The form is divided into a section titled "Personal information" which contains three questions:

1. Requester Name *
Enter your answer
2. Email address *
Enter your answer
3. Request Type *
 - ☐ IT Access
 - ☐ Software Issue
 - ☐ Hardware Issue
 - ☐ General Question

Back
Computer
Mobile

4. Priority *

☐ Low
☐ Medium
☐ High

5. Description of Issue *

Enter your answer

Submit

Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

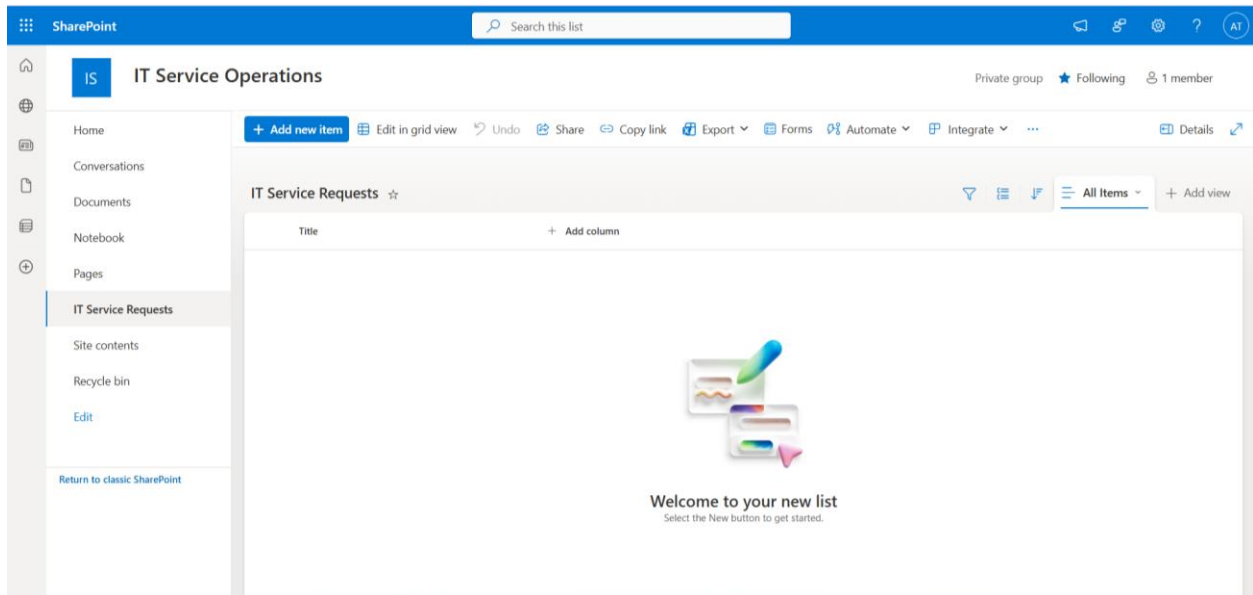
Microsoft Forms | AI-Powered surveys, quizzes and polls

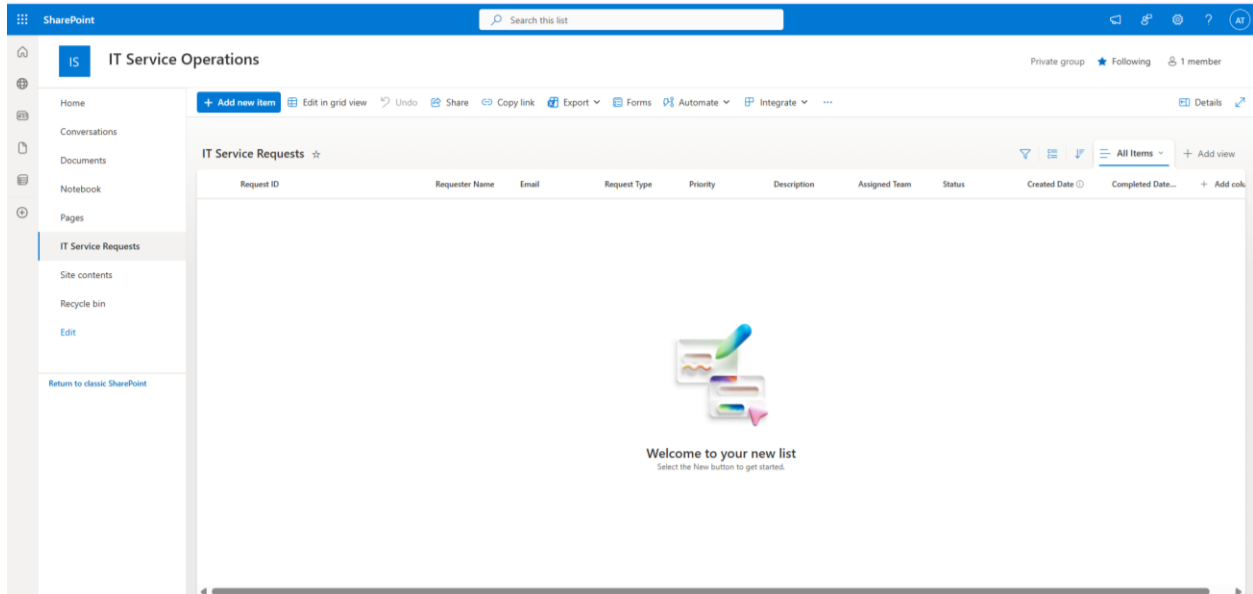
[Create my own form](#)

