CWDS
Request Fulfillment ITIL High Level Design

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Approvals

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1. Introduction

The purpose of this document is to provide a high level, or management view, of *CWDS'*s Request Fulfillment (RF) process. The RF high level process flow is the focal point for this document, with a corresponding section that defines each of the RF high level process activities.

Global process policies that span the entire RF process, decided and agreed by *CWDS*'s RF project team, define the expected behavior for each IT service provider (internal and external) with responsibilities for the day-to-day process operations.

Touch points with other service management processes are listed in the final section. These touch points identify process inputs and outputs that are necessary for successful RF operations. The RF project team should consider these inputs and outputs, regardless of organizational plans to fully implement additional processes.

The content within this high level design document has been designed to follow the best practices of the ITIL®.

2. High Level Request Fulfillment Process Flow

At a very high level, there are nine (9) activities for the RF process. These nine process activities are illustrated in the RF high level process flow on the next page.
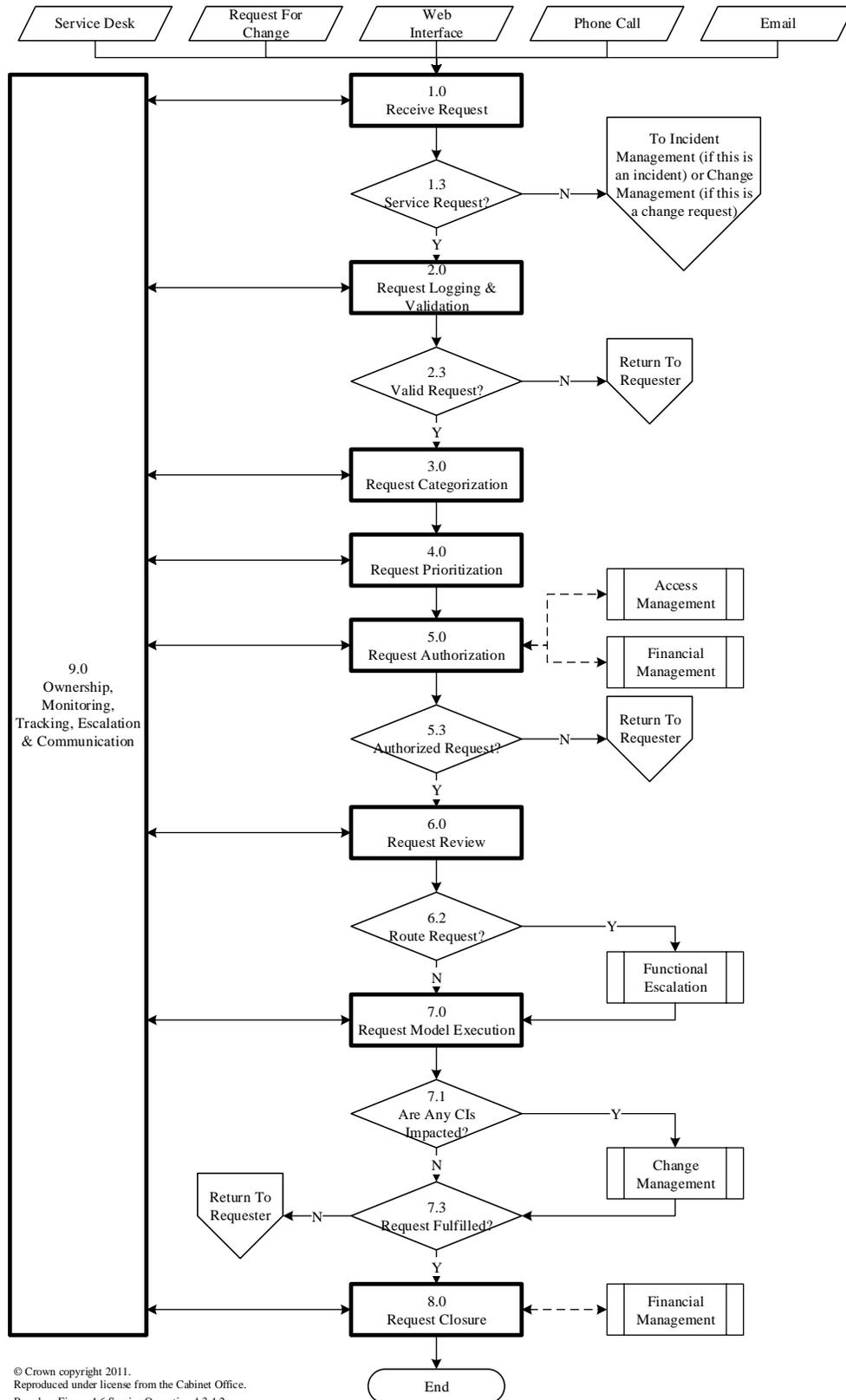
3. This is the process that handles Service Requests from Users.

