IT Service Request Automation and Lifecycle Management
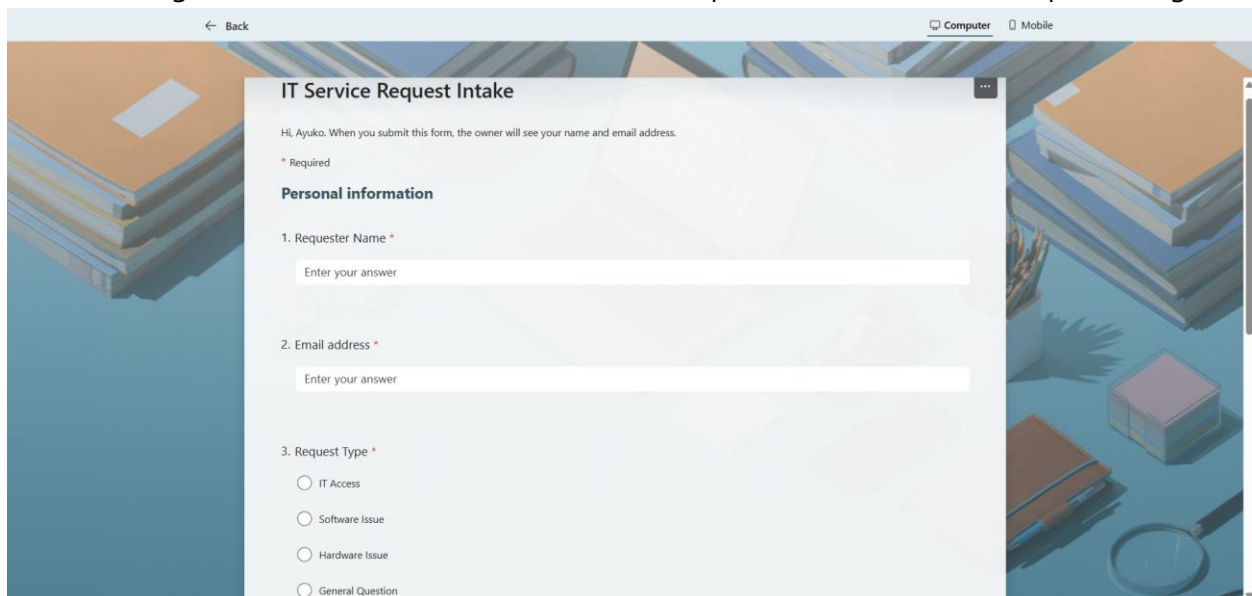
Project Overview

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.