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SharePoint Ticket Management Architecture

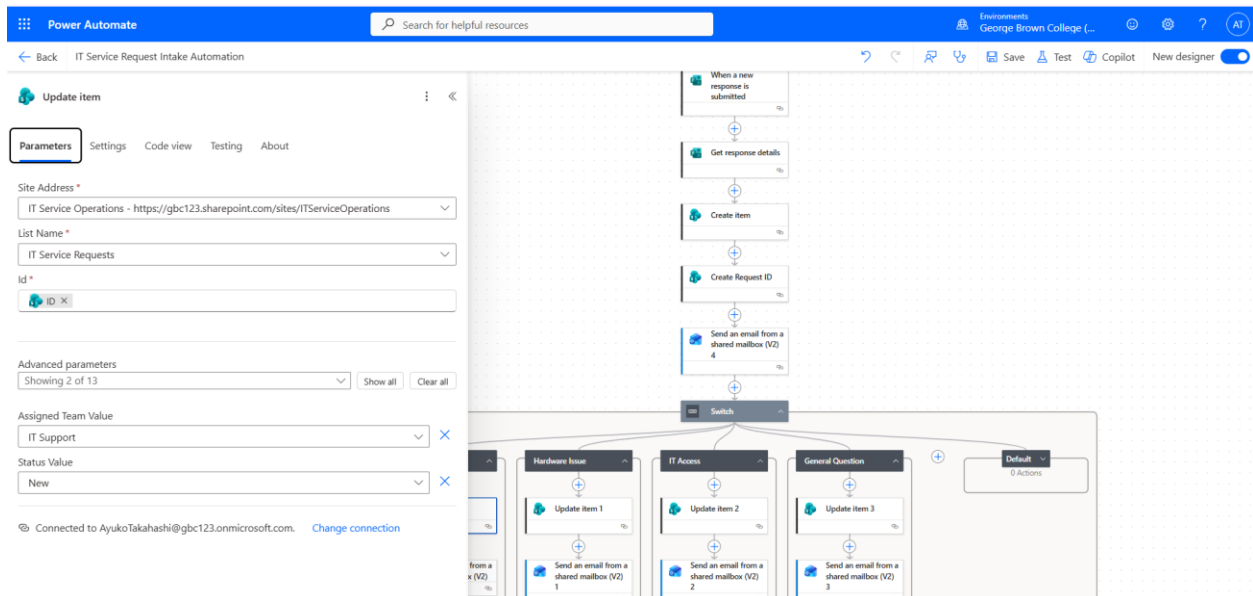
This section details the design of the SharePoint list schema used as the backend ticket tracking system, including structured columns to support categorization, routing logic, and status lifecycle management.