Request Fulfillment ITIL High Level Design

Service Desk	Request For Change	Web Interface	Phone Call	Email

1.0 Receive Request

1.3 Service Request? → N → To Incident Management (if this is an incident) or Change Management (if this is a change request)

Y ↓

2.0 Request Logging & Validation

2.3 Valid Request? → N → Return To Requester

Y ↓

3.0 Request Categorization

4.0 Request Prioritization

Access Management

5.0 Request Authorization ← Financial Management

5.3 Authorized Request? → N → Return To Requester

Y ↓

6.0 Request Review

6.2 Route Request? → Y → Functional Escalation

N ↓

7.0 Request Model Execution

7.1 Are Any CIs Impacted? → Y → Change Management

N ↓

7.3 Request Fulfilled? → N → Return To Requester

Y ↓

8.0 Request Closure - - → Financial Management

↓

End

9.0 Ownership, Monitoring, Tracking, Escalation & Communication

4. Request Fulfillment High Level Process Activity Descriptions

The following table provides a description of each activity in the RF high level process flow diagram.

Activity	Description
1.0 Receive Request	Fulfillment work on Service Requests does not begin until a formalized request has been received. Service Requests mostly come from the service desk, but it is not unusual to have requests that come in from other sources such as Requests For Change (RFCs), email, ServiceNow web interface or phone call. Standard forms and records are used to capture request information so that they can be easily processed, with minimal need to go back to requesters for more information.
2.0 Request Logging & Validation	All Service Requests are fully logged and date/time stamped, regardless of whether they are created through the Service Desk, RFC, telephone call or email. All relevant information relating to the nature of the request is logged so that a full historical record is maintained. If the request has to be referred to other support groups, they will have the relevant information at hand to assist them. Service Requests are also initially validated. This includes validating the source of the request and that the request is within the scope of the IT services being offered. The requests considered outside of scope are passed to the appropriate process, such as Incident, Change, or Business Relationship Management, for further action.
3.0 Request Categorization	Part of the initial logging is to select the correct Service Request category so that the exact type of the request is recorded. This will be important later when looking at the request types/frequencies to establish trends for use in determining how services are being used, which requests are frequently asked for, and other IT Service Management (ITSM) activities.
4.0 Request Prioritization	Another important aspect of logging every request is to agree and allocate an appropriate prioritization code, as this determines how the Service Request is handled both by support tools and support staff. All Service Requests follow a standard set of criteria for assessing their priority, by considering impact and urgency.

Activity	Description
5.0 Request Authorization	No work takes place to fulfill a request until it has been properly authorized. Simple authorizations can take place via the Service Desk alone or as pre-authorized requests based on request type. In some cases, a more rigorous authorization may be needed from other sources before any work can proceed. A Service Request that cannot be properly authorized will be returned to the requester with the reason for the rejection.
6.0 Request Review	At this stage, the request is reviewed to determine the proper function that will fulfill it. In many cases, the Service Desk may perform all needed fulfillment activities (such as a request for information). In other cases, the request may be escalated to another function(s) that performs specialized activities to fulfill it.
7.0 Request Model Execution	As functions undertake activities to fulfill a request, a request model is used that documents the standard process flow, roles and responsibilities for fulfilling it. This ensures that a repeatable and consistent set of actions are always undertaken for each request type that minimizes the risks for delays or failures as requests are fulfilled.
8.0 Request Closure	Once Service Request activities have been completed, the Service Desk is notified of the completion status. The Service Desk then checks that the request has been fulfilled and that users are satisfied and willing to agree that the request can be closed.
9.0 Ownership, Monitoring, Tracking, Escalation & Communication	The ownership of every Service Request belongs to the Service Desk regardless of where that request is passed for fulfillment. Communication takes place between the Service Desk and the user/customer as well as IT personnel when needed and indicated according to policies and procedures. Using the tools available, all Service Requests are: • Monitored to make sure they are moving along the process path in a timely manner • Tracked to ensure that all actions are logged at an appropriate level of detail so that it is possible to account for what has transpired in the life of the Service Request

5. Request Fulfillment High Level Responsibility Matrix

A responsibility matrix (RACI) is a tool used to help understand which parties are involved in activities and their level of involvement. Because this is a high level view, there are several levels of involvement shown. More detailed RACIs are provided in the detailed design.

