REQUEST FULFILLMENT & ACCESS MANAGEMENT

WORKFLOW, TIPS & TRICKS

▶ **Any user request which is not an incident**

SERVICE REQUEST

RFS PROCESS DEFINITION

▸ ***The request fulfillment process*** is a tool that leads to satisfied end-users and therefore adds value to the business. The primary objective of this process is to return the IT service to users as quickly as possible

Take a pause! Write 2-3 examples of user requests according your job experience. Post them to a course forum.

PROCESS OBJECTIVES

▶ Provide users a process for standard operations, or components of services

▶ Provisioning of information (service availability, status, how-to, etc.)

▶ Support standard changes

- **Request Fulfilment Support**

  - Process Objective: To provide and maintain the tools, processes, skills and rules for an effective and efficient handling of Service Requests.

- **Request Logging and Categorization**

  - Process Objective: To record and categorize the Service Request with appropriate diligence and check the requester's authorization to submit the request, in order to facilitate a swift and effective processing.

- **Request Model Execution**

  - Process Objective: To process a Service Request within the agreed time schedule.

- **Request Monitoring and Escalation**

  - Process Objective: To continuously monitor the processing status of outstanding Service Requests, so that counter-measures may be introduced as soon as possible if service levels are likely to be breached.

- **Request Closure and Evaluation**

  - Process Objective: To submit the Request Record to a final quality control before it is closed.

RFS WORKFLOW SUB-PROCESSES
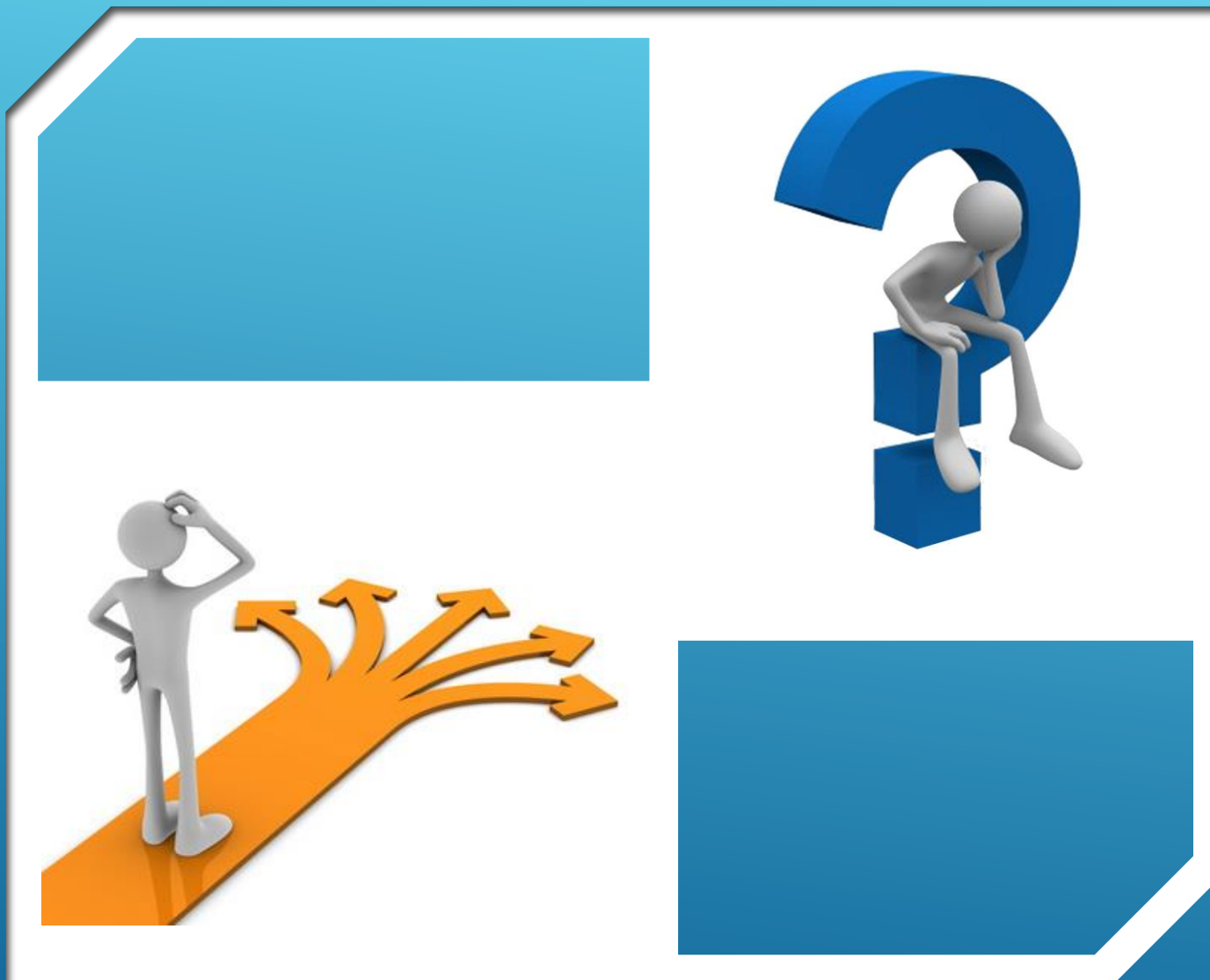
RFS UNCERTAINTIES

