

## Introduction

The Service Request Process Document is developed for internal use in NETMONASTERY to establish and implement a formal process for requesting, reviewing, and implementing new engineering services within the organization. This document works as a guide for instituting efficient and effective work practices by adhering to the formal work process. By adhering to this process, teams can meet customer requirements efficiently.

## Service Request Process

The Service Request Process is an official document that outlines the formal procedure established by Netmonastery for requesting and implementing new engineering services. The New Engineering Services Process provides a comprehensive, step-by-step guide to manage and fulfill service requests systematically. This document includes the scope, input process, process flow, expected output of the process,

Coding and Implementation

| Name of Process | Service Request | | |
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| Process Owner | Product Manager | | |
| Created By | Christy Peedikaparambil | Date | 27/11/2024 |
| Last Updated By |  | Date |  |

| Process Purpose | This document outlines the steps for adding a service request to the GitHub crossroads repository, ensuring each service request includes all necessary information for implementation and review. | | | |
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| Process Scope | Members from the following teams can report bugs to the engineering team:   * Support Team * DARC Team * Sales Team * Engineering Team | | |
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| Process Input | The process begins when a customer requests a new engineering service, and the request is submitted to the GitHub crossroads repository by the team. | | |
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| Process Flow | 1. Login into GitHub:    1. To raise a service request open GitHub and navigate to the **crossroads** repository. 2. Create a New Issue:    1. Click **New Issue** in the repository. 3. Select Issue Type:    1. A list of options will appear. Navigate to the **Engineering Service** and click **Get Started**. 4. Fill in the Mandatory Fields:    1. Service Title: Enter a title describing the service.    2. Customer Name: Enter the name of the customer who requested the service.    3. Environment Type: Specify whether this service is for SaaS, On-prem, or Both.    4. Priority: Select the appropriate priority level for the service request(P1, P2, P3, or P4).    5. Description/Outcome Expected: Provide additional details about the service, including its purpose. 5. Attach Supporting Files:    1. Attach any relevant screenshots or documents that would help review or understand the service. 6. Submit the Issue:    1. Click **Submit New Issue** to save the service request in the crossroads repository. 7. Validation and Quality checks:    1. Ensure all mandatory fields are completed and the attached files support the service description.    2. Confirm that the selected priority level reflects the service request's importance and urgency. | | |
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| Process Output | 1. This process ensures that service requests are accurately logged and assigned to the default assignee on **Github crossroads** repository. 2. It guarantees clear communication between both the reporter and the reviewer, providing transparency on the service request and expected resolution. | | |
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| Exceptions to Normal Process Flow | NA | | |
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| Control Points and Measurements | 1. Must have access to the GitHub crossroads repository and details about the service request including the title, customer name, environment type, and priority level. 2. The Product Manager ensures that all the mandatory fields are filled out when raising an Engineering Service Request. 3. Requests should be properly categorized and include the necessary information to support the request. | | |
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Version History

| Version | Date | Author | Approved By | Status |
| --- | --- | --- | --- | --- |
| v1.0 | 27/11/2024 | Christy Peedikaparambil | Swati Das Gupta | Draft |