Activities Within Process	Request Fulfillment Process Owner	Request Fulfillment Process Manager	Request Fulfillment Analyst	Service Desk	N-Level Support/ Request Fulfillment Process Practitioner	Requested/User	Customer
1.0 Receive Request	A	I	I	R/I		R/I	
2.0 Request Logging & Validation	A	C	R/C	R	R/C/I	C/I	
3.0 Request Categorization	A	C	C	R		C/I	
4.0 Request Prioritization	A	C	C	R		C/I	
5.0 Request Authorization	A	C/I	C/I	R/C/I		C/I	R/C/I
6.0 Request Review	A	C	C	R	R/C/I	I	
7.0 Request Model Execution	A			R	R/I		
8.0 Request Closure	A	C/I	C/I	R	C/I	C/I	C/I
9.0 Ownership, Monitoring, Tracking, Escalation & Communication	A	C/I	C/I	R	C/I	C/I	C/I

Legend:

R = Responsible: Executes the task
A = Accountable: Accountable for final result
C = Consulted: Consulted about the task to provide additional information
I = Informed: Needs to be kept up-to-date on activities/tasks

6. Global Process Policies for Request Fulfillment

Global process policies for RF represent decisions made by the RF Process Owner and RF Project Team for end-to-end management and execution of the RF process. All technologies, organizations and staff defined in the CWDS RF scope are expected to adhere to these global policies.

The global process policies for RF are designed to ensure that all service provider organizations (internal and external) work together to meet CWDS RF goals successfully. Policies required to support external regulations (i.e., legislation) and/or business/customer requirements are also included.

The RF global process policies are owned and monitored by the RF Process Owner. The Process Owner will provide management information to senior- and middle- managers to demonstrate overall process effectiveness and efficiency, compliance at an organizational level and compliance at a department and individual level. The RF Process Owner is also accountable for ensuring that global policies add value to the organization and are reviewed and updated regularly.

The following table provides a list of best practice global process policies for RF. The RF Process Owner is accountable to ensure end-to-end compliance to these policies. In this position the Process Owner must have the authority to make sure middle-management holds its teams accountable for effective and efficient execution of RF activities.

Policy Statement	Reason for Policy	Benefits
One RF process based on ITIL® will be utilized throughout the organization.	To ensure consistent and quality delivery of IT services to customers and to facilitate quick and effective access to standard services which users/customers can use to improve their productivity or the quality of business services and products.	- Improved response time for fulfillment of Service Requests - Consistency in service delivery - Improved customer communication and satisfaction - Improved management information
The RF Process Owner is accountable for the entire IT RF process and has the authority to develop policies and procedures pertaining to the process.	To provide a single point of accountability for the RF process across all service providers.	Consistency in the execution of RF activities across the entire service provider organization(s)

Policy Statement	Reason for Policy	Benefits
The ownership of Service Requests resides with a centralized function, such as the Service Desk, which monitors, escalates, dispatches and often fulfills the user request.	To provide a single point of contact for clear communication, for making requests and for determining their status.	Consistent management and control over the RF lifecycle
The activities used to fulfill a Service Request follow a predefined process flow (see Request Fulfillment Detailed Design appendix for template) devised to include the stages needed to fulfill the request, the individuals or support groups involved, target timescales and escalation paths.	To ensure that requests are fulfilled in a consistent and efficient manner. All types of requests for any given service are identified in advance and their fulfillment flows considered during service design.	Quick and effective access to standard services that business staff can use to improve their productivity
All Service Requests must be logged, controlled, coordinated, promoted and managed throughout their lifecycle via a single system (ServiceNow).	Supports a consistent and repeatable approach for handling Service Requests and reduces the potential for lost requests and conflicts that might arise during handling of requests.	• Better alignment of IT services and business needs • Increased visibility and communication of IT support personnel • Reduction of negative impacts of unfulfilled Service Requests as formalized communication regarding Service Requests is established to assist in managing user expectation • Improved user productivity and higher quality services due to a standardized process for handling Service Requests • Greater ability to absorb large volume of Service Requests • A consistent, unified view of all in-scope Service Requests • Better information for Service Level Management regarding the types of Service Requests that are initiated