▶ To Do or not To DO

▶ How To Do

▶ Is RFS Done

▶ Conflict Resolution

- ▶ Define a model just after the Request type is added ti SLA

- ▶ Agree a model with a customer or user representative

- ▶ Update Knowledgebase with a record containing a model

- ▶ Visualize the model

- ▶ Define escalation and conflict resolution procedures

REQUEST MODEL

- Request: Help me to access the video instruction at the corporate database
- Model:
    - Connect remotely to a user's desktop
    - Open Chrome browser
    - In the browser open the https://localhost/knowledgebase/video link
    - In the search string insert the text with video name or its part
    - Show to a user

REQUEST MODEL EXAMPLE

- Each user request MUST be logged

- Users should be provided by at least TWO technically independent tools to send requests (for example, Web form and cell phone)

- Provide users a form with a drop-down list ov available service requests

- Which tools does your service desk use for users requests?

- Which tools do you consider the most appropriate?

- Why?

- Post your description at the course forum and discuss with the trainer.

LOGGING TIPS

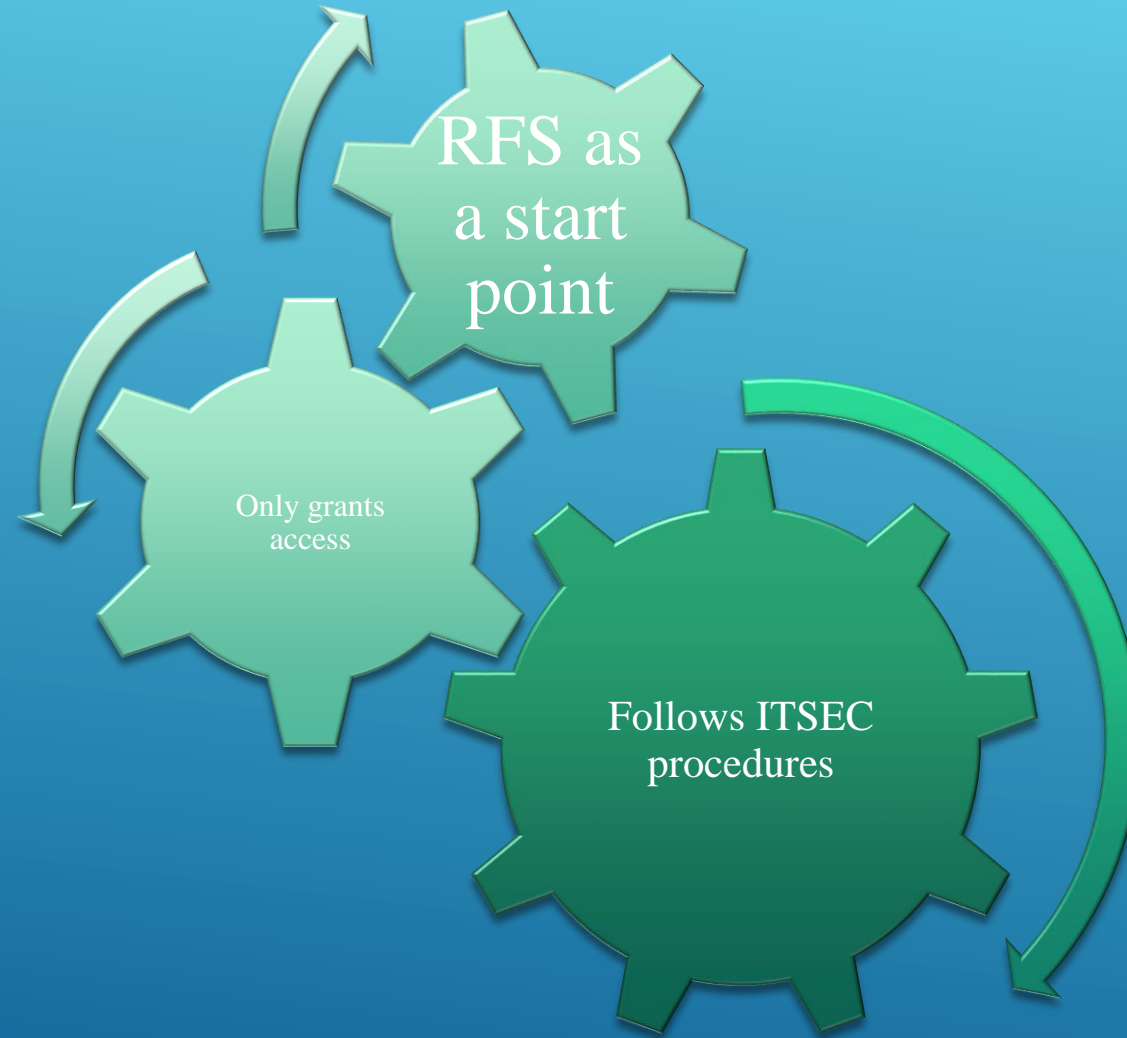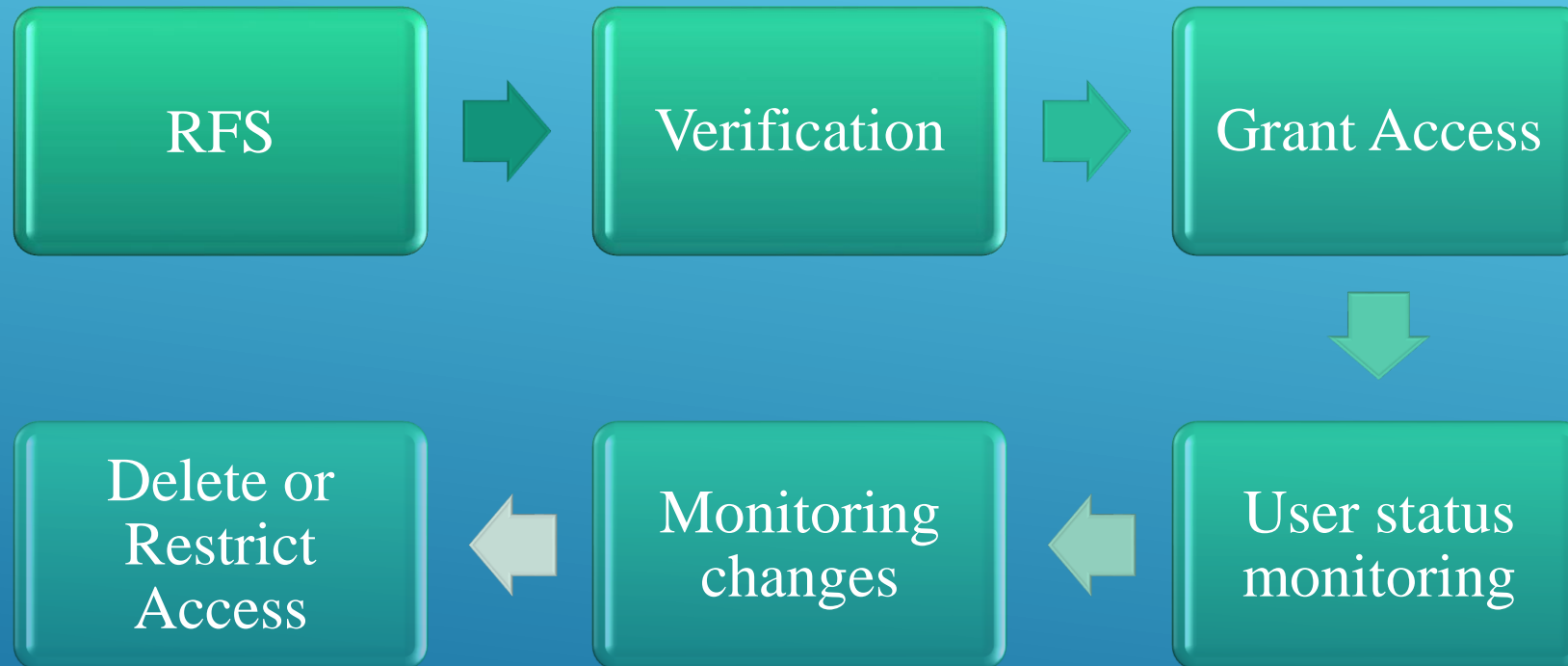- Hierarchic escalation is necessary for both a user and SD operator to their appropriate managers

