Service Request Procedure

1. **Purpose**

The objective of this process is to be able to respond to and resolve standard service requests which have a pre-defined approval and qualification process.

1. **Scope**

The procedure starts with the raised service request ticket and ends with the resolved service request and updated activity log.

1. Narrative
2. The Requestor send a service request to the Authority IT Helpdesk.
3. The Helpdesk Specialist (First Line of Support) ensures all the necessary approvals are in process as per the IT policy and procedures.
   1. **Case A – Yes;** in case the request has the necessary approvals, proceed to step 3.4.
   2. **Case B – No;** in case the request does not have the necessary approvals, proceed to step 3.3.
4. The Helpdesk Specialist (First Line of Support) notifies the Requestor that the appropriate approvals are not in place.
5. The Helpdesk Specialist (First Line of Support) registers the Service Request and then assigns a priority level and assigns the concerned staff within the IT Department.
6. The relevant IT Specialist (Second line of Support) checks whether third-party supplier involvement is required to respond to this Service Request.
   1. **Case A – Yes;** in casethird-party supplier involvement is required, proceed to step 3.6.
   2. **Case B – No;** in case third-party supplier involvement is not required, proceed to step 3.7.
7. The relevant Section Manager utilizes existing service agreements with third-party suppliers in case of additional service requirements. Proceed to step 3.8.
8. The relevant IT Specialist (Second line of Support) executes the IT service as per the required scope.
9. Does the Requestor object?
   1. **Case A – Yes;** in case the Requestor objects, return to step 3.5.
   2. **Case B – No;** in case the Requestor does not object, return to step 3.9.
10. The relevant IT Specialist closes the service request after having received confirmation from the Business User and update the activity log with details of the incident.
11. The relevant Section Manager conducts a Periodic Review of the activity log to monitor performance.
12. Service Request Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Percentage of Overdue Service Requests | KPI |
| The percentage of service requests that have been resolved with delays past the agreed upon turnaround time. | Description |
|  | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Fulfilment of Service Request |  | Relevant Department | N/A |
| Providing Confirmation |  | Relevant Department | Relevant Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.