Policy Statement	Reason for Policy	Benefits
Prioritization of all Service Requests will occur through the use of the agreed prioritization model and input from the requester.	To ensure common guidelines and standards are used for the prioritization of any Service Request.	Ensures appropriate efficiency by determining the sequence in which a Service Request will be put forward based on impact, urgency and expected effort
All Service Requests must match the authorized list of Service Requests (to be documented later). If a request is submitted that is not on the approved list, Change Management will be notified and the request will be treated as an RFC and forwarded to the Change Management process. Service Requests that impact configuration items will usually be satisfied by implementing a standard change.	To ensure that only Service Requests are carried out by the RF process and that the process is not utilized to bypass the Change Management policies of OSI and to ensure that Change Management does not lose track of changes that may be introduced to configuration items through RF activities.	• Eliminates the possibility of the RF process inadvertently implementing an RFC • Ensures that the Change Management process is notified of any requests that fall outside of the agreed scope for RF so that further action can occur if warranted
All Service Requests are authorized before fulfillment activities are undertaken.	To ensure that resources are efficiently used only for authorized requests.	This speeds up fulfillment of requests by reducing the chance of a bottleneck in the process due to waiting for approvals
Fulfillment of Service Requests take place under an agreed set of criteria for determining their priority that is aligned with overall service levels and objectives.	To ensure that RF activities support service levels and objectives by prioritizing those activities based on actual business need.	Required service levels and objectives for different types of requests are already understood and agreed to by OSI

Policy Statement	Reason for Policy	Benefits
If any Service Request (on the list of standard changes) causes an incident or problem to arise, it will be submitted to the Change Management process for evaluation as to its viability of remaining on the approved list for the RF process.	To ensure that any Service Request that produces disruption or a reduction of quality in IT services are evaluated as to whether an RFC should be required in the future for that Service Request.	• Ensures that Service Requests that do cause disruption are not allowed to be carried out again without Change Management's evaluation of the event • Creates a link to the Change Management process whereby RF policies and procedures will be evaluated when failure occurs due to the RF process • Ensures that RF process is evaluated when disruptions occur due to Service Requests
RF process metrics and management reports will be provided to management and customers in accordance with outlined procedures and agreements.	Assessing performance measures (e.g., efficiency and effectiveness) of the RF process.	• Communicates incidents and problems as a result of a Service Request • Provides trend analysis • Identifies opportunities for improvement
Reviews are conducted by the Process Owner on a regular basis based on the Process Owner's discretion. Reviews will focus on the process consistency and repeatability and Key Performance Indicators (KPIs). Results are communicated to other Process Owners and stakeholders.	Maximize process benefits and reduce costs.	Process is improved

7. Applicable COBIT Controls

The COBIT 4.1 controls that correspond most closely[1] to the ITIL RF process are the following[2]:

AI Acquire and Implement

AI 6 Manage Changes

AI 6.2 Impact Assessment, Prioritization and Authorization

Assess all requests for change in a structured way to determine the impact on the operational system and its functionality. Ensure that changes are categorized, prioritized and authorized.

AI 6.5 Change Closure and Documentation

Whenever changes are implemented, update the associated system and user documentation and procedures accordingly.

AI 7 Install and Accredit Solutions and Changes

AI 7.8 Promotion to Production

Following testing, control the handover of the changed system to operations, keeping it in line with the implementation plan. Obtain approval of the key stakeholders, such as users, system owner and operational management. Where appropriate, run the system in parallel with the old system for a while, and compare behavior and results.

AI 7.9 Post-implementation Review

Establish procedures in line with the organizational change management standards to require a post-implementation review as set out in the implementation plan.

DS Deliver and Support

DS 8 Manage Service Desk and Incidents

DS 8.2 Registration of Customer Queries

Establish a function and system to allow logging and tracking of calls, incidents, Service Requests and information needs. It should work closely with such processes as incident management, problem management, change management, capacity management and availability management. Incidents should be classified according to a business and service priority and routed to the appropriate problem management team, where necessary. Customers should be kept informed of the status of their queries.

These COBIT control numbers may be cited in the detailed design procedure descriptions. See the official COBIT 4.1 documentation at www.isaca.org for more details.

