

# IT Service Request Automation and Lifecycle Management

## Project Overview

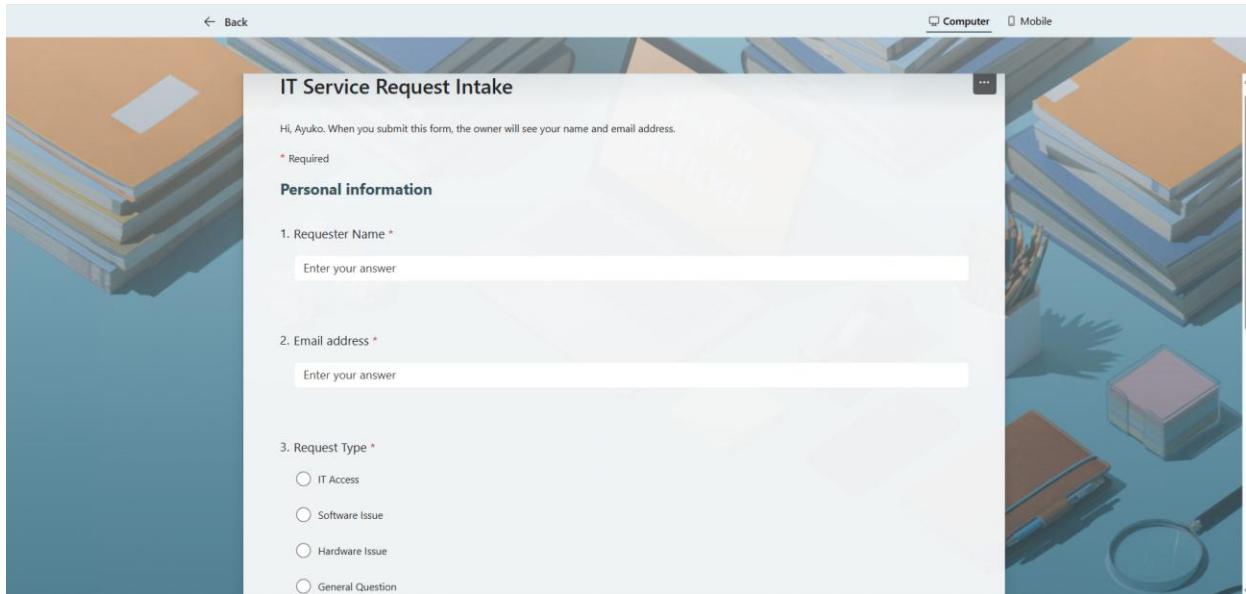
This document presents hands-on experience designing and implementing an automated IT service request workflow using Microsoft Power Platform. The focus is on streamlining service desk operations through structured intake, conditional routing, centralized tracking, and automated lifecycle notifications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



A screenshot of a Microsoft Forms survey titled "IT Service Request Intake". The survey has a "Personal information" section with three required fields: "Requester Name", "Email address", and "Request Type". The "Request Type" field contains four radio button options: "IT Access", "Software Issue", "Hardware Issue", and "General Question". The background of the form features a 3D rendering of office supplies like books, a magnifying glass, and sticky notes.

IT Service Request Intake

Hi, Ayuko. When you submit this form, the owner will see your name and email address.

\* Required

**Personal information**

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

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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.

SharePoint

Search this list

Private group ★ Following 1 member

Home Conversations Documents Notebook Pages IT Service Requests Site contents Recycle bin Edit

+ Add new item Edit in grid view Undo Share Copy link Export Forms Automate Integrate ... Details All items + Add view

IT Service Requests

Title + Add column

Welcome to your new list  
Select the New button to get started.

The screenshot shows a SharePoint list interface titled "IT Service Requests". The left sidebar contains a navigation menu with items like Home, Conversations, Documents, Notebook, Pages, IT Service Requests (which is selected), Site contents, Recycle bin, and Edit. The main content area displays a table with columns: Request ID, Requester Name, Email, Request Type, Priority, Description, Assigned Team, Status, Created Date, Completed Date, and a "New" button. A welcome message "Welcome to your new list" is displayed with the instruction "Select the New button to get started." There is also a small graphic of a pen writing on a notepad.

