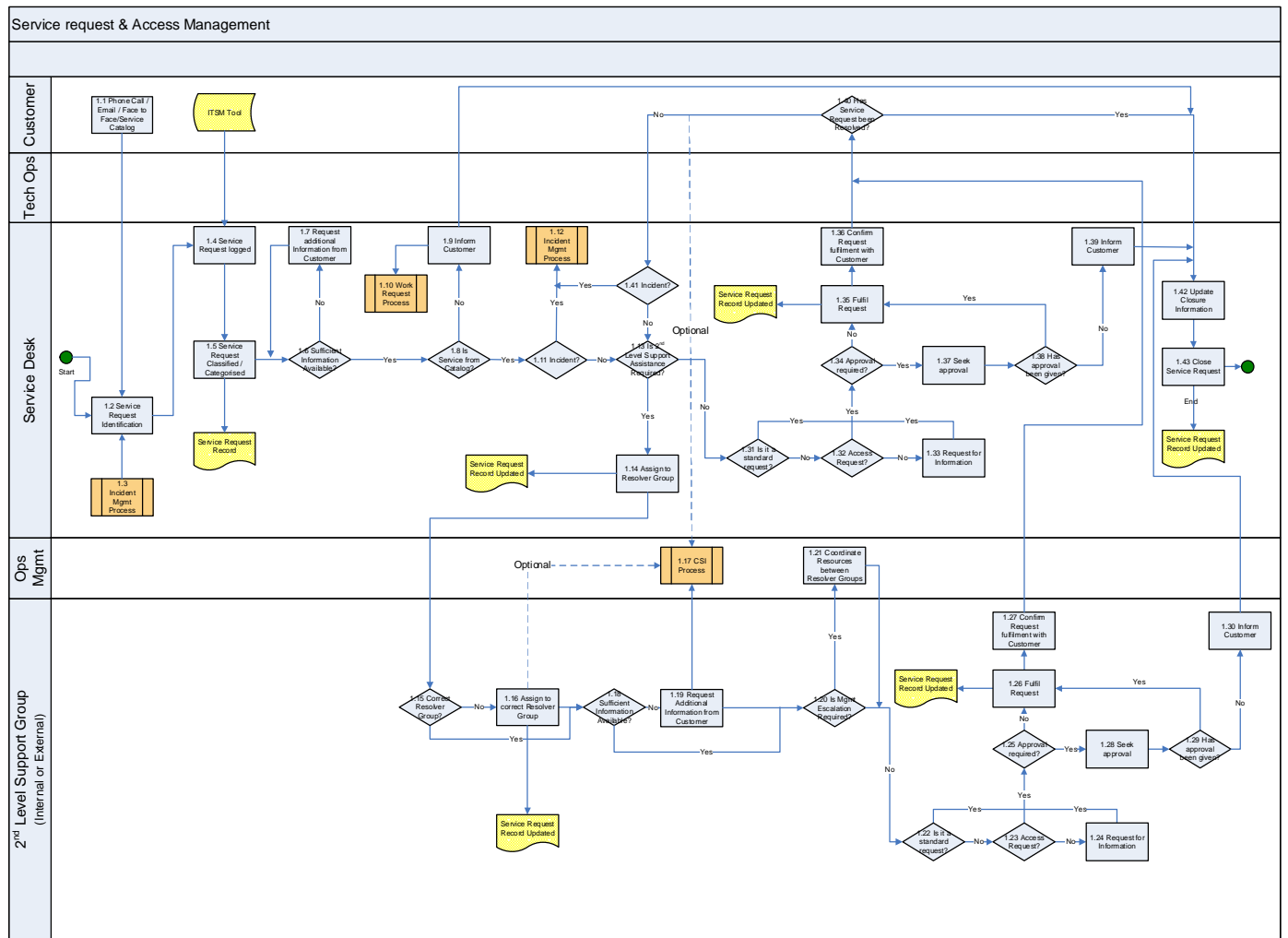


Request Fulfilment Process Workflow



Process Activity	Process Activity Description	Responsible Team
1.1 Phone Call / Email / Face to Face/Service Catalog	Customer makes contact with the Service Desk either by phone call, email, face contact or through Service Catalog	Customer
1.2 Service Request Identification	Service Request is identified by the Service desk and Service Desk prepare to take appropriate action.	Service Desk
1.3 Incident Mgmt Process	Service Request is triggered from Incident Mgmt Process	Service Desk
1.4 Service Request logged	Service Request is logged into the Service Management tool ensuring all appropriate information is captured at the time of logging	Service Desk
1.5 Service Request Classified / Categorised	Service Request is classified and categorised based on information available to the Service Desk staff	Service Desk
1.6 Sufficient Information Available?	The Service Desk analyst will review the information contained in the Service Request record and will determine if there is sufficient information available to perform Service Request procedure.	Service Desk
1.7 Request additional Information from Customer	If additional information is needed to continue with the Service Request, the Service Desk analyst will request any additional information required from the Customer.	Service Desk
1.8 Is it Service from the Catalog?	The Service Desk analyst will check the Catalog to verify if the Service Request is in.	Service Desk
1.9 Inform Customer	If the Service Request is not in the Catalog the Service Desk analyst will inform Customer.	Service Desk
1.10 Work Request Process	If the Service Request is not in the Catalog the Work Request Process will take over	Service Desk
1.11 Incident?	Based on classification, categorization and additional information from the Customer, the question of if the Service Request is actually an incident is asked.	Service Desk
1.12 Incident Mgmt Process	If the service request is an incident, this is noted in the service management tool and the service request is reclassified as an incident and the Incident Mgmt Process will take over.	Service Desk
1.13 Is 2nd Level Support Assistance Required?	After the initial diagnosis and review of the Service Request, the service desk analyst will determine if 2nd level support assistance is required. This may also be based on the SLA.	Service Desk
1.14 Assign to Resolver Group	If the Service Desk analyst determines that 2nd Level support assistance is required, they will assign incident to the appropriate resolver group based on information available.	Service Desk
1.15 Correct Resolver Group?	2nd level support groups will, upon receipt of an incident verify that the correct resolver group has been assigned to the incident.	2nd Level Support

Process Activity	Process Activity Description	Responsible Team
1.16 Assign to correct Resolver Group	If the incident has been assigned to the wrong resolver group, the 2nd level support group will reassign to the correct resolver group	2nd Level Support
1.17 CSI Process	When wrong assignment is done a trigger to the CSI process is informed to take appropriate action to improve the service for the future.	2nd Level Support
1.18 Sufficient Information Available?	The 2nd level support analyst will review the information contained in the Service Request record and will determine if there is sufficient information available to perform Service Request procedure	2nd Level Support
1.19 Request Additional Information from Customer	If additional information is needed to continue with the Service Request, the 2nd level support analyst will request any additional information required from the customer.	2nd Level Support
