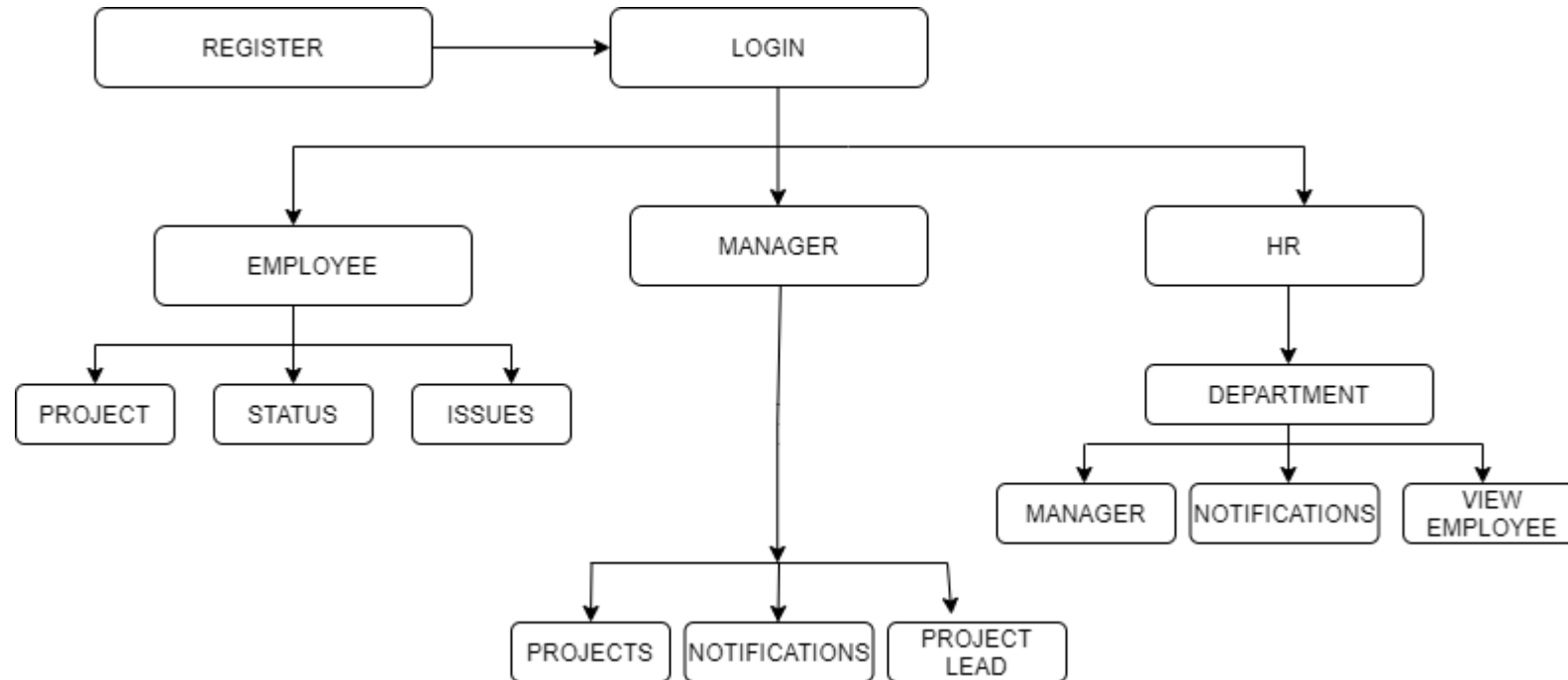


Service Request Management



What is a service request?

- It is asking for access to applications, software licenses or new hardware, the information technology infrastructure library these as service requests.
- Service requests are often repeating, so efficient Management follow a repeatable procedure to handle them.

Service request object

- To provide a channel for employees to request and received standard services for which a pre-defined approval and qualification process exists.
- To provide information to employee's and employee about the availability of services an the procedure for obtaining them.
- To source and deliver components standard services

What is request fulfilment?

- Request fulfillment is the process of resolving a employee's service request and refers to managing the entire lifecycle of all service requests.
- The service desk team is dedicated to responding to and fulfilling requests while delivering the highest level of service support quality to the employee.

Scope of request fulfilment:

- Service Request
- Incident

Requirements:

- Sent request
- Manage the request
- Manage the various department

Services

- Service request : A employee request for something new to be provided.

