



Service Request Fulfillment

ITILv3 Foundations

<http://www.jasondion.com>

Service Request Fulfillment Process

- To manage the lifecycle for all service requests from users
- Deliver value directly and swiftly to users, enhancing their efficiency and effectiveness
- Assists users in situations where no service degradation or interruption is involved



WARNING: Stick to the Process...

- Users want to circumvent the process
- Then, it usually makes the request take longer and aggravates both the user and the IT staff



Types of Requests

- Numerous types of requests are made:
 - New account creation
 - New hardware
 - New software
 - Resetting their password
 - Move a workstation to a new office



Key Takeaways

- Request fulfillment is about handling all requests, not necessarily solving them
- All requests should be recorded, as this helps Continual Service Improvement
- Requests can trigger other processes (Change, Incident, & Problem MGMT)
- Some requests are impossible to fulfill