1.20 Is Mgmt Escalation Required?	The 2nd level support analyst will determine if a management escalation is required (e.g. Service Request is passed from support group to support group with no ownership being taken, where the Service Request is close to breaching SLA times, etc.).	2nd Level Support
1.21 Coordinate Resources between Resolver Groups	If a Management escalation is required, Operations Management will coordinate support resources to ensure that the correct groups are involved in Service Request fulfilment to the customer.	2nd Level Support
1.22 Is it a standard request?	The 2nd Level Support analyst will determine if the Service Request is considered a standard request based on information available.	2nd Level Support
1.23 Access Request?	The 2nd Level Support analyst will determine if the Service Request is considered an access request based on information available.	2nd Level Support
1.24 Request for Information	The Service Request is considered as a request for information.	2nd Level Support
1.25 Approval required?	The 2nd Level Support analyst will determine if the Service Request is in need of approval.	2nd Level Support
1.26 Fulfil Request	The 2nd Level Support analyst will follow working instructions to fulfil the Service Request.	2nd Level Support
1.27 Confirm Request fulfilment with Customer	Once the Service Request has been completed, the 2nd Level Support analyst will confirm fulfilment with the customer.	2nd Level Support
1.28 Seek approval	The 2nd Level Support analyst will seek approval from an authorized staff.	2nd Level Support
1.29 Has approval been given?	The 2nd Level Support analyst will check if the Service Request has been approved.	2nd Level Support

Process Activity	Process Activity Description	Responsible Team
1.30 Inform Customer	The 2nd Level Support analyst will inform customer that approval has not been granted and that Service Request cannot be fulfilled.	2nd Level Support
1.31 Is it a standard request?	The Service Desk analyst will determine if the Service Request is considered a standard request based on information available.	Service Desk
1.32 Access Request?	The Service Desk analyst will determine if the Service Request is considered an access request based on information available.	Service Desk
1.33 Request for Information	The Service Request is considered as a request for information	Service Desk
1.34 Approval required?	The Service Desk analyst will determine if the Service Request is in need of approval.	Service Desk
1.35 Fulfil Request	The Service Desk analyst will follow working instructions to fulfil the Service Request.	Service Desk
1.36 Confirm Request fulfilment with Customer	Once the Service Request has been completed, Service Desk analyst will confirm fulfillment with the customer.	Service Desk
1.37 Seek approval	The Service Desk analyst will seek approval from an authorized staff.	Service Desk
1.38 Has approval been given?	The Service Desk analyst will check if the Service Request has been approved..	Service Desk
1.39 Inform Customer	The Service Desk analyst will inform customer that approval has not been granted and that Service Request cannot be fulfilled.	Service Desk
1.40 Has Service Request been fulfilled?	The customer is required to confirm that his Service Request has been fulfilled.	Customer
1.41 Incident?	Based on information provided by the customer, the Service Request needs to be verified and categorized as an incident.	Service Desk
1.42 Update Closure Information	If the customer confirms their Service Request has been fulfilled, the service desk analyst will update the Service Request in the service management tool with the appropriate closure information.	Service Desk
1.43 Close Service Request	The Service Request in the service desk tool is closed.	Service Desk