Ex: I need a new laptop.

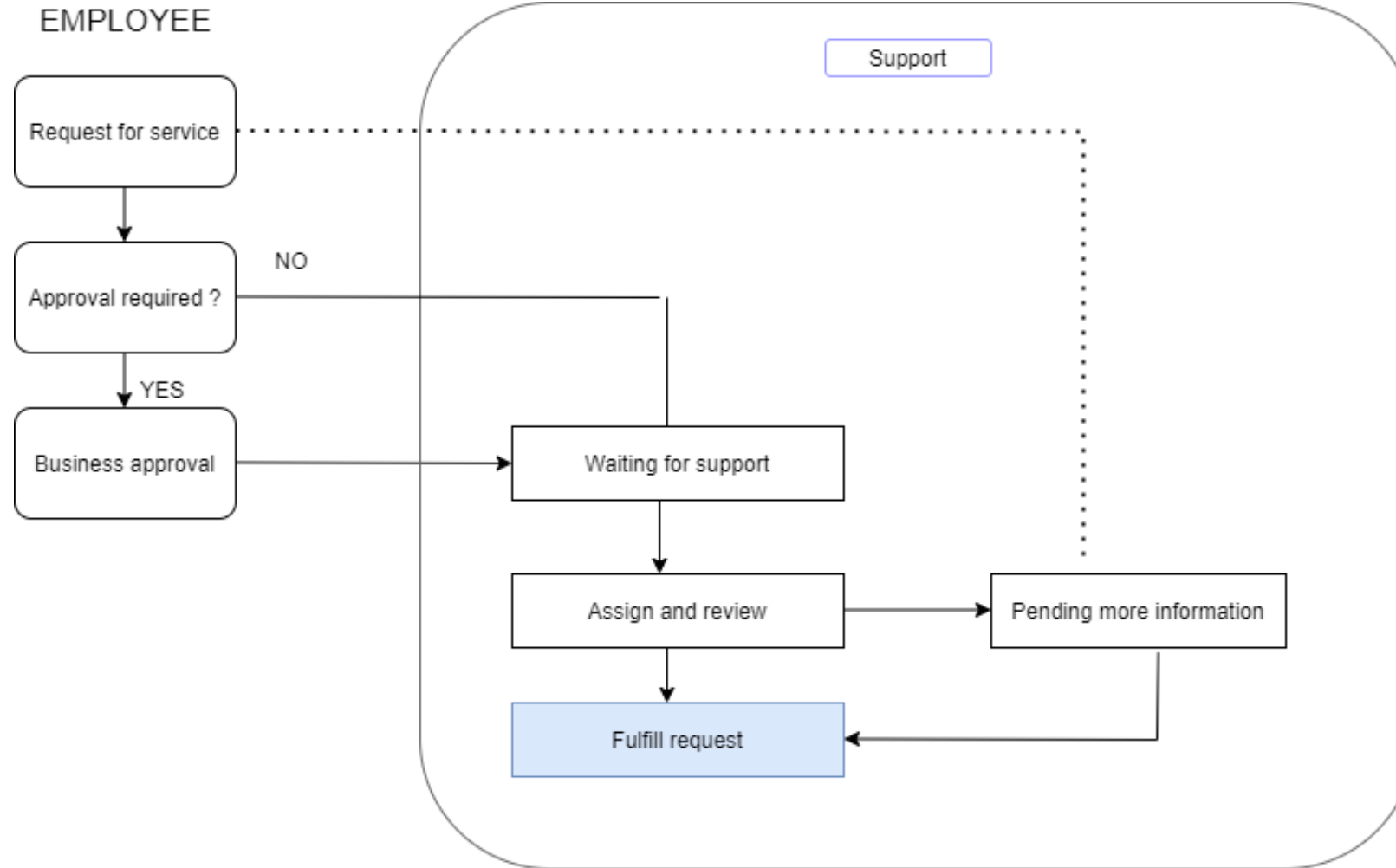
- Incident : An unplanned event that reduces the quality of a service and requires an emergency response.

Ex:

- Change : Adding, modifying or remove some softwares.

Ex: I need to new os

Service request management



The service request process in brief:

- An employee requests help from your service portal .
- Something
- A service desk agent works to fulfil the service request, or forwards the request to someone who can.
- After resolving the request , the agent closes the ticket and consults the employee to make sure they are satisfied.

Specification Requirements