## 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.

The screenshot shows the Power Automate designer interface for a flow named "IT Service Request Intake Automation". The left pane displays parameters: Site Address (IT Service Operations - https://gbc123.sharepoint.com/sites/ITServiceOperations), List Name (IT Service Requests), and Id (ID). Advanced parameters show 13 items selected. The right pane shows the workflow logic:

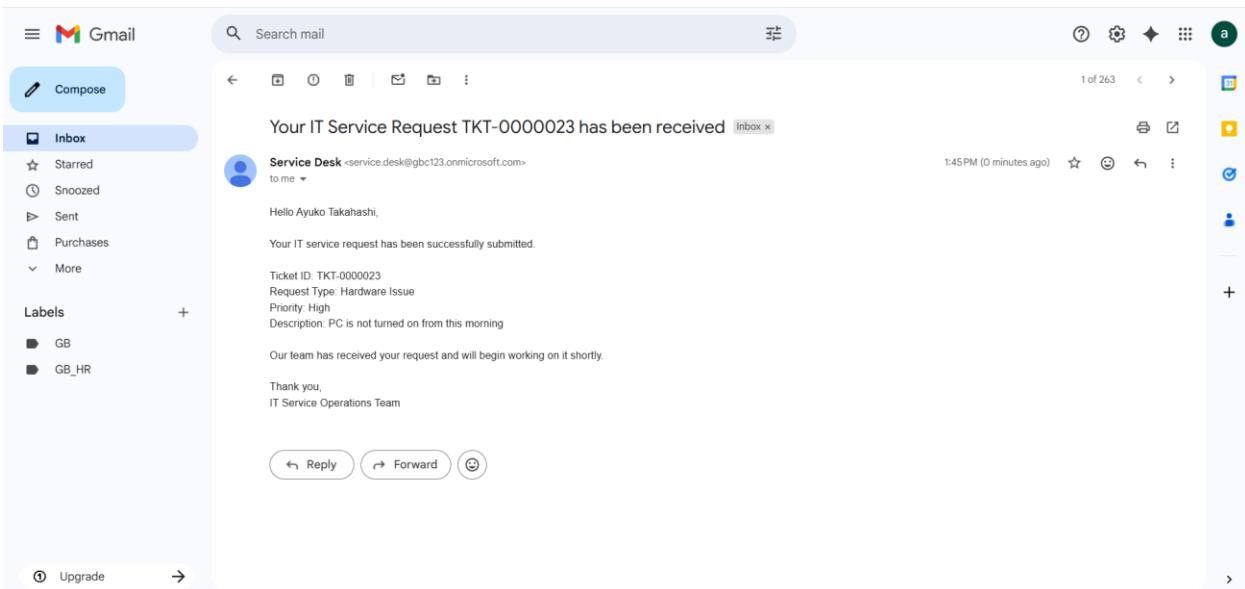
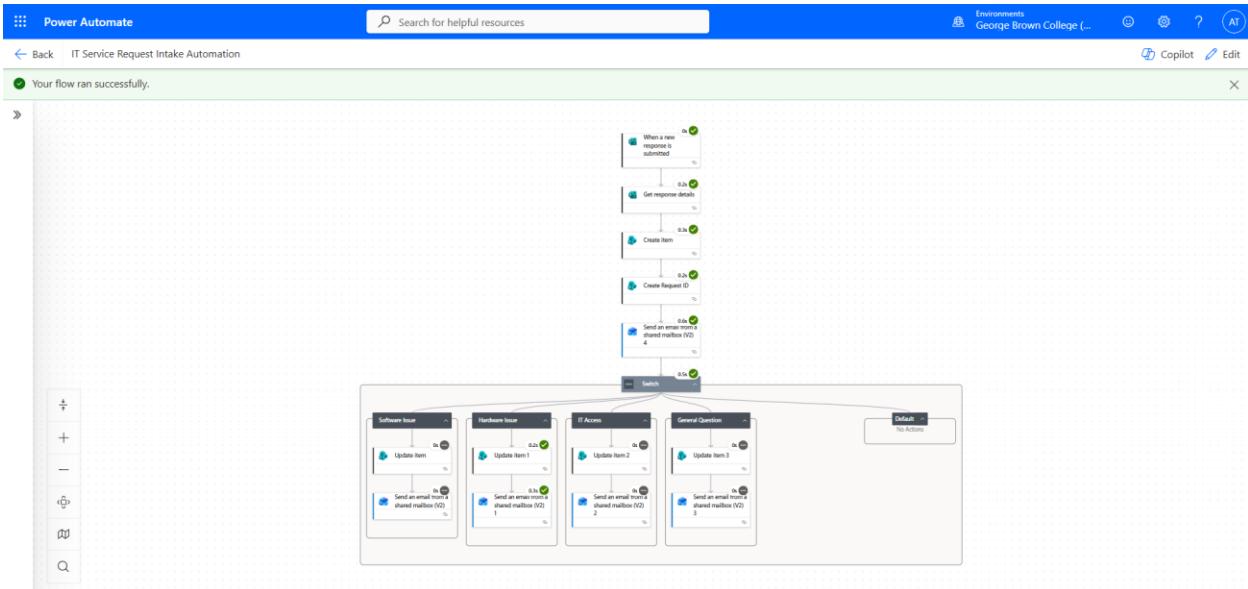
```

    graph TD
        Start([When a new response is submitted]) --> Get[Get response details]
        Get --> Create1[Create item]
        Create1 --> Create2[Create Request ID]
        Create2 --> Send[Send an email from a shared mailbox (V2)]
        Send --> Switch{Switch}
        
        Switch --> Hardware[Hardware Issue]
        Switch --> ITAccess[IT Access]
        Switch --> General[General Question]
        Switch --> Default[Default]
        
        Hardware --> Update1[Update item 1]
        Update1 --> Send1[Send an email from a shared mailbox (V2)]
        
        ITAccess --> Update2[Update item 2]
        Update2 --> Send2[Send an email from a shared mailbox (V2)]
        
        General --> Update3[Update item 3]
        Update3 --> Send3[Send an email from a shared mailbox (V2)]
    
```

