

Reason for Policy	<p>This policy is to detail requirements for Request Fulfillment within IT. Request Fulfillment allows quick and effective delivery of standard services in order to underpin business requirements and help build business effectiveness and efficiency. Its main objectives being:</p> <ul style="list-style-type: none"> • Provide a channel for users to request and be provided with pre-defined and approved services • Assist with information and complaints
Scope	<p>This policy defines the high level requirements in regard to request fulfillment including the synergistic relationships between Incident Management, Change Management, Service Level Management and Service Catalogue processes where required as the delivery mechanisms for service requests, standard changes. 2nd service faults.</p>
Intended audience	<p>The intended audience for this document is:</p> <ul style="list-style-type: none"> • All IT staff • All supplier staff managing IT Services • Business stakeholders using IT Services
Policy Statement	<p>General</p> <p>All Service Requests will be logged via the Service Desk via telephone, email or via an automated service portal and be recorded within the approved IT service management tool.</p> <p>Requests should be linked to a defined service catalogue in order to ensure that all services supplied are understood, resourced and cost effective. This catalogue may be linked to customer and business published information, aligned to service level agreements and may form part of any automated portal delivery mechanism.</p> <p>Environments</p> <p>The following environments are included within the Request Fulfillment process:</p> <ul style="list-style-type: none"> • Production environment/s <p>Request types</p> <p>The following request types apply to IT. They will be logged as service requests by the Service Desk and within the authorized service management tool. These types will be further detailed within processes and procedures associated with Request Fulfillment.</p> <ul style="list-style-type: none"> • Queries <p>Any request for information, question or query. These may be broken down into distinct categories to assist with reporting granularity as required. They may include things such as wrong numbers, how to questions, or general queries.</p>

	<ul style="list-style-type: none"> • Request for Service <p>Requests for the delivery of a defined service within the service catalogue which may be part of a standard change and will have a fulfillment model for engagement and delivery. All requests will have agreed fulfillment targets based on service levels defined for the service</p> <p>They may include:</p> <ul style="list-style-type: none"> • Request from the business for new or changed services. Typically requiring follow-up by Business Development • Requests for a catalogued service by an internal or external IT customer <ul style="list-style-type: none"> • Service Faults (Incident Management) <p>A service fault is any incident that is better handled as a request due to its low impact, low risk and general alignment to standard changes. They are exclusively linked to company End User Services and must comply with the following criteria:</p> <ul style="list-style-type: none"> • Affects a single user only • Low impact and low risk • Restored via standard delivery models or as part of normal incident diagnosis practices. • Faults resolved within IMAC delivery models. EG: Resolution is linked to standard PC replacement, operating system reimage, or supported software reinstallations. • Diagnosed and resolved issues of supported environments. EG. Approved software configuration and re-installations, PC drives mapping, PC login and PC hardware issues, reboots and replacements. • Has an agreed service level target as part of aligned service level agreements. • Regarded as Standard Changes and "Pre-Approved" <p>Management of all service faults is the responsibility of the Service Desk and process accountability rests with the End User Support Manager.</p> <p>Service Faults will have 1 level diagnosis undertaken via the Service Desk and may have workarounds associated to their restoration.</p> <p>End User Services delivery models are owned by the End User Services Manager This individual is the IT resolver group manager for escalation of Service Faults to 2 and 3 Level resolvers.</p> <p>Compliance and Approvals</p> <ul style="list-style-type: none"> • Financial approvals <p>Financial approvals may be required to initiate and fulfill requests. These should be defined as part of the fulfillment model and automated where possible. It is important that these controls are maintained so they are compliant and remain relevant to organization role changes and company organizational policies.</p> <ul style="list-style-type: none"> • Compliance approvals <p>Other organizational and/or compliance approvals may be required to determine a requestor's suitability in regard to the request . These are particularly important in areas of security access rights. It is important that these controls are maintained and align to all IT and organizational security and compliance policies, processes and procedures requirements.</p>
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