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[1] COBIT® Control mapping from *COBIT® Mapping: Mapping of ITIL v3 With COBIT® 4.1,* 2008, IT Governance Institute

[2] COBIT® Control language is from *COBIT® 4.1,* 2007, IT Governance Institute

8. Integration With Other Processes & Functions

As each process is designed, it is important to recognize that there are key integrations between processes and functions. Even if the goal is not to reach integration, there is a certain level of integration (inputs become outputs) that naturally takes place.

The following two tables describe key areas where RF interacts and integrates with other processes and functions. The 'Actions Taken' column shows activities taken or activity-initiating triggers presented by one process for another. The 'Information Provided' column describes the data or output that is transferred to another process for information or for reporting purposes.

8.1 From Request Fulfillment to Another Process/Function

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**
Access Management	• Provide information about the operational impacts of access requirements on the RF process • Ensure that those making access requests are authorized to do so in accordance with the Information Security policy • Produce information or results that are sensitive as a result of RF activities	• Operational data • Access requests • RF policies and procedures, roles and responsibilities
Application Management	• Provide procedure to deal with Service Requests when they are identified or entered through the accepted tools • Review and approve Service Requests required to deal with application-related requests and questions about applications supported • Provide information about application-related Service Requests that were fulfilled, rejected, delayed or that failed	• Daily, weekly and monthly reports of Service Request volume and nature • Application-related incidents discovered during RF activities • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**

Availability Management	Provide notification of Service Requests that are related to availability or unavailability of services or components	• Number and frequency of Service Requests that are related to availability:
		    o Maintenance
		    o Servicing
		    o Security
		    o Reliability
		
		 • RF policies and procedures, roles and responsibilities

Business Relationship Management	• Provide information on customer compliments and complaints recorded by RF • Provide information on requests generated by customers which were out of scope for RF • Collaborate with Business Relationship Management to define process scope	• IT service compliments and complaints • Requests received that were out of scope for RF • RF policies and procedures, roles and responsibilities
Capacity Management	• Provide information on number and nature of Service Requests and trends over agreed periods of time • Accept Service Requests required to improve capacity and performance on smaller scales than those required by the Change Management process	• Service Requests associated with performance and capacity • Input to resource and performance measurement • Service Requests failing due to capacity or performance limitations or boundaries • RF policies and procedures, roles and responsibilities
Change Evaluation	Evaluation of major changes impacting RF	RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**
Change Management	• Collaborate on the definition of Service Requests and scope of RF • Enforce Change Management compliance • Forward requests that are changes either received by RF in error or as the appropriate way for a customer to access the Change Management process	• Number of changes submitted as Service Requests, both in error and per procedure • RF policies and procedures, roles and responsibilities
Demand Management	• Provide information on number and nature of Service Requests and trends over agreed periods of time • Accept Service Requests required to adjust demand-related capacity and performance on smaller scales than required by the Change Management process	• Operational data • Input to resource and performance measurement • Service Requests failing due to capacity or performance limitations or boundaries • RF policies and procedures, roles and responsibilities
Design Coordination	Coordination of Service Design activities involving RF	RF policies and procedures, roles and responsibilities
Event Management	• Provide event monitoring configuration change Service Requests • Provide event suppression and re-activation requests as submitted by Change Management • Provide responder notification and acknowledgement of change requests	• Event Management and monitoring configuration Service Requests • Event suppression and activation requests • Responder notification and acknowledgement requests • RF policies and procedures, roles and responsibilities
Financial Management for IT Services	Provide information on the number and nature of Service Requests for cost analysis and budget considerations	• Costs of Service Requests (actual vs. budget) • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**
Incident Management	• Review and approve Service Requests which are necessary to resolve incidents that are also routine in nature • Provide information about Service Requests that were rejected, delayed or that failed • Define the procedure to accept Service Requests when they are identified or entered through the Incident Management process • Provide information about incidents that initially entered the RF process in error • Relate Service Requests issued by IT to any incidents that created the need for the request	• Daily, weekly and monthly reports of Service Request volume and nature • Incidents coming to the RF process and having to be submitted to Incident Management • Incidents discovered during RF activities • RF policies and procedures, roles and responsibilities
Information Security Management	Provide information about the operational impacts of information security requirements on the RF process	• Operational data • RF policies and procedures, roles and responsibilities
IT Operations Management	• Define procedure to accept Service Requests when they are identified or entered through the accepted tools • Provide information about IT operations-related Service Requests that were fulfilled, rejected, delayed or have failed	• Daily, weekly and monthly reports of Service Request volume and nature • Operations-related incidents discovered during RF activities • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**
IT Service Continuity Management	• Provide notification concerning Service Requests that are denied due to IT Service Continuity Management policies • Report on number and nature of Service Requests pre- and post-testing of continuity plans • Provide advice on Service Requests that will not be possible during a situation when the continuity plan is invoked	• Access to daily, weekly, and monthly reports • New Service Requests that may impact continuity plans • Service Requests denied due to IT Service Continuity Management policies or testing • RF policies and procedures, roles and responsibilities
Knowledge Management	• Provide updated knowledge articles as Service Requests are fulfilled • Review and approve all Service Requests to alter knowledge articles	• Service Requests performed that involve knowledge articles • RF policies and procedures, roles and responsibilities
Problem Management	• Oversee Service Requests submitted to implement workarounds and to fix known errors • Inform Problem Management of problem-related Service Request status and outcome • Link Service Requests issued by IT to any problems that created the need for the request	• Service Request records • Status communication • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**

