

Employee Management Portal

for Service Request Fulfillment

**Version History**

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| --- | --- | --- | --- | --- | --- |
| **Ver.**  | **Date** | **Description of Change** | **Authored / Revised By** | **Reviewed By** | **Approved By** |
| 0.1 | 15th Oct 2013 | First Draft | Rahul Raj | Saket Madan | Dhananjay Kumar |
| 1.0 | 31st Oct 2013 | Approved and Baseline | Saket Madan | Dhananjay Kumar | Ajay Kr. Zalpuri |

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# Purpose

Request Fulfilment is the processes of dealing with Service Requests from the users.

The purpose of the Request Fulfillment process includes:

* To provide a channel for users to request and receive standard services.
* To provide information to users and customers about the availability of services and the procedure for obtaining them
* To source and deliver the components of requested standard services (e.g. licences and software media)
* To assist with general information, complaints or comments

# Entry Criteria

A service request is raised on Enterprise Management Portal.

# Inputs

1. Service request (Issue) reported through EMP portal:

# Process

1. All service requests shall be logged through EMP portal.
2. Employee shall raise a ticket by using active directory login credential in EMP portal.
3. All service requests (Issues) will be logged in proper ticket management with following details:
* Location: India/US/Mexico
* Date: Date, on which request is logged
* Issue Name: Relevance title of the request (issue)
* Issue category: Dropdown categorization of issues (Software/Hardware/Network/others)
1. Issue sub category: based on the issue category, select sub category from drop down. Priority: High/Medium/low based on the urgency to resolve the issue
2. Most requests should have financial approval, depending on the nature of the request.

For most standard requests, the cost (cost of fulfilling the request, and any billing/cross charging) can be identified during the request process development, and stored on a central repository.

The request record will be updated to show cost details, and will be submitted to the appropriate party for approval.

1. In some cases further approval may be needed – such as security-related. If appropriate, the request will be submitted for approval to proceed.
2. The Concerned IT engineer associated with the particular request will be responsible for ensuring the request record is kept updated with progress, and the requestor is also informed.
3. When the Service Request has been fulfilled it must be updated in EMP portal-checking that the user is satisfied with the outcome before closing the record

# Outputs

1. Service request fulfillment.
2. Updated status in EMP tool.

# Exit Criteria

Raised service request is closed.