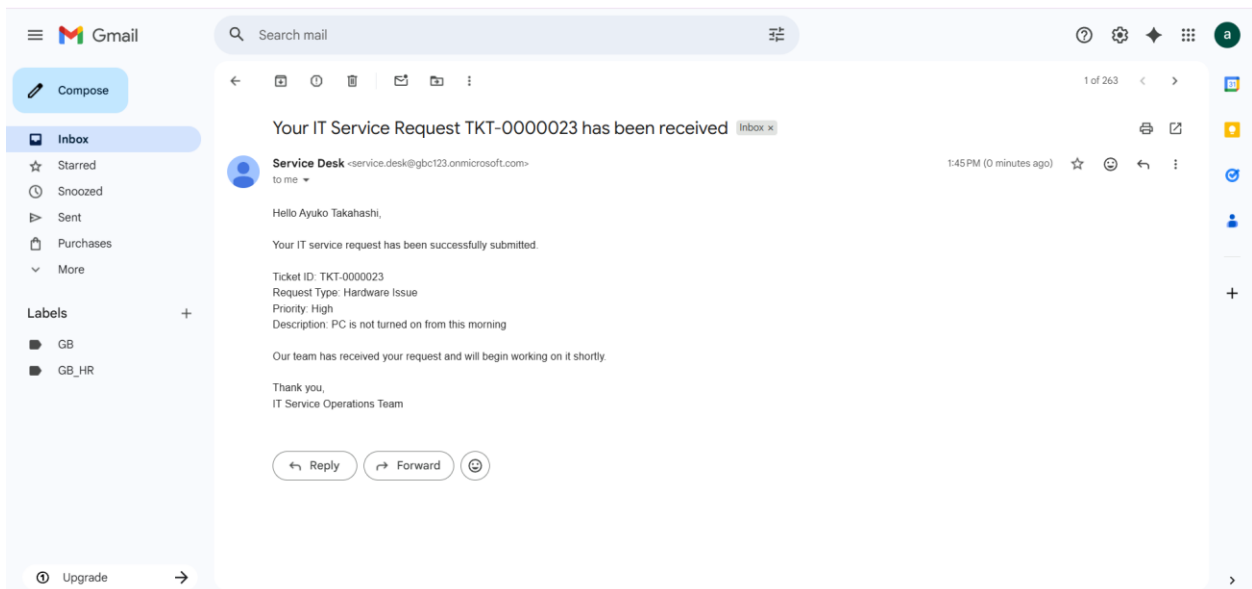
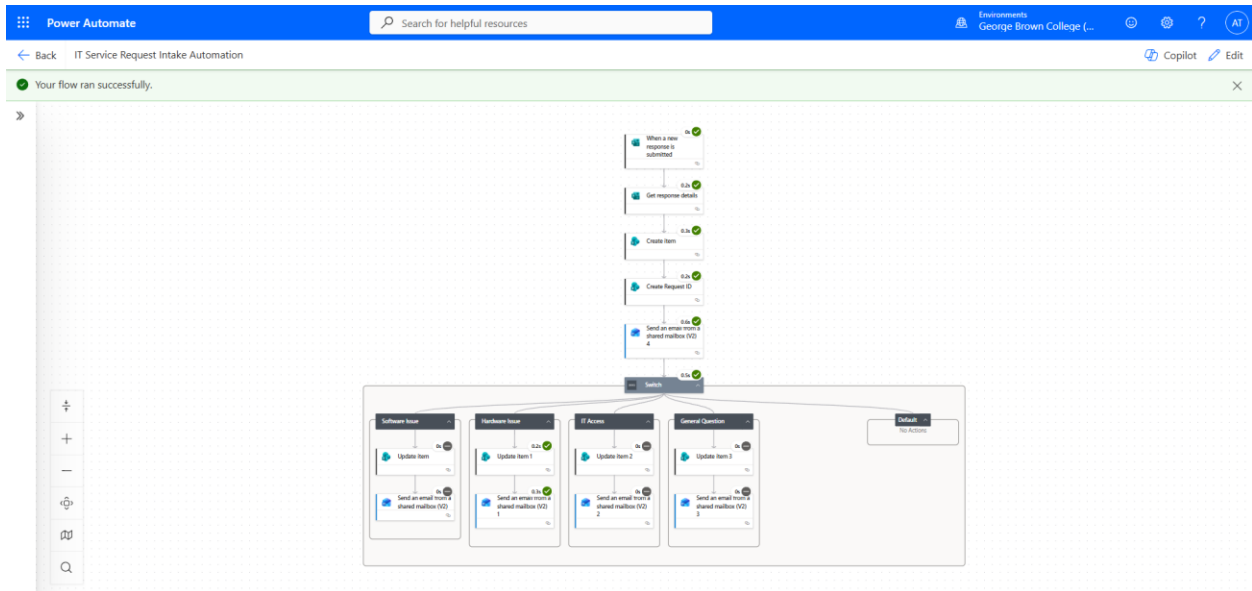
Conditional Routing and Workflow Logic

This section explains the implementation of Power Automate flows using Switch conditions to dynamically route tickets to appropriate IT teams based on request type and priority.



Automated Notification and Distribution

This section documents the configuration of automated confirmation emails to requesters and distribution of tickets to responsible teams using predefined routing logic.



Outlook

Search

FileHomeViewHelp

New mailDeleteReportMove toReplyReply allForwardShare to TeamsQuick stepsRead / Unread

Favorites

ethan.patel@gbc12...

