**Dictionary:**

**Service Request (SR)** – is a request to solve an incident or disruption of a service which is not part of the standard operations in Scope of SSC and which causes, or may cause, an interruption or a reduction in, the quality of that service.

The term service request is used as a generic description for many varying types of demands that are placed upon the SSC by country users. These demands should not be standard operational tasks which are daily operation of SSC. For example, a request to run a payment or book an invoice is not a SR.

**Requestor –** employee of Exide business units entitled to issue service request for accounting/finance area

**Agent** – SSC employee addressing SR

**SSC –** Exide Shared Service Center located in Poznań.

1. **General description:** 
   1. Service requests is used as a generic description for many varying types of demands within accounting/finance area.
   2. There will be only one Service Request Management process for Exide organization in Europe referring to SSC.
   3. Service request can be opened exclusively for processes in charge/in control of SSC team.
   4. Service request can be open exclusively via ticketing system through defined type emails/via service now system.
   5. Demand can be placed by users from business units in Europe (internal customers)
   6. An open service request does not imply that the service is impacted. After evaluation of SR this may be forwarded for processing or rejected with justification.
   7. Availability of the ticketing system: 24/7. Peak usage expected: 9 am – 5 pm CET Mon.-Fri.
   8. SR to be addressed by SSC during working days Mon-Fri 9 am – 5 pm CET
   9. No. of requestors from Business Units who are likely to report Service Requests: 80-100.
   10. No. of users from SSC who are likely to manage Service Requests: **10-15**.

Flow description:

1. Service Request – request form placed by requestor from business units by the pre-defined request form (registered in Service now automatically )

* Function button in Gmail “Exide SSC Service request” generating structured email with drop-down list
* Service request form stipulates required information impacting email subject in gmail (mandatory fields):
  + COUNTRY selection field (ES, DE, IT, FR, PL, PT, BNL, UK, NOR)
  + AREA selection field (GL; AR/TR; AP)
* SR number populated automatically and added to the e-mail subject
* Final structure of email subject should be COUNTRY. AREA.SR\_NO. (eg. ES.AP.SR\_000102; IT.AR/TR.SR\_000103)

1. Service request form is auto-registered in SNOW
2. SSC Team Leader in SNOW assigns the Agent when SR is to be processed by SSC or REJECTS when non relevant providing justification for rejection
3. Once the ticket is rejected an e-mail with justification is sent to SR originator from SNOW
4. Once the SR in SNOW is assigned to the Agent, an e-mail is sent to SSC generic mailbox and to assigned agent mailbox automatically.
   1. The e-mail need to have a structured subject: **COUNTRY.AREA.SR\_NO.OPEN**
   2. In Shared mailbox in Gmail the predefined labels will be applied to e-mail based on the structured subject and e-mail will be transferred to subfolder assigned to appropriate SSC group
   3. Email body should contain an Auto-respond button **“SR CLOSED”** which should be used by the Agent when the resolution is provided
5. Resolution provided by SSC
6. Once the resolution is provided an Agent should click the SR CLOSED button in the original email
7. Automatic notification is sent to SNOW and SR status in SNOW is changed to “CLOSED”,
8. Email information with status closed is sent to requestor and to SSC generic mailbox
   1. the e-mail needs to have a structured subject: **COUNTRY.AREA.SR\_NO.CLOSED**
   2. SSC Team Leader archives both emails (with status OPEN and CLOSED) in generic mailbox under each country label

END