



REQUEST FULFILLMENT PROCESS

Computing & Telecommunications Services
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Supporting Details: Weekly
Measurement Procedure: ServiceNow metrics/dashboards
Category: Compliance, Performance

KPI 1.2: Number and percent of Service Requests completed within agreed target times

Type: quaNitative
Supporting Details: Weekly
Measurement Procedure: ServiceNow metrics/dashboards
Category: Compliance, Performance

CSF #2 – Improved Customer Satisfaction

KPI 2.1: 95% of Requests responded to within target response time

Description: 95% of Requests responded to within target response time (see Appendix A)

Type: quaNitative
Supporting Details: Weekly
Measurement Procedure: ServiceNow metrics/dashboards, Customer Closure Surveys
Category: Value, Quality, Performance

KPI 2.2: 95% of Requests resolved within target resolution time

Description: 95% of Requests resolved within target resolution time (see Appendix A)

Type: quaNitative
Supporting Details: weekly
Measurement Procedure: ServiceNow metrics/dashboards
Category: Value, Quality, Performance

KPI 2.3: Timely and consistent communication provided to customer

Description: Timely and consistent communication provided to customer by CaTS staff for open requests

Type: quaLitative
Supporting Details: Weekly and yearly
Measurement Procedure: Customer satisfaction surveys (Closure and Annual)
Category: Value, Quality, Performance

CSF #3 – Standard procedures in-place for each type of requested service

KPI 3.1: Number and percent of requests with associated, documented workflow procedures

Description: Reduction in the user of generic request workflows

Type: qualitative

Supporting Details: Quarterly

Measurement Procedure: ServiceNow metrics

Category: Compliance, Performance

Roles & Description of Responsibilities

During each activity in the Incident Management process, the following roles have certain responsibilities. Their overall role is described here, with activity-specific roles described further within this document.

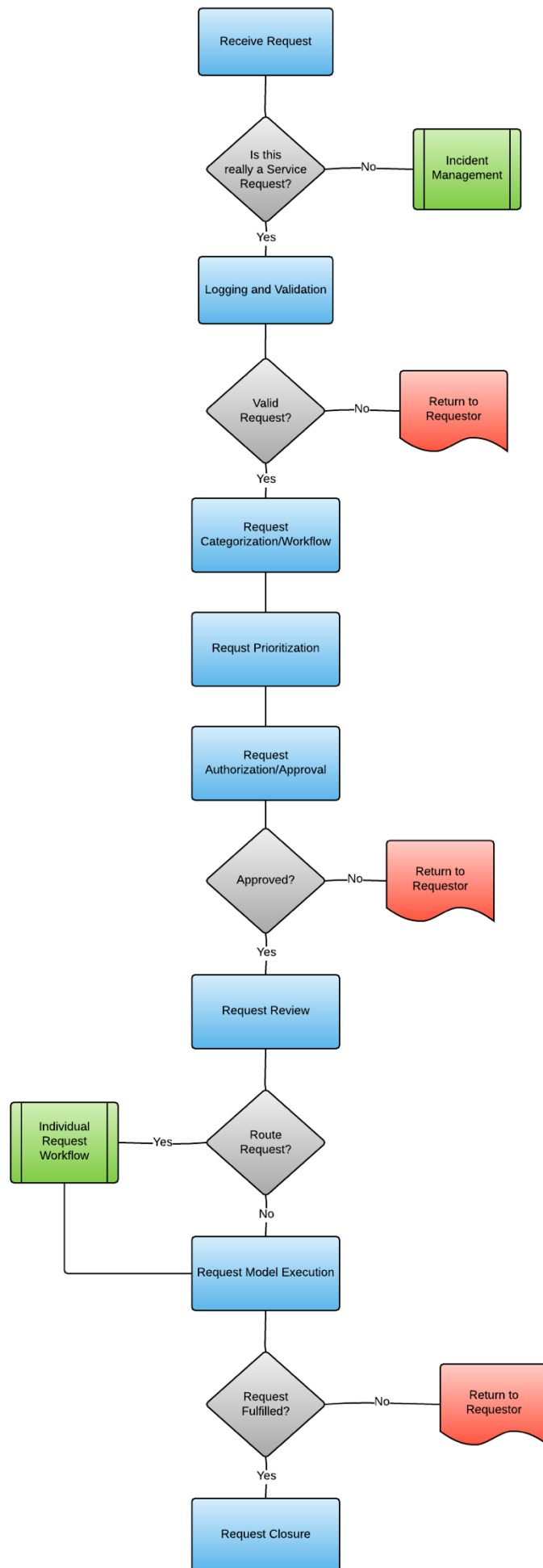
Name	Description of Role
Incident Manager	Accountable for the overall Request Fulfillment process, and responsible to monitor existing requests to ensure they are not Incidents.
Service Desk Manager	Responsible for the day-to-day supervision of the Service Desk. If the Incident Manager and Service Desk Manager are separate individuals, will be responsible to monitor existing incidents to assist the Incident Manager in identifying requests which may actually be Incidents.
Service Desk Analyst	<ul style="list-style-type: none">• Responsible for accurately logging all requests and submitting them to the appropriate request workflow.• Verify that the request is valid and the user is permitted to access the requested service.• Communicate with users, keeping them informed of the Request progress.• Initiate the Closure activity if a request is able to be fulfilled at the Service Desk.
Request Fulfiller	<ul style="list-style-type: none">• Manages the ownership of Requests within their functional group.• Assign Requests tasks assigned to their functional group.• Notify the Service Desk of any Requests submitted directly to Tier 2/3 Analysts.• Initiate the Closure activity for requests fulfilled within

	their functional group.
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Workflow

Due to the varied nature of requests, each request will have its own documented workflow and RACI matrix. These will be developed ongoing and will involve individual meetings with the Service Management group and groups responsible for fulfilling each requested item.

In general, requests workflows will follow the ITIL-recommended request workflow:



Appendix

Appendix A – Service Level Targets: Response and Resolution

Due to the varied nature of requests, each documented request workflow will include individual response and resolution targets. These will be developed ongoing and will involve individual meetings with the Service Management group and groups responsible for fulfilling each requested item.