Infrastructure su...

Inbox1

Drafts

Sent Items

Deleted Items

Junk Email

Archive

Notes

Conversation Histo...

Go to Groups

Inbox

Today

Service Desk

[Internal Assignment] TKT-0...

A new IT service request has been assign...

Service Desk

[Internal Assignment] TKT-0...

A new IT service request has been assign...

[Internal Assignment] TKT-0000023 - Hardware Issue - High

Service Desk

To: Infrastructure support

Tue 2/17/2026 1:45 PM

A new IT service request has been assigned.

Ticket ID: TKT-0000023
Requester: Ayuko Takahashi
Request Type: Hardware Issue
Priority: High

Description: PC is not turned on from this morning

Open ticket: [Click Here](#)

Please begin processing this ticket.

ReplyForward

SharePoint

Search this list

IT Service Operations

Home

Conversations

Documents

Notebook

Pages

IT Service Requests

Site contents

Recycle bin

Edit

Return to classic SharePoint

+ Add new item

Edit

Edit in grid view

Undo

Share

Copy link

Comment

Delete

Automate

1 selected

Details

IT Service Requests

Request ID

Requester Name

Email

Request Type

Priority

Description

Assigned Team

Status

Created

TKT-0000016

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

a particular page is slow

IT Support

New

About an hour ago

TKT-0000017

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

A particular page is loading slow

IT Support

New

About an hour ago

TKT-0000018

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

a page is slow loading

IT Support

New

42 minutes ago

TKT-0000019

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

page is loading slow

IT Support

New

33 minutes ago

TKT-0000020

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

a page is loading slow

IT Support

New

22 minutes ago

TKT-0000021

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

a page is loading slow

IT Support

New

19 minutes ago

TKT-0000022

Ayuko Takahashi

ayukotakahashi...

Software Issue

Medium

A page is loading slow

IT Support

New

13 minutes ago

TKT-0000023

Ayuko Takahashi

ayukotakahashi...

Hardware Issue

High

PC is not turned on from this morning

Systems

New

About a minute ago

Event-Driven Ticket Status Updates

This section describes the implementation of an additional Power Automate flow triggered when SharePoint ticket status changes, automatically sending completion notifications from service.desk@ and maintaining lifecycle transparency.

The image shows a Power Automate flow titled "Send an email from a shared mailbox (V2)". The flow starts with a trigger "When an item is created or modified". This is followed by a "Condition" step. The "Condition" step has two paths: "True" and "False". The "True" path leads to the "Send an email from a shared mailbox (V2)" action. The "False" path leads to "0 Actions". The "Send an email from a shared mailbox (V2)" action is configured with the following parameters:

- Original Mailbox Address: Service Desk
- To: Email
- Subject: Your Ticket {Request ID} Has Been Completed
- Body: Hello {Requester Name},
Your IT Service Request has been completed.
Ticket ID: {Request ID}
Request Type: {Request Type Value}
Priority: {Priority Value}
Description: {Description}
If you still experience issues, please reply to this email.
Thank you,
IT Service Operations Team

The image shows a SharePoint list view titled "IT Service Requests". The list contains the following data:

Request ID	Requester Name	Email	Request Type	Priority	Description	Assigned Team	Status	Created
TKT-000008	Faith Hill	Faith-Hill@gmail.com	Software Issue	High	Software for web app is freezing	IT Support	In Progress	Yesterday at 10:58 ...
TKT-000009	Michael Jackson	michael-jackson@gmail.com	Hardware Issue	High	Computer is not turned on	Systems	In Progress	Yesterday at 10:59 ...
TKT-000010	Cristiano Ronaldo	Cristiano-Ronaldo@gmail.com	IT Access	Medium	Certain page is blocked to access	Helpdesk	In Progress	Yesterday at 10:59 ...
TKT-000011	Kaze Fujii	Kaze-Fujii@gmail.com	General Question	High	reset password	Helpdesk	In Progress	Yesterday at 11:02 ...
TKT-000012	Ayuko Takahashi	ayukotakahashi.at...	Hardware Issue	High	When turning on the computer, the noise is louder than before	Systems	In Progress	Yesterday at 11:49 ...
TKT-000013	Ayuko Takahashi	ayukotakahashi.at...	Software Issue	Medium	one particular page is loading so slow	IT Support	In Progress	About an hour ago
TKT-000014	Ayuko Takahashi	ayukotakahashi.at...	Hardware Issue	High	PC is not turned on	Systems	Completed	12 minutes ago