# 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.
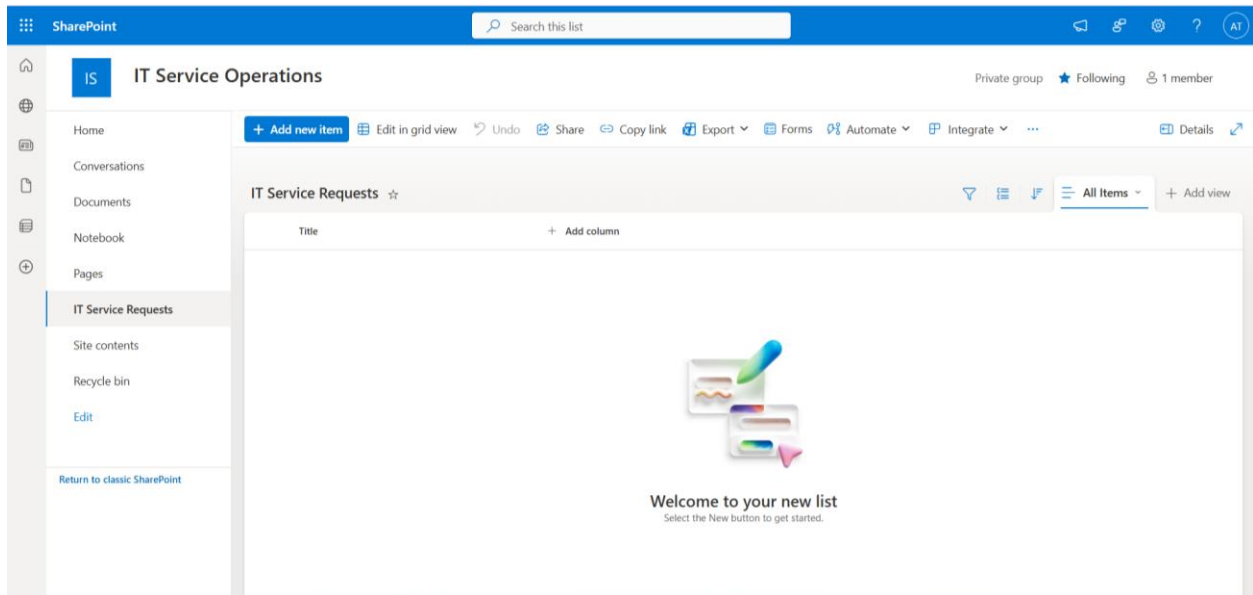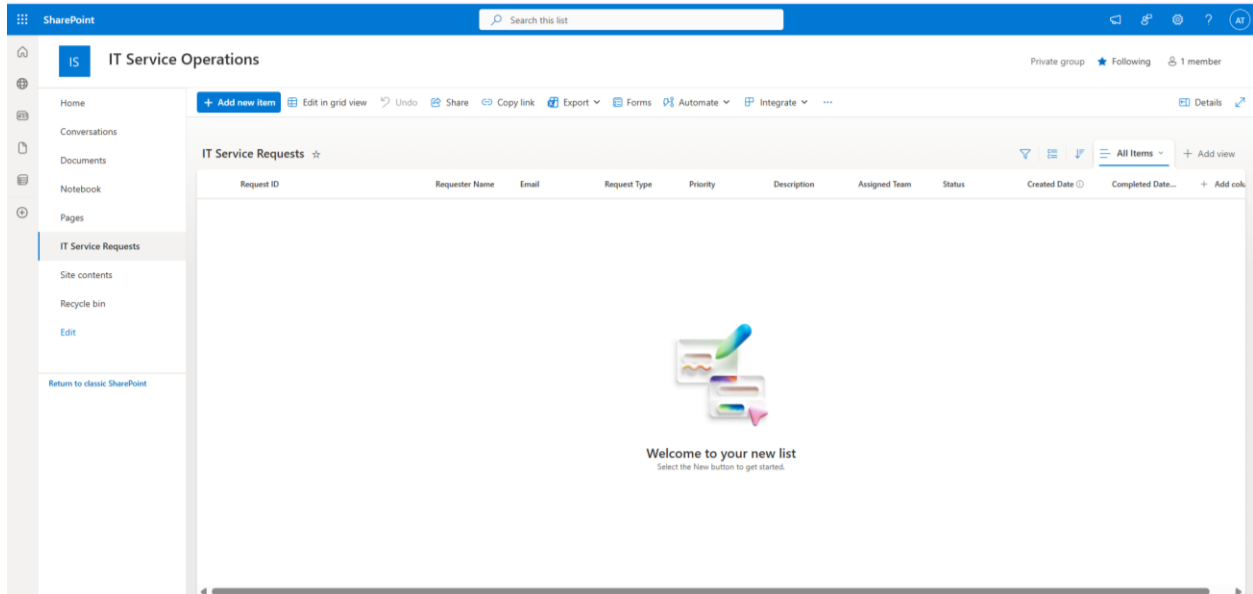