The flow starts with "When a new response is submitted", followed by "Get response details", "Create item", "Create Request ID", and "Send an email from a shared mailbox (V2)". This leads to a "Switch" condition which branches into four paths: "Hardware Issue", "IT Access", "General Question", and a "Default" path with "0 Actions". Each path contains an "Update item" step followed by "Send an email from a shared mailbox (V2)".

# 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**

File Home View Help

New mail Delete Report Move to Reply All Forward Share to Teams Quick steps Read / Unread ...

Inbox Today

Service Desk [Internal Assignment] TKT-0... 1:45 PM A new IT service request has been assig...

SD Service Desk [Internal Assignment] TKT-0... 12:30 PM A new IT service request has been assig...

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.

Reply Forward

This screenshot shows an email in the Outlook inbox. The subject is '[Internal Assignment] TKT-0000023 - Hardware Issue - High'. The message is from 'Service Desk' at 12:30 PM. It states: 'A new IT service request has been assigned.' Below this, it provides ticket details: 'Ticket ID: TKT-0000023', 'Requester: Ayuko Takahashi', 'Request Type: Hardware Issue', and 'Priority: High'. The message body includes a description: 'PC is not turned on from this morning'. It also contains a link to 'Click Here' and a note to 'Please begin processing this ticket.' At the bottom are 'Reply' and 'Forward' buttons.

**SharePoint**

Search this list

IT Service Operations

+ 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

IT Service Requests

Site contents Recycle bin Edit

Return to classic SharePoint

This screenshot shows a SharePoint list titled 'IT Service Requests'. The columns are: Request ID, Requester Name, Email, Request Type, Priority, Description, Assigned Team, Status, and Created. There are nine items listed, all created by 'Ayuko Takahashi'. The last item, TKT-0000023, is highlighted with a blue checkmark. The status for most items is 'New', except for the last one which is 'About a minute ago'. The priority for most items is 'Medium', except for the last one which is 'High'. The request types are mostly 'Software Issue' except for the last one which is 'Hardware Issue'. The descriptions are mostly 'slow loading' or 'page is slow loading' except for the last one which is 'PC is not turned on from this morning'. The assigned teams are mostly 'IT Support' except for the last one which is 'Systems'.

# 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 screenshot shows the Microsoft Power Automate designer interface. On the left, there is a preview pane displaying an email template. The template is addressed to 'Service Desk' with the subject 'Your Ticket [Request ID] Has Been Completed'. The body of the email contains a greeting, a message about the request being completed, and details about the ticket (ID, type, priority, description). It also includes a note for users to reply if they still experience issues and ends with thanks from the IT Service Operations Team. On the right, the main canvas shows a flow starting with a 'When an item is created or modified' trigger. This triggers a 'Condition' block. If the condition is 'True', it executes a 'Send an email from a shared mailbox (V2)' action. If the condition is 'False', it executes '0 Actions'.

The screenshot shows the Microsoft SharePoint 'IT Service Requests' list. The left navigation bar has 'IT Service Requests' selected. The main area displays a grid of tickets with columns for Request ID, Requester Name, Email, Request Type, Priority, Description, Assigned Team, Status, and Created. The list shows several recent entries:

Request ID	Requester Name	Email	Request Type	Priority	Description	Assigned Team	Status	Created
TKT-0000008	Faith Hill	Faith-Hill@gmail.com	Software Issue	High	Software for web app is freezing	IT Support	In Progress	Yesterday at 10:58 ...
TKT-0000009	Michael Jackson	michael-jackson@gmail.com	Hardware Issue	High	Computer is not turned on	Systems	In Progress	Yesterday at 10:59 ...
TKT-0000010	Cristiano Ronaldo	Cristiano-Ronaldo@gmail.com	IT Access	Medium	Certain page is blocked to access	Helpdesk	In Progress	Yesterday at 10:59 ...
TKT-0000011	Kaze Fujii	Kaze-Fujii@gmail.com	General Question	High	reset password	Helpdesk	In Progress	Yesterday at 11:02 ...
TKT-0000012	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-0000013	Ayuko Takahashi	ayukotakahashi.at...	Software Issue	Medium	one particular page is loading so slow	IT Support	In Progress	About an hour ago
TKT-0000014	Ayuko Takahashi	ayukotakahashi.at...	Hardware Issue	High	PC is not turned on	Systems	Completed	12 minutes ago