Release and Deployment Management	• Provide notification on Service Requests that require the Release & Deployment Management process to fulfill such as for a delta release
	
	• Provide notification of Service Requests pertaining to or caused by any Release & Deployment Management process activity
	
	• Provide notification on Service Request failure due to deviations from the standard baseline
	
	• Deploy new or upgraded components as authorized by Release and Deployment Management
		• The number and nature of Service Requests that are associated with Release & Deployment Management:
		   o Particular to release unit
		   o Release type
		   o Testing
		   o Deployment
		   o Retirement
		
		• RF policies and procedures, roles and responsibilities

Service Asset and Configuration Management	• Provide updated configuration information as Service Requests are fulfilled • Review and approve all Service Requests to alter configuration item attributes such as owner, location, password, etc. • Provide information from RF activities involving moves, additions and changes to service assets • Provide software license checks/updates	• Service Requests performed that involve configuration items • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**
Service Catalog Management	• Provide access to information requested • Synchronize changes to available requests with Service Catalog Management activities	• Changes to available requests • Number of Service Requests by priority per service over a rolling meaningful interval • Average time to fulfill the Service Request by priority over the same interval • Number of Service Requests outstanding at present • RF requirements • RF policies and procedures, roles and responsibilities
Service Desk	• Accept and acknowledge Service Requests • Provide updated RF activities in Service Request records	• Service Request status • Training • RF policies and procedures, roles and responsibilities
Service Level Management	• Review of RF scope for all service level agreements, operational level agreements and underpinning contracts • Provide RF-related metrics for Service Level Management reporting and reviews	• The number and nature of Service Requests completed within and outside service level targets • RF policies and procedures, roles and responsibilities
Service Portfolio Management	• Provide information on requests for access to retired services • Provide information on requests for access to services in the service pipeline • Provide information on requests generated by customers which were out of scope for RF • Collaborate with Service Portfolio Management to define process scope	• Requests received that are in scope for Service Portfolio Management • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**

Service Validation and Testing	• Collaborate on any Service Requests that are related to releases and that require testing
	
	• Define procedure for submitting Service Requests to operations teams as needed for testing and validation when they are identified or entered through the accepted tools
		• The number and nature of Service Requests that are associated with the Service Validation and Testing process:
		  o Particular to release unit
		  o Release type
		  o Testing
		  o Deployment
		  o Retirement
		
		• RF policies and procedures, roles and responsibilities

Seven-Step Improvement	• Identify improvement opportunities • Collaborate on improvement opportunities • Document and review trends on Service Requests over a period of time to identify any consistent patterns • Compare results with prior months, quarters or annual reports • Compare results with agreed-to levels of service • Analyze processed data for accuracy	• Operational data • Documented improvement opportunities • Service Request trends • Feedback on improvements • RF policies and procedures, roles and responsibilities
Strategy Management for IT Services	• Ensure alignment to strategic objectives and desired business outcomes • Provide information on Service Request demand	• Operational data • Service Requests that indicate whether or not a strategy is effective • Customer and user satisfaction levels • Customer and user needs • RF policies and procedures, roles and responsibilities