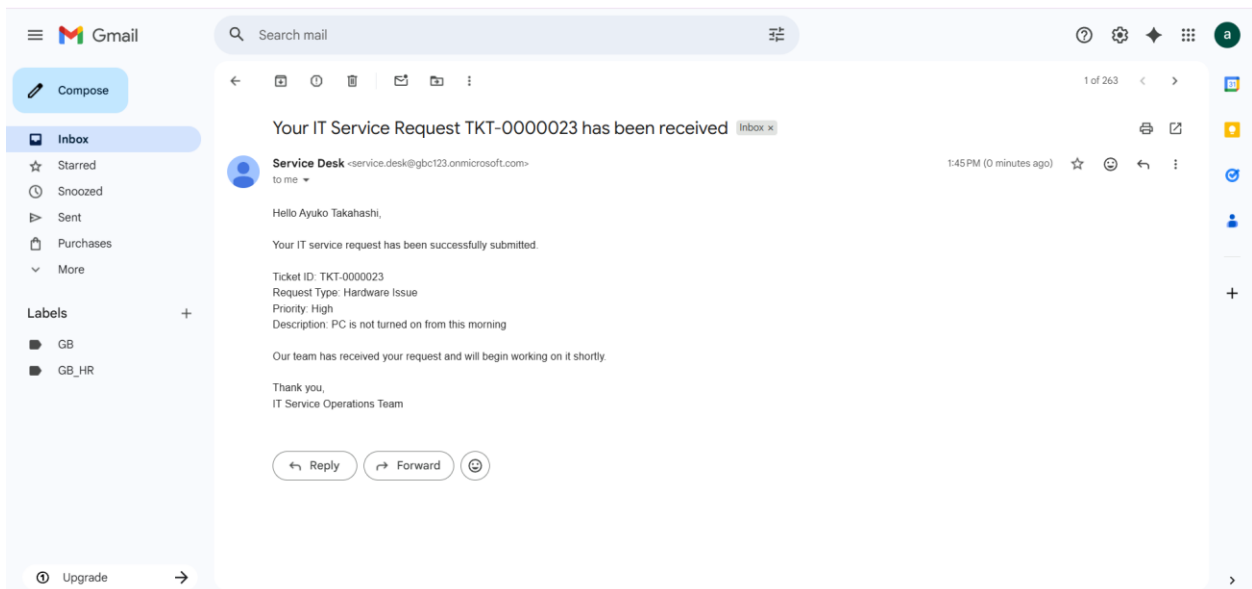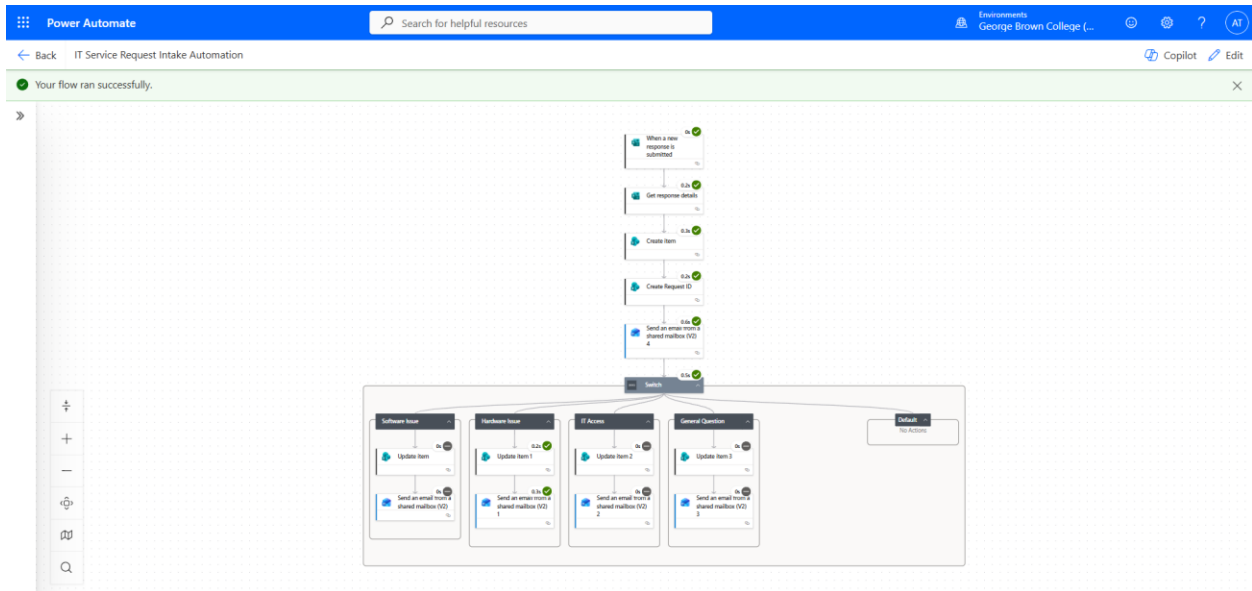
Conditional Routing and Workflow Logic