Tips!

- An SD operator works ONLY following the request model

- If a user does not confirm RFS resolution after applying the model, the synchronous escalation procedure starts

RFS ESCALATION PROCEDURE

ACCESS MANAGEMENT
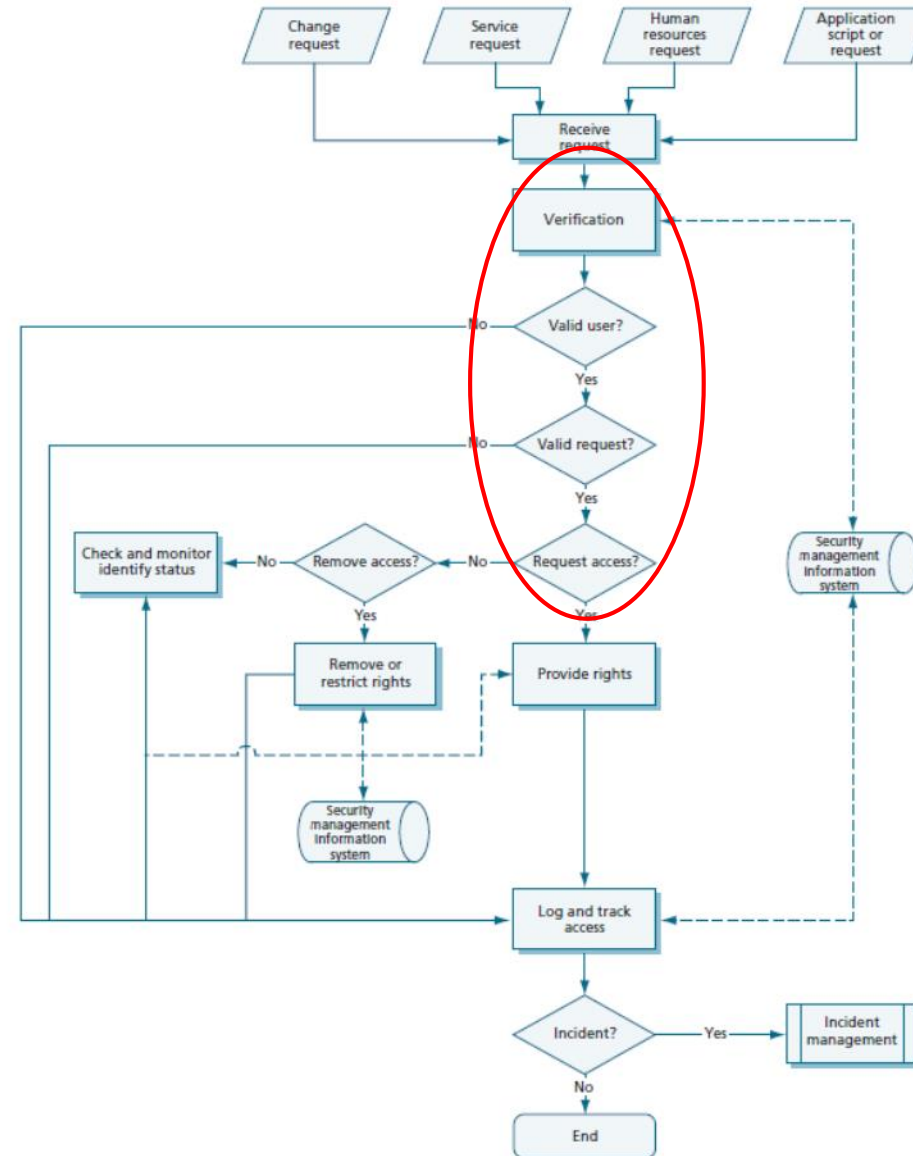
PROCESS WORKFLOW

VERIFICATION

Verify initiator

HOW?

