# REQUEST FULFILLMENT PROCESS

Computing & Telecommunications Services
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#### Overview

A process is defined as a set of linked activities that transform specified inputs into specified outputs, aimed at accomplishing an agreed-upon goal in a a measurable manner.

#### Description

This is the Request Fulfillment process for Wright State University Computing & Telecommunications Services, and any distributed IT department utilizing CaTS as their first-point-of-contact (FPOC) for services provided by the distributed department.

#### Scope

A Service Request (hereafter "request") is a formal request from a user to be provided a service supported by CaTS or a distributed IT group.

#### Goals, Objectives, CSFs and KPIs

#### Goals

- Improved response to requests
- Improved customer relationship
- Better alignment between IT and service the business needs of the university
- Improved Request monitoring and reporting capability
- Improved cooperation and communication between existing IT functional groups

#### **Objectives**

- Ensure that standard methods and procedures are used for efficient and prompt fulfillment of service requests
- Increase visibility and communication of requests to business and internal IT staff
- Enhance university perception of IT through the use of a repeatable, professional approach in fulfilling requests within fulfillment targets
- Increase user satisfaction to 90% in annual CaTS Customer Service surveys

### Critical Success Factors and associated Key Performance Indicators

Critical Success Factors (CSF) are defined as something that must happen if an IT service, process, plan, project or other activity is to succeed. CSFs are measured by Key Performance Indicators (KPI), which are defined as "metrics that [are] used to manage an IT service, process, plan, project, or other activity" (ITIL Foundation with Case Study, Quint Wellington Redwood)

 $\it CSF~\#1$  –  $\it Ability~to~fulfill~service~requests~efficiently~and~effectively$ 

KPI 1.1: Average time and/or mean time for approval, fulfillment and closure for each type of Service Request.

Type: quaNitative

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.

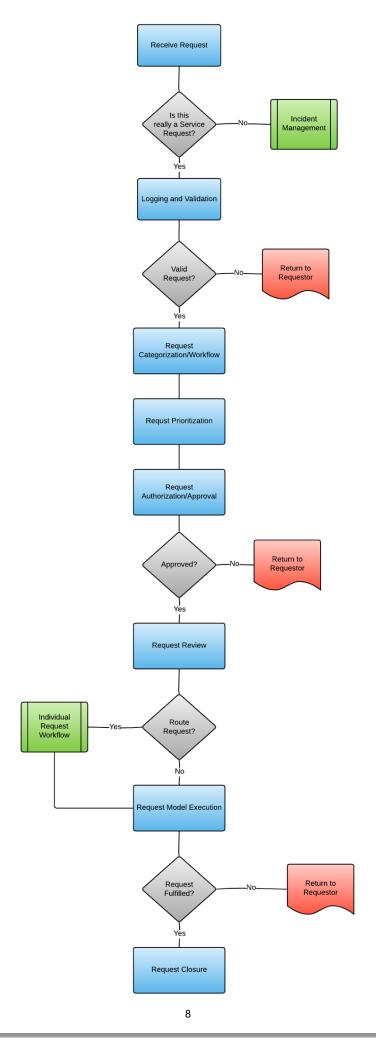
Name	Description of Role
Incident Manager	Accountable for the overall Request Fulfillment process, and
	responsible to monitor existing requests to ensure they are
	not Incidents.
Service Desk Manager	Responsible for the day-to-day supervision of the Service
	Desk. If the Incident Manager and Service 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> <li>Responsible for accurately logging all requests and submitting them to the appropriate request workflow.</li> <li>Verify that the request is valid and the user is permitted to access the requested service.</li> <li>Communicate with users, keeping them informed of the Request progress.</li> <li>Initiate the Closure activity if a request is able to be fulfilled at the Service Desk.</li> </ul>
Request Fulfiller	<ul> <li>Manages the ownership of Requests within their functional group.</li> <li>Assign Requests tasks assigned to their functional group.</li> <li>Notify the Service Desk of any Requests submitted directly to Tier 2/3 Analysts.</li> <li>Initiate the Closure activity for requests fulfilled within</li> </ul>

their functional group.	

## 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.