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.
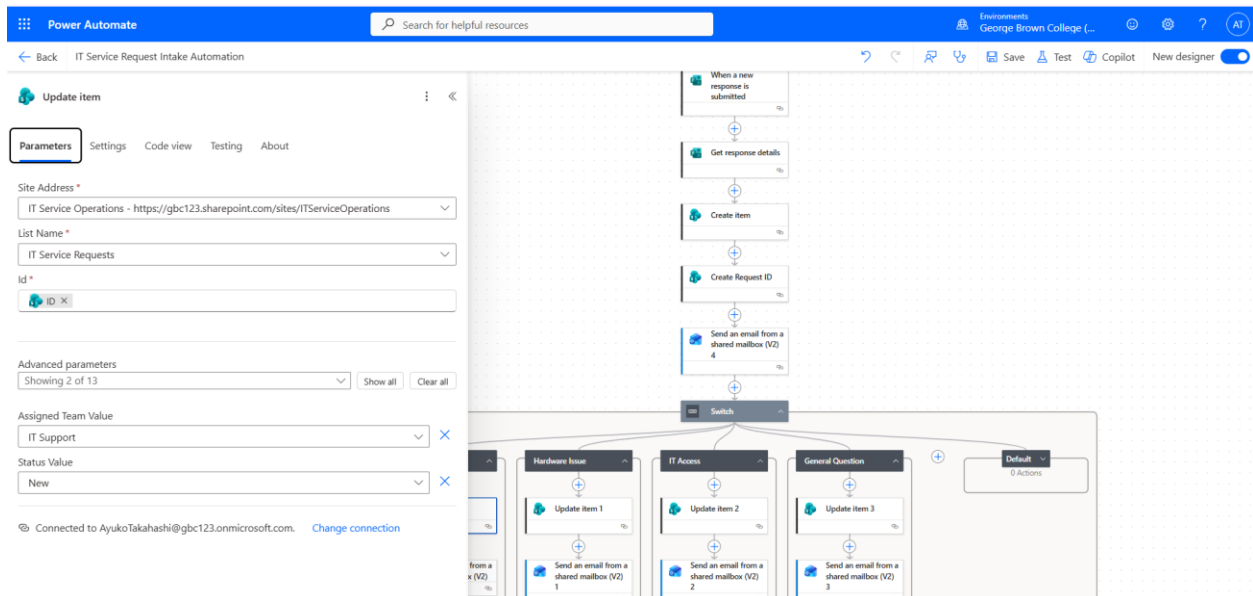
Automated Notification and Distribution

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

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.

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Environments
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Copilot   Edit

✓ Your flow ran successfully.   ✕

0.2s ✓
When an item is created or modified

0.6s ✓
Condition

True ∧   False ∧
               No Actions

0.6s ✓
Send an email from a shared mailbox (V2)

M Gmail

Search mail

Compose

Inbox   1
Starred
Snoozed
Sent
Purchases
More

Labels   +
GB
GB_HR

Upgrade →

← ▣ ⊙ 🗑 ✉ ▢ ⋮   1 of 254   <   >

Your Ticket TKT-0000014 Has Been Completed   Inbox ✕

Service Desk <service.desk@gbc123.onmicrosoft.com>   12:02 PM (1 minute ago)   ☆ ☺ ↩ ⋮
to me ▾

Hello Ayuko Takahashi,

Your IT Service Request has been completed.

Ticket ID: TKT-0000014
Request Type: Hardware Issue
Priority: High

Description: PC is not turned on

If you still experience issues, please reply to this email.

Thank you,
IT Service Operations Team

↩ Reply   → Forward   ☺