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**Document Control**

**Document Version History**

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# 1. Introduction

The Request Fulfillment process entails selecting things from a service catalogue and submitting a service request, as well as providing financial and business approvals, provisioning, and fulfilling service requests. It oversees ensuring that IT assistance is available for self-help activities and that requests may be properly executed after necessary authorizations have been obtained.

# 2. Objectives

The following are the goals of the request fulfilment process:

* Provide a method for users to request and receive standard services that are subject to a pre-defined authorization and qualification process.
* Provide information to users and consumers about the services that are available and how to access them.
* Source and supply the components of standard services that have been requested.
* Assist with general inquiries, complaints, or suggestions.

# 3. Process

**Incident Management**

**Request mode**

**Call, chat, Email**

**Request Closure**

**Request Review**

**Request Authorization**

**Service Management**

**Request Fulfillment**

**Request Logging**

**Receive request**

## 3.1 Request Logging

To document and categorize the Service Request, as well as verify the requester's authorization to submit the request, to provide a quick and efficient response.

|  |  |  |  |
| --- | --- | --- | --- |
| **Source** | **Request** | **Status** | **Responsible** |
| Email | Product not delivered | Assigned | Service Desk Staff |
| Chatbot | Refund not issued | In Progress | User |
|  |  |  |  |

## 3.2 Request model execution

The goal of this request fulfilment sub-process is to complete the lifecycle of a service request within the time frame specified in the service level agreement.

## 3.3 Request monitoring and execution

Continuously monitor the status of pending Service Requests so that, if service levels are likely to be broken, countermeasures can be implemented as soon as possible.

## 3.4 Request closure

Before closing the Request Record, it must be subjected to a final quality check. The goal is to ensure that the Service Request is processed and that the necessary information to describe the request's lifetime is provided in sufficient detail. In addition, the results of the request's processing must be documented for future reference.

# 4. Roles and responsibilities

* Request process owner- Ensures that process technicians have the necessary expertise, technical and business understanding, and a grasp of their position in the process.
* User- Logs relevant Service Requests using Self Service or the Service Desk.
* Requester- Initiates a Service Request on behalf of users through the Request Fulfillment interface.
* Request approver- Reviews, confirms, and approves service request details
* Request Manager- Supports request fulfilment tools and processes by planning and managing assistance.

1. Supports request fulfilment tools and processes by planning and managing assistance.
2. Ensures that Service Owners assess their request items for relevance and currency on a yearly basis.

* Service Owner- Include the request item's specifications, such as the online request form(s) and a description of the approval and fulfilment operations.

1. Trigger the procedure by giving the relevant catalogue item details whenever the Request needs to be modified.
2. At least once a year, they should review their request items to ensure they are current.

* Service desk analyst

1. All requests must be carefully recorded and sent to the appropriate request workflow.
2. Check that the request is genuine, and that the user has permission to use the requested service.
3. Communicate with users, bringing them up to date on the status of their requests.
4. If a request can be satisfied at the Service Desk, start the Closure activity.

# 5. Request Status

|  |  |  |
| --- | --- | --- |
| **Request Name** | **Status** | **Responsible** |
| Wrong Amount charged in invoice | Assigned | Requester |
| Refund not issued | In Progress | User |
|  |  |  |
|  |  |  |

# 6. Key Performance Indicators

|  |  |
| --- | --- |
| **Critical success factors** | **KPI** |
| Improved customer satisfaction | 95% of the requests are responded within the response time |
|  |  |
|  |  |

# 7. Hierarchal escalations

When a Fulfillment Team fails to reply or handle a request within a specific timeframe for a particular priority, hierarchical escalations are applied. These notices are sent to team leaders so that they may keep track of work speed and communicate with end users/customers and other important stakeholders as needed.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Request** | **Priority** | **Status** | **Deadline to respond** | **Resolution deadline** | **Escalated to** |
| Money not refunded | High | Unresolved | 2 hours | 5 Business days | Escalation manager |
|  |  |  |  |  |  |
|  |  |  |  |  |  |