Authorize the request
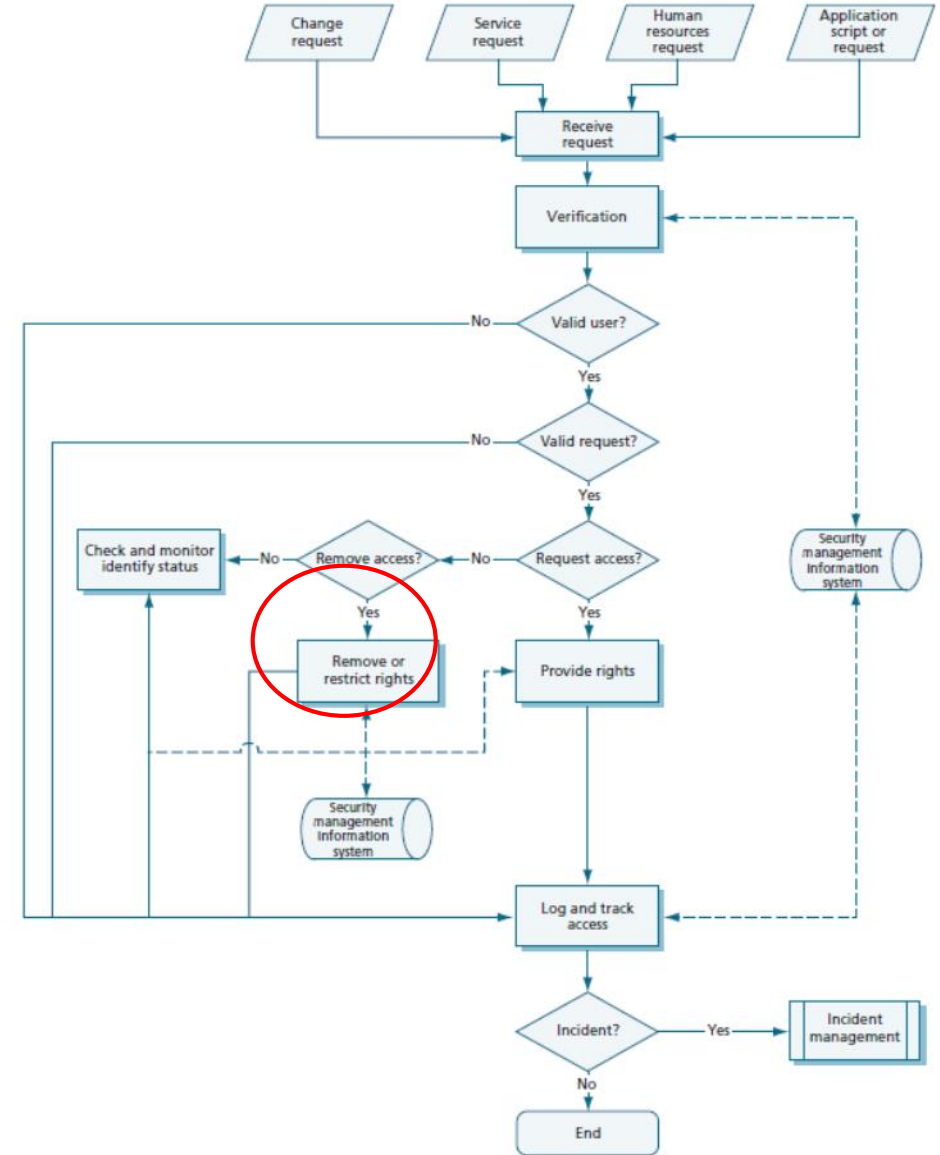
Authorize by HR

Authorize by a manager

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DELIVER ACCESS RIGHTS

Follow policies

Control role conflicts

USER MONITORING

User status changes

- Role change
- Vacations
- Business trip
- User fired
- Death