Provider: Request Fulfillment		Recipient: *Process/Function*
Recipient *Process/Function*	**Key Actions Taken For Recipient By Request Fulfillment**	**Information Provided To Recipient By Request Fulfillment**
Supplier Management	• Review of RF scope for all underpinning contracts • Provide RF-related metrics for Supplier Management reporting and reviews	• The number and nature of Service Requests completed within an underpinning contract • RF policies and procedures, roles and responsibilities
Technical Management	• Define procedure to accept Service Requests when they are identified or entered through the accepted tools • Review and approve Service Requests required to resolve requests and questions about those systems supported by the Technical Management function • Provide information about infrastructure-related Service Requests that were fulfilled, rejected, delayed or failed	• Daily, weekly and monthly reports of Service Request volume and nature • Infrastructure-related incidents discovered during RF activities • RF policies and procedures, roles and responsibilities
Transition Planning & Support	NA	RF policies and procedures, roles and responsibilities

8.2   From Another Process/Function To Request Fulfillment

Provider: *Process/Function*		Recipient: Request Fulfillment
Provider *Process/Function*	**Actions Taken By Provider For Request Fulfillment**	**Information Provided By Provider To Request Fulfillment**
Access Management	Provide and audit application and infrastructure access standards and policies for RF activities, particularly those for requesting access	• Application and infrastructure access policies and standards with focus on access requests • Access Management policy and standards compliance status reporting • Access Management policies and procedures, roles and responsibilities
Application Management	• Respond to and fulfill assigned RF tasks and activities as requested and in conformance with respective policies and procedures • Provide information regarding features and capabilities of applications that may be fulfilled in a Service Request • Identify business users and approval paths	• Approval path for download of client based software • Functionality information for Level 1 'how to' • Answers to requests for information • Acknowledgement of assigned Service Requests • Request completion notice • Application Management policies and procedures, roles and responsibilities
Availability Management	• Assess policies, procedures and scope of RF process as it relates to Availability Management • Provide RF with details of the schedule of planned downtime with regard to maintenance and servicing	• Service Requests for tuning of the infrastructure • RFCs to the availability plan • Availability requirements and plan • Security requirements • Schedule of planned maintenance and testing activities • Availability Management policies and procedures, roles and responsibilities

Provider: *Process/Function*		Recipient: Request Fulfillment
Provider *Process/Function*	**Actions Taken By Provider For Request Fulfillment**	**Information Provided By Provider To Request Fulfillment**
Business Relationship Management	Improved understanding with customers regarding RF scope	Business Relationship Management policies and procedures, roles and responsibilities
Capacity Management	• Provide policies and guidelines as to what can be initiated via a Service Request with regard to Capacity Management • Communicate capacity adjustments	• Capacity requirements and plan • Reports of capacity impacted by Service Requests • Capacity Management policies and procedures, roles and responsibilities
Change Evaluation	Evaluation of service acceptance criteria related to RF	Change Evaluation policies and procedures, roles and responsibilities
Change Management	Authorize changes to process documentation and reports	• Change schedule • Change Management policies and procedures, roles and responsibilities
Demand Management	Communicate expected demand related to increased or decreased volume for RF	• Capacity plans (service package-driven contributions) • Demand Management policies and procedures, roles and responsibilities
Design Coordination	Coordinate the use of Service Requests during the Service Design stage	Design Coordination policies and procedures, roles and responsibilities
Event Management	Fulfill 'event and instrumentation rule' and 'parameter change' requests	• Request completion notification • Event Management policies and procedures, roles and responsibilities
Financial Management for IT Services	• Provide budgetary, costing and charging information and guidelines for RF process • Perform cost benefit analysis for RF process	• IT budget • Costing information • Financial Management for IT Services policies and procedures, roles and responsibilities

Provider: *Process/Function*		Recipient: Request Fulfillment
Provider *Process/Function*	**Actions Taken By Provider For Request Fulfillment**	**Information Provided By Provider To Request Fulfillment**
Incident Management	• Detect and resolve incidents that arise from failed Service Requests • Assist in evaluating the guidelines for Service Requests • Provide input for the procedures in transferring a Service Request to the Incident Management process and vice versa	• Incidents resulting from Service Requests • Impact of Service Requests (good or bad) • User reaction and feedback to RF • Incident Management policies and procedures, roles and responsibilities
Information Security Management	• Ensure basic integration of information security into RF • Communicate information regarding specific components and services and requirements for taking action on Service Requests	• Information Security policy • Training • Data regarding security breaches related to RF • Information Security Management policies and procedures, roles and responsibilities
IT Operations Management	• Assist in implementing Service Requests with hands-on activity as assigned • Assist in identification of cost saving measures	• Process metrics • Service Request data related to RF • Operations reports • IT Operations Management policies and procedures, roles and responsibilities
IT Service Continuity Management	• Assess impact of RF scope • Provide procedures for Service Requests that may indicate the possibility of a risk to OSI	• Service continuity requirements and plan • IT Service Continuity Management policies and procedures, roles and responsibilities

