

## **Service Request Case Study**

- Santosh Infotech is the Organization which provides telecommunication between various cities, hence as communication is provided with physical lines so various new items are required most of times when it is required to cover some new cities, hence workers are required to install new hardware new cables so they required to take new products from company in stock warehouse, so supervisors( of workers) need a simple form to place an order for any items they need to setup for new extended lines in some city.

- Fields of the form should be

### **Request Details (Section-1)**

- Supervisor (who is requesting).
    - Supervisor other personal details as much as possible form already supervisors saved records in system (Like Mobile no, Email, Manager, etc).
    - Quantity.
    - Ordering Date (Autopopultaed date when order was submitted).
    - Expected Delivery Date, It would be populated as per items Check notes. (It will show min +5 days date from ordering date means any requested item may take min 5 days for process).

### **Item Details (Section-2)**

- Category: Choices (Cables, Repeaters, Hub, Switches).
    - Sub-category: Cable (UTP Cable, STP Cable, Coaxial Cable, Fiber Optic Cable) Repeaters (Analog, Digital).  
Hub(Active, Passive).  
Switchs(SPST, SPDT, DPST, DPDT).
    - Sub-SubCategory : UTP Cable(d-link-utp 4-pair, Schneider- utp 4-pair).  
STP Cable(d-link-stp 4-pair, Schneider- stp 4-pair).  
Coaxial Cable(NPC SODIAL Coaxial Cable, CABLESETC Coaxial Cable).  
Fiber Optic Cable (Belkin 3M Duplex Fiber Optic Cable).

- After Submission trigger notification to requester about requested item Details in a tabular form.
    - Trigger Approvals to Manager of Supervisor (First Level Approval) if manager of supervisor is not available, it should be autoapproved.
    - If Manager approved Trigger 2<sup>nd</sup> level approval will go as per following details

Item	Approver's Group
Cables	Network & Cable Group
Repeaters	Network & Repeaters Group
Hub	Network & Hub Group
Switches	Network & Cable Group

- If Group Approved 3<sup>rd</sup> level of approval for Two Harcode Approvers
  - Abel tuter
  - Joe Employee
- If Approved from Review Request Group, then open 2 consecutive tasks (One after other) for further works.
  - One task for Procurement with Description as “Procurement Item” and assign it to some procurement team group. Trigger notification on completion of task with task details to requestor and his manager.
  - One task for Shipping and installation of items with description as “Shipping and installation” and assign it to shipment team. Trigger notification on completion of task with task details to requestor and his manager.
- Request Would be triggered as complete and an email triggered to Manager and Requestor.
- In all other else scenerio’s email should be triggered and Request process would get end.

#### **Notes :**

- Sub-Sub-Category is dependent on Sub-Category and Subcategory dependent on category.
- Sub Subcategory field will come over form only when sub category have Cable as choice.
- Ordering Date should not be any past date. Only today or Future Date.
- Expected Delivery Date = Ordering Date + 2 Days (For Cables)/ 4 Days (For Repeaters)/ 5 Days(For hub, For Switches).
- Every user should have ‘My Requested Items’ module to look his requested items as per his role.
- Only Manager should have ‘My Team Requested items’ module to look all requests generated by his subordinates.
- End users should be able to see requested for and requested by fields and ‘item’ field also when they will navigate with ‘My Requested Items’ for their requests.
- Only Managers can cancel request subordinates can’t cancel request.

#### **Reporting & Dasboard:**

- Generate Reporting for all Requested Items in last 1 month.
- Generate Reporting for as count of per item wrt to time upto 6 months.
- Generate Reporting for all Cancelled Requests in last 6 months.
- Generate Reporting which have successfully completed only one level of approval in last 6 months.

- Reporting for SLA breached in last 3 months.
- Create a dashboard for santosh technologies and put all those reports there.
- Use interactive filter and use the same dashboard to filter reports dynamically.

**SLA:**

- All tasks will have resolution SLA with OOB workflow and with 2 days' time period, show tasks SLA below tasks form.

**Portal:**

- Please configure same configuration on portal also for catalogs only.