Provider: *Process/Function*		Recipient: Request Fulfillment
Provider *Process/Function*	**Actions Taken By Provider For Request Fulfillment**	**Information Provided By Provider To Request Fulfillment**
Knowledge Management	• Audit RF knowledge entries • Accept RF knowledge entries and entry assessments • Provide access paths to knowledge items for Service Desk and customers/users	• Service Knowledge Management System (SKMS) to fulfill Service Requests • Knowledge Management policies and procedures, roles and responsibilities
Problem Management	• Ensure that all workarounds that can be fulfilled via a Service Request are available in a knowledge database • Participate in evaluation of Service Request list • Oversee RF related problems and known errors to closure • Direct RF related problems and known errors to RF for action • Solicit RF involvement in Problem Management activities that may benefit from RF input or action • Accept proactive RF based problems	• Problem and known error records • Problem Management policies and procedures, roles and responsibilities
Release and Deployment Management	Ensure RF transition requirements are tested and satisfied for deployed services	• Release policy • Release schedule • Backout plan and test plan • Release and Deployment Management policies and procedures, roles and responsibilities

Provider: *Process/Function*		Recipient: Request Fulfillment
Provider *Process/Function*	**Actions Taken By Provider For Request Fulfillment**	**Information Provided By Provider To Request Fulfillment**
Service Asset and Configuration Management	• Provide reliable, quick and easy access to accurate configuration information • Identify related configuration items that will be affected by Service Requests but were not included in the original request • Identify related configuration items that would benefit from similar Service Requests	• Details of configuration items • Configuration item relationships for RF related impact assessment • Snapshot of Baselines • Service Asset and Configuration Management policies and procedures, roles and responsibilities
Service Catalog Management	• Ensure that available requests are well communicated to users and linked with the services in the catalog that they support • Present the number of Service Requests by priority logged against this service over a rolling meaningful interval • Present the average time to fulfill the Service Request by priority over the same interval • Present the number of Service Requests outstanding at present • RF requirements for the service catalog	• Connection to the RF portal • Service Catalog Management policies and procedures, roles and responsibilities
Service Desk	• Register Service Requests • Monitor Service Requests • Communicate status of Service Requests • Assign Service Requests • Escalate Service Requests	• Service Request data • Audit information • Service Desk policies and procedures, roles and responsibilities

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Service Level Management	• Agree to guidelines for Service Requests per service or customer
	
	• Collaborate with customer when Service Request is outside of scope
	
	• Gives input into RF guidelines
		• Reports on customer satisfaction with RF process
		
		• Updates for Service Level Management-related documentation:
		  ○ Service level agreements
		  ○ Operational level agreements
		  ○ Underpinning contracts
		
		• Service Level Management policies and procedures, roles and responsibilities

Service Portfolio Management	NA	Service Portfolio Management policies and procedures, roles and responsibilities
Service Validation and Testing	Collaborate on RF test requirements for services being changed or evaluated	• Test results and analysis • Service Validation and Testing policies and procedures, roles and responsibilities
Seven-Step Improvement	Recommend process improvements	• Management information • Seven-Step Improvement policies and procedures, roles and responsibilities
Strategy Management for IT Services	NA	Strategy Management for IT Services policies and procedures, roles and responsibilities
Supplier Management	• Collaborate on defining and fulfilling RF goals and requirements for supplier services • Facilitate conflict resolution • Conduct supplier satisfaction survey	• Supplier contracts and contacts • Requirements from users, suppliers and organization • Supplier satisfaction surveys • Supplier survey reports • Supplier Management policies and procedures, roles and responsibilities

Provider: *Process/Function*		Recipient: Request Fulfillment
Provider *Process/Function*	**Actions Taken By Provider For Request Fulfillment**	**Information Provided By Provider To Request Fulfillment**
Technical Management	• Respond to and fulfill assigned RF tasks and activities as requested and in conformance with respective policies and procedures • Provide information regarding features and capabilities of technical components that may be requested in a Service Request	• Technical request engagement requirement • Answers to requests for information • Acknowledgement of requests • Request completion notice • Technical Management policies and procedures, roles and responsibilities
Transition Planning and Support	Coordination of Service Transition activities involving RF	Transition Planning and Support policies and